

Milk Village Customer Charter

Our Promise to Every Customer

At Milk Village, we are committed to delivering fresh, pure, and high-quality dairy products with transparency and care.

Fresh & Pure Products

We procure, process, and deliver our products under strict quality and hygiene standards to ensure freshness and purity.

Reliable Doorstep Delivery

We strive to deliver your daily milk and dairy products on time and in the most convenient manner.

Transparent Billing

No hidden charges. All transactions, wallet deductions, and order history are available on the Milk Village App.

Easy Subscription Management

Pause, resume, increase, or decrease your milk requirement conveniently through the app.

Convenient Product Ordering

Subscribers can order additional dairy products that are delivered along with their milk subscription without any extra delivery charges.

Rewarding Loyalty

We value our customers and encourage them to participate in our Refer & Earn and Ambassadorship Programs.

Responsive Customer Support

Our team is committed to addressing customer concerns promptly and professionally.

Privacy & Data Protection

Customer information is kept confidential and used only for providing and improving our services.

Continuous Improvement

We continuously improve our products, services, and technology to provide the best experience to our customers.

Our Service Commitment

We commit to:

- ✓ Deliver fresh and pure products every day.
- ✓ Maintain high standards of quality and hygiene.
- ✓ Provide transparent pricing and billing.
- ✓ Respect customer feedback and resolve concerns promptly.
- ✓ Continuously improve our service standards.
- ✓ Build a trusted and long-term relationship with every customer.

Milk Village – Fresh. Pure. Delivered Daily.