FAQs :

What is Talab Swiftlly?

Talab Swiftlly LLC is a food delivery application where we shall be catering to the corporate sections of the market to provide best quality meals at reasonable price(s).

What does Talab Swiftlly do?

We deliver your meals at your offices without any additional delivery costs. We aim to provide you the best service at minimal cost with authentic quality.

Why should I use Talab Swiftlly ?

Talab Swiftlly is the most convenient application for the corporate sector. Being in Office you can pre-order your breakfast, Lunch, Snacks or Dinner and every other food cravings you are looking for at a reasonable rate with best quality and on time. Talab Swiftlly has no hidden costs for Delivery, etc.

For using Talab Swiftlly, every time you get loyalty points whenever you place an order, refer to friends and during your registration as well, which can be later on redeemed.

Do you have Debit Card/Credit Card services?

Yes, Talab Swiftlly accepts online payment options for Debit Card/Credit Card.

Do you have special offers?

Yes. We do run different offers on our application on timely basis.

How do I place an order on Talab Swiftlly?

Go to Talab Swiftlly app, log in with your account, then simply place your order.

I forgot my password, How can I retrieve?

No worries, Just go to ''TROUBLE LOGIN'' enter your phone no. you will get an OTP. Insert the OTP and hey can now create a new password and sign in.

If I placed an order, how long does it take to receive the order?

It depends on the restaurant's estimated delivery time. Each restaurant will display its order delivery time in the restaurant's "Info" section. However, the time may vary depending on the road traffic congestion. Please take into consideration your delivery slots as well.

I find difficult to read English apps, how can Talab Swiftlly help?

Not to worry, Talab Swiftlly gives you the freedom to choose your language while registering. e.g., English, Arabic and Hindi.

Can I re-order a previous order?

Yes. In the app, you can simply go to the "My Orders" section and choose an order from your previous orders, and re-order it.

I was not happy with my order? Who should I contact?

If you have any issues with your order, you can notify us or send us your complaint to sales@swiftly.com and your complaint will be handled by our customer service team.

When can I place order?

You have to place order one day prior your delivery within the specific slot so that your order can reach you by the next day at the opted slot.

How can I cancel my order when it's placed for next day?

You have the right to cancel an order up before change of the calendar date, e.g., 15.01.XXXX Order placed, then order must be cancelled before 15.01.XXXX 23:59:59

How long does the online payment refund process take?

The duration of the refund process varies depending on the payment method you used. For K-Net it may take up to 3 working days, The refund for MasterCard and Visa may take up to 6 days.
To learn more about our refund policy, we invite you to read our Terms and Conditions

The order I received was not acceptable, how can I contact you?

You can contact us at Online chat or can email us at www.swiftlly.com

Can I rate or write a review about my recent order?

Yes. You can rate and write a review about your previous order. You can simply go to 'My Orders' tab on my account page and click on a particular order to rate/review.

What is Swiftlly Loyalty points?

Talab Swiftlly offers you rewards in the form of points for signup, referral and on each order placed. You can earn more and more points and can redeem it while placing an order. It's a kind of virtual cash which can be used while making payments.

How can we redeem Loyalty points?

Loyalty point is fun. You get points which can be redeemed while placing next order.

How can I contact Talab Swiftlly.com?

You can contact us anytime through live chat or can e-mail us at sales@swiftlly.com (we operate 24 hours) or send your feedback through the "Feedback form" available on the website i.e. www.swiftlly.com