Frequently Asked Questions (FAQs)

1. What is MDW?

MDW stands for **My DawaiWala**, a healthcare platform that delivers medicines and wellness services quickly and reliably. We're currently operational in Kolkata.

2. What services do you offer?

We offer:

- **MDW Medicine**: 100% genuine medicines delivered within 20 minutes (within 3 km of our hub) and up to 2 hours pan-Kolkata.
- **MDW Wellness**: Home-based health checkups (BP, SpO_2, weight), and consultations with physiotherapists, yoga trainers, and more.

3. How do I order medicine from MDW?

Simply visit www.mydawaiwala.com and click on the WhatsApp icon. Send us your prescription or medicine name — we'll take care of the rest.

4. Is a prescription required?

Yes, for certain medicines. Our team will inform you if your order needs a valid prescription.

5. How are medicines delivered?

Our trained delivery agents bring the medicines directly from licensed pharmacies. We maintain strict quality checks and cold-chain protocols wherever required.

6. Where is MDW available?

Currently, we serve all major areas in **Kolkata**, including New Town, Salt Lake, Behala, Lake Gardens, and more.

7. What are the charges for MDW Wellness check-ups?

Our BP Checkup starts at **₹49 per visit**. We also have **monthly and family plans**. Visit the Wellness section on our website for full pricing.

8. How do I book a wellness visit?

You can message us on WhatsApp or book directly from our site. A verified expert will visit your home within the selected time slot.

9. Who are the wellness experts?

All experts are background-verified, trained, and carry MDW ID cards. They follow hygiene and safety protocols during every visit.

10. How do I raise a complaint or give feedback?

You can email us at **support@mydawaiwala.com** or use the grievance redressal form in the Grievance section.