



Search



# FAQs

## About Wisk

ConsumeTogether, based in New York area, provides an online software platform for enabling consumers to collaborate with other consumers for the purpose of purchasing various goods, and packaging and parcelling of goods for transportation and delivery of goods to consumers. Kindly visit our platform – [www.dowisk.com](http://www.dowisk.com) and avail huge discounts while you buy in collaboration with others.

### Q: What is Wisk ?

A: Wisk is a new way of ordering groceries and household items. It enables the concept of cart sharing to provide bulk buying savings to its customers with the convenience of free same day delivery. It is environmentally conscious and provides reusable packaging.

### Q: How is Wisk able to pool carts?

A: Wisk has developed a proprietary algorithm to combine orders for customers ordering similar items. It then buys in bulk from wholesalers to provide bulk buying savings.

### Q: Do I need to find customer to let me share carts?

A: You do not need to find anyone to enable sharing of carts. However, will highly appreciate you referring us to your contact. Cart sharing will become more and more effective in providing savings as more and more customers order on [www.dowisk.com](http://www.dowisk.com).

### Q: What does savings mean?

A: We have compared the price on our website with the average price on leading online websites and come up with the difference. The prices on websites keep changing and we refresh our savings numbers once a month. We do not provide any price saving guarantee and the numbers are approximate. However, we do keep a track of savings made on all your orders.

### Q: Does Wisk charge any membership fee?

A: No membership fee is charged. Every order makes you a member of our cart sharing service and allows us to provide bulk buying savings

## Account Info

### Q: How do I create an account?

A: Please [click here](#) to create account

### Q: How do I change password?

A: Please [click here](#) to change password

### Q: How do I check past orders?

A: Please [click here](#) to login and check past orders

## Order and Delivery

### Q: How do I place an order at Wisk?

We use cookies to give you the best shopping experience.



results. You can add items to your cart from search results itself and do not even need to go to separate product page. Once you've placed your first order with us, you can use our reorder feature.

**Q: How do I reorder?**

A: We've made reordering easy. We automatically store your past orders, details and all, so you can reorder in minutes. Just click on Reorder button on each past ordered item or the whole past order number.

**Q: I did not receive an invoice with my delivery. How can I see if my order is complete and correct?**

A: As part of our commitment to reducing waste, we've made the choice to no longer include paper invoices with deliveries. You can easily view and print your orders by going to Your Account and clicking on Order History.

**Q: How can I view the status of my order?**

A: Login to view status of your order.

**Q: How do I cancel/modify my order?**

A: Unfortunately, we do not support this functionality currently. Since, we are operating on a short time window we start buying items soon after order is placed. It is not possible for us to cancel/modify orders.

**Q: What are the delivery charges?**

A: All orders above \$50 are delivered free of cost. Orders below \$50 are charged a delivery fee of \$7.99. We do request customers to voluntarily tip us for the service at the time of check out.

**Q: What if there is an error in my order?**

A: Kindly [click here](#) to contact us via email. Mention order ID found in your receipt as the subject of email. We will respond within 24 hours and do our best to resolve the issue.

**Q: What if the delivered item is damaged?**

A: Kindly [click here](#) to contact us via email. Mention order ID found in your receipt as the subject of email. We will respond within 24 hours and do our best to resolve the issue.

**Q: What are delivery timings?**

A: All orders made before 3:00 p.m. everyday are delivered between 5p.m. to 10.p.m. All orders made after 3:00 p.m. are delivered next day between 5:00 p.m. to 10 p.m.

**Q: Will I get my delivery same day?**

A: All orders made before 3:00 p.m. everyday are delivered between 5p.m. to 10.p.m. All orders made after 3:00 p.m. are delivered next day between 5:00 p.m. to 10 p.m.

**Q: What if I did not find the package?**

A: We do not take any responsibility/liability post delivery.

**Q: Should I tip the delivery driver?**

A: You are under no obligation to tip but have the option of providing a tip if you feel that you've received exceptional service. You can e-tip as you're checking out on both our website and iPhone app. Delivery personnel are not permitted to solicit tips under any circumstances.

**Q: What if I'm not home to receive my order?**

A: To receive the delivery, you must live in a residential apartment or home and you or an authorized representative must be present to receive your order from our delivery personnel during your selected delivery window or we shall deliver your order at your doorstep at your risk. The authorized representative can accept your goods when you are not present at the time of delivery and shall accept the goods under all of the same terms and conditions that would apply had you accepted the delivery yourself. Anyone at the delivery address who receives the delivery is conclusively presumed to be authorized to receive the delivery. If you, your doorman, and your authorized representative are not present during your selected delivery window and if you do not want us to leave your order at your door step, we will use commercially reasonable efforts to contact you and reschedule delivery (a \$7.99 re-delivery fee may apply). In such case, if we are unable to redeliver the order to you for any reason, the order will be canceled, and you will be charged a cancellation fee. You are always welcome to reorder.



A: In the interest of the safety of our delivery personnel, we do not deliver to walk-ups (buildings without an elevator) above the fifth floor, we do not deliver more than 3 cases of beverages above the 4th floor and in the event of a broken elevator, we will not deliver above the fifth floor.

Our technology cannot enforce these limits when you place an order, so we ask all our customers to abide by these service limitations, as we may limit deliveries when orders exceed these requirements. Again, this rule exists only to protect the health of our delivery staff, and we appreciate your understanding and cooperation.

## Payment

### Q: How can I pay for my order?

A: Wisk accepts Visa, MasterCard, Discover, and American Express credit cards as well as debit cards bearing the MasterCard or Visa logo.

Your Card will be charged for your order at the time your order is received by the Platform for an amount equal to 100% of the total of the non-perishable items in your order. We will not process any order that attempts to use an incorrect, expired, or over-the-credit limit Card. We will make reasonable efforts to contact you if this occurs. However, in the event such an order is processed, we reserve the right to collect funds for any uncollected transaction charges or fees owed to it. We may charge a fee of \$2.00 per order should a payment made via Card be declined resulting in the need for alternate payment or exception processing. If you fail to pay any fees or charges when due, including but not limited to returned checks, rejected electronic payments, redelivery fees or restocking fees, we may charge such amount directly to the Card identified in your Customer Account and we may suspend or terminate your access to the Platform. You shall be responsible and liable for any fees, including attorneys' fees and collection costs, that we may incur in our efforts to collect any unpaid balances from you. Your right to use the Platform is subject to limits established by us and/or by your Card issuer.

### Q: Why does my credit card charge not match my invoice?

A: Your Card will be charged for your order at the time your order is received by the Platform. Since certain perishables are priced by variable weight and the actual price is not known until we have prepared and weighed your order. Also, sometimes the item ordered may not be available and we need to refund the price charged for the item.

## Packaging

### Q: Can the delivery person wait while I unpack so I can return the bags?

A: No. Unfortunately, the delivery person has to move on to their next delivery, but we can pick the bags up when we deliver your next order.

### Q: How long will my order stay fresh in the delivery bags?

A: We advise that you place items should be placed in the refrigerator/freezer immediately.

### Q: What should I do with my bags?

A: One of our mission is to provide sustainable packaging and highly recommend to return the bags for reuse. You can keep your bags with you as well at no cost and reuse or recycle them. You can return your bags to one of our crew members on your next delivery and we'll recycle or reuse them. You should always check your local recycling rules before putting anything out for collection.



[HOW IT WORKS](#) [FAQS](#) [CONTACT US](#) [PRIVACY POLICY](#) [TERMS & CONDITIONS](#) [RETURN & REFUND POLICY](#)

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