

Pronto Merchant & Storefront Standards (Customer-Facing Summary)

Audience: Pronto customers (customer-facing summary)

Purpose: Explain what customers can expect from storefronts on Pronto.

Storefront quality standards

Pronto storefronts are expected to:

- Prepare orders accurately based on the menu description and selected options.
- Package items safely to preserve temperature and prevent spills.
- Provide clear menu descriptions and pricing.

Food safety and allergy guidance

- If you have a severe allergy, review item descriptions carefully and include clear notes when available.
- Pronto cannot guarantee allergen-free preparation across all storefronts.
- If you believe you experienced a food safety issue, contact support immediately.

Service and operational expectations

- Operating hours and menu availability can vary by day and time.
- Promotions may be limited by date, time, and storefront eligibility.
- Some items may be temporarily unavailable.

Customer reviews

Customers may leave storefront reviews after an order. Reviews help other customers understand:

- Food quality

- Delivery experience
- Item accuracy

What to do if there's an issue

If your order is missing items, incorrect, late, or not delivered:

- Contact support with your order details and storefront name.
- We'll help with next steps (replacement, credit, or refund depending on the situation).