

## FAQ (Frequently Asked Questions)

### 1. What is the offer?

Ans: Use voucher 'BANK200' to get 40% off up to 200tk on a minimum order value of 400tk as a new customer of foodpanda.

Use voucher 'FPSI150' to get 20% off up to 150tk on a minimum order value of 300tk as a regular customer of foodpanda.

### 2. Who is eligible for the offer?

Ans: It is available for new customers (customers who sign up to foodpanda Bangladesh for the first time and use the code on their first order) with promo code 'BANK200'.

Available for regular customers (customers who sign up to foodpanda Bangladesh made at least one transaction in previously) with promo code 'FPSI150'.

### 3. How to use the offer?

Ans: Use the voucher on the 'Apply a voucher' tab on the orders page, discounts will be applied automatically.

### 4. What is the campaign period?

Ans: Campaign will end on the 31<sup>st</sup> of October 2021.

### 5. What is the Voucher Code?

Ans: Voucher Code:

- Bank200 for new foodpanda customers.
- FPSI150 for regular foodpanda customers.

### 6. Can a cardholder avail the discount for first time only?

Ans: Bank200 for new foodpanda customers, this voucher is available to a first time foodpanda user only. The person will be able to enjoy the discount upon using the voucher in the 'Apply a voucher' section and then place their first order.

FPSI150 for regular foodpanda customers, this voucher is available to regular basis foodpanda user only. The person will be able to enjoy the discount upon using the voucher in the 'Apply a voucher' section and then place their order.

### 7. Will a new customer get both new and existing offers?

Ans: No. A new customer may only redeem the new customer voucher once. Going forward he/she will be eligible for the existing discounts/vouchers available on the foodpanda platform.

### 8. Is there any capping on discount?

Ans: Yes.

- New Customer:  
A customer may enjoy up to 200tk max discount on their first transaction. Minimum order value 400tk for new customer.
- Regular Customer:  
A customer may enjoy up to 150tk max discount per transaction and 500tk max discount per month on their regular transaction. Minimum order value 300tk for regular customer.

### 9. Is there any limit to the number of times that the cardholder will be eligible for the offer?

Ans. Yes, the voucher 'Bank200' can be used only once and 'FPSI150' has no limitation.

**10. When will the cardholders receive the discount?**

Ans. The discounts are instantaneous! Customers will be able to see the discounts once the vouchers are applied.

**11. Will the customer get discount in delivery charges?**

Ans: No, discounts are eligible on the order value only.

**12. Where can I avail this offer from?**

Ans: offers can be availed on the foodpanda website or the app.

**13. What are the contact details for any queries pertaining to foodpanda?**

Ans: Please reach out to [support@foodpanda.com.bd](mailto:support@foodpanda.com.bd) for any queries or complaints or to get in touch with foodpanda service agents. You can also chat to us on FB messenger and foodpanda also have live chat via our help center.

**14. What is the refund, delivery and exchange policy?**

Ans: Foodpanda do not have exchanges policy, however, you can see our balance policies here:

<https://www.foodpanda.com.bd/contents/account-balance-policy>

and all our terms here:

<https://www.foodpanda.com.bd/contents/terms-and-conditions.htm>