

Milk Village – Frequently Asked Questions (FAQs)

1. What is Milk Village?

Milk Village is a doorstep delivery platform providing fresh and pure dairy products, including milk, curd, paneer, ghee, khoya, and other dairy products. We operate primarily on a subscription model to ensure uninterrupted daily delivery.

2. What products does Milk Village offer?

Our products currently include:

- Farm Fresh Milk
- Full Fat Milk
- Tea Milk
- Curd (various fat categories)
- Paneer
- Ghee
- Khoya
- Seasonal and specialty dairy products

Additional products may be introduced from time to time.

3. How does the milk subscription work?

Customers subscribe through the Milk Village App and select their daily milk requirement. The subscription works on a prepaid wallet system, and deliveries are automatically scheduled based on your subscription plan.

4. Is there a minimum recharge requirement?

Yes. To activate and continue the subscription service, customers are required a minimum wallet recharge of ₹2,000.

5. Why is the subscription prepaid?

The prepaid model helps us:

- Ensure uninterrupted delivery.
 - Plan milk procurement and production efficiently.
 - Minimize wastage and maintain freshness.
 - Offer better service and timely deliveries.
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6. How do I recharge my wallet?

You can recharge your wallet through:

- UPI
- Debit/Credit Cards
- Net Banking
- QR Code Payment (where available)

The wallet balance is automatically adjusted against your daily deliveries.

7. What happens if my wallet balance becomes low?

You will receive notifications through the app when your balance is running low. If the wallet balance becomes insufficient, deliveries may be temporarily paused until the wallet is recharged.

8. Can I modify my milk quantity?

Yes. You can increase, decrease, pause, or resume your milk subscription directly from the app, subject to the applicable cut-off time.

9. Can I pause deliveries when I am out of town?

Yes. You may pause your deliveries through the app for any duration and resume them whenever required.

10. Can I order additional products apart from my milk subscription?

Yes. Subscribers can place ad-hoc orders for products such as curd, paneer, ghee, khoya, and other available products.

These products are delivered along with your regular milk delivery without any additional delivery charges.

11. Can non-subscribers place orders?

Yes. Non-subscribers can place ad-hoc orders through the app.

Delivery charges are:

- ₹20 for orders below ₹350.
 - Free delivery for orders of ₹350 and above.
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12. What are the delivery timings?

Milk Village delivers early in the morning to ensure that customers receive fresh dairy products at their doorstep.

Specific timings may vary depending on your location and route.

13. How fresh is the milk?

Our milk is procured, processed, and delivered with strict quality controls to ensure freshness and purity.

14. Do you add preservatives or chemicals?

No. Milk Village products are free from preservatives and unnecessary additives.

15. How do I know my milk is pure?

Every batch undergoes quality checks, including:

- Fat and SNF testing
 - Acidity testing
 - Adulteration checks
 - Hygiene and processing controls
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16. How can I track my orders?

All orders, deliveries, wallet transactions, and subscriptions can be tracked through the Milk Village App.

17. Can I see my wallet balance and transaction history?

Yes. The app provides complete visibility of:

- Wallet balance
 - Recharge history
 - Daily deductions
 - Order history
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18. What happens if I forget to pause my subscription?

Once milk has been processed and dispatched for delivery, it may not be possible to reverse the order. Therefore, customers are advised to update any changes before the daily cut-off time.

19. How can I contact customer support?

You can reach us through:

- In-app support
- WhatsApp
- Customer care number
- Email support

Our team will be happy to assist you.

20. Do you have a referral program?

Yes. Under our "Refer & Earn" program, existing customers earn reward points for every successful new subscriber referred to Milk Village.

21. What is the Milk Village Ambassadorship Program?

Customers can become Milk Village Ambassadors and receive a unique referral code to share within their family, friends, and professional networks.

Successful referrals earn reward points that can be redeemed through the Milk Village Wallet.

22. How are reward points used?

Reward points are credited to your wallet and can be used against future purchases and subscriptions, as per the applicable program terms.

23. Can I change my delivery address?

Yes. Delivery addresses can be updated through the app, subject to service availability in the new location.

24. Is there any delivery charge for subscribers?

No. Subscribers enjoy free delivery of all products delivered along with their regular milk subscription.

25. How do I become a Milk Village subscriber?

Simply:

1. Download the Milk Village App.
2. Register using your mobile number.
3. Recharge your wallet with a minimum of ₹2,000.
4. Select your products and quantity.
5. Start enjoying fresh dairy products delivered daily.