

Ramen Kuroda Mobile App FAQ

GENERAL QUESTIONS

1. What is the Ramen Kuroda App?

The Ramen Kuroda app provides you conveniently ordering your favorite real Japanese dishes. It also has exclusive deals and discounts.

2. How do I use the Ramen Kuroda app?

Step 1: Download the Ramen Kuroda app at Google Play Store or App Store

Step 2: Register an account

Step 3: Order your favorite real Japanese dishes for contactless dining, pick-up and delivery transactions.

3. Are Senior Citizen, PWD and other discounts applicable on this app?

We regret to inform you that Senior Citizen, PWD and other discounts are currently not available in our application. If you wish to avail the said discounts, you may visit our nearest branch and order manually.

ACCOUNT AND REGISTRATION

1. I forgot my password. What can I do?

You may reset your password by clicking “Forgot Password”. You will receive a 6 digits code to your registered email/phone number to verify your password updating.

2. My app is not working. How can I fix it?

Please try to close the app in your tab. If this does not work, you may check if the Ramen Kuroda app needs to update with a new version in your Playstore/Appstore. If this still does not work, contact us on our official FB Page or Instagram: Ramen Kuroda and we would love to assist you.

3. How can I contact Ramen Kuroda if I have other questions and concerns about the app?

You may message us on our official FB page and Instagram at Ramen Kuroda.

RK PRIME MEMBERSHIP

1. What is RK Prime Membership?

RK Prime Membership is an exclusive online offering of Ramen Kuroda for those who want to get more perks and privileges. The perks and Privileges of RK Prime Member are the following:

-Free 1 extra noodles for every visit in any RK branches

-Free 1 glass of iced tea for every visit in any RK branches

-Get exclusive information about Ramen Kuroda by joining our Facebook Group (optional participation). If you wish to join, click this link:

<https://www.facebook.com/groups/226339322031034>

2. What is the RK Prime Membership facebook group?

It is a private facebook community group for real fans of Ramen Kuroda. Joining is recommended to those who are interested to know more about Japan Culture specially about food. Real and informative knowledge is posted by Ramen Kuroda Management. We would also like to hear your suggestions and feedback as well to

help us improve our services even more as one of the top food industries. Be a member and enjoy exclusive treats from Ramen Kuroda now! If you wish to join, click this link: <https://www.facebook.com/groups/226339322031034>

3. How much is the subscription fee for RK Prime Membership?

For only Php 100/month you can enjoy the following perks every time you visit any Ramen Kuroda stores. You will be billed automatically for the subscription fees.

4. What are the subscription payment methods for RK Prime Membership?

Currently, debit and credit cards are only available as a subscription payment method for RK Prime Membership. All subscriptions are recurring and will automatically renew after the end of each paid subscription period. Membership fees are billed at the beginning of each period and may take a few days after the billing date to appear on your account.

5. I am a subscriber of RK Prime Membership. How can I avail the free Iced Tea and extra noodles?

On the checkout page, you can simply toggle on the RK Prime Freebies to avail the Free Iced Tea and Free Extra Noodles.

RK POINTS

1. What is the RK Points?

It is the points given to the Ramen Kuroda customers who will top-up on their RK Wallet and successful order via mobile and web application.

2. How can I earn RK points?

There are two ways of earning RK points;

1. By topping up on your RK Wallet. For every 100 pesos top-up it is equivalent to 1 point (point will increase depending on tier)
2. Purchasing products in the app not using RK Wallet and RK Points (Cash, Debit/Credit Card, GrabPay, Maya or GCash). Every 100 pesos worth of purchase less the VAT, Service Charge and/or Delivery fee.

3. What are the levels of Tiers and points that we can earn from it?

- Earn 50 annual points in a year to reach Silver (Get 1.5 points per 100 peso for a year)
- Earn 150 annual RK points in a year to reach Gold (Get 2 points per 100 peso for a year)
- Earn 500 annual RK points in a year to reach Platinum (Get 3 points per 100 peso for a year)
- Earn 1000 total RK points to reach Diamond status (Get 5 points per 100 peso lifetime)

4. When and where can I use my RK points to purchase Ramen Kuroda dishes?

As long as you have available RK points in your account, you may combine it with other modes of payment such as GCash, Maya, GrabPay, RK Wallet, Debit/ Credit cards to purchase RK dishes in your mobile application up to 80% of your subtotal amount.

RK WALLET

1. What is the RK Wallet?

RK Wallet is the official e-wallet of Ramen Kuroda. You can use it to purchase food in all Ramen Kuroda stores. This is applicable for contactless dining, pick-up and delivery transactions.

2. How can I top-up to my RK Wallet account?

Open your Ramen Kuroda app. Click the RK Wallet and choose top-up. Put the amount you wanted to top-up and choose your payment option.

3. What are the available payment options to top-up for my RK Wallet?

You may top-up in your RK Wallet using GCash, Maya, GrabPay and Debit/Credit cards.

PAYMENTS

1. What payment methods do you accept?

We do accept GCash, Maya, GrabPay, Debit/Credit card and RK Wallet as a mode of payment for all transactions. You may also use your RK Points to combine with your chosen payment method.

2. I already got deducted but I haven't received any order confirmation?

You may message us on our official FB page or Instagram about the status of your order. If we confirm that we received the payment, our branch will coordinate with you to manually get the order and request appropriate RK points to credit to your account. If we didn't receive your payment, your chosen payment option will automatically refund it, usually within the day.

ORDERS

1. How can I monitor the status of my order?

Upon placing an order, you will receive an order confirmation via SMS. You may click the tracking number to check the updated status of your order. You may also open the active order on your mobile phone to check the updated status.

2. Is it possible to add an item even though I already placed an order?

Yes. For contactless dining, you may scan again the same QR code on your table for additional order. For pick-up, you may place another set of items. For delivery transactions, if you wish to add more dishes, you may check your order status first. If the order status is not yet delivered, you may directly coordinate with your chosen branch if you could order via pick-up and include it in your delivery.

3. I got the wrong orders. Where can I call?

You may call your chosen branch, kindly check their mobile number in your order history. It includes the branch contact number. You may also message us on our facebook and Instagram: Ramen Kuroda to assist you.

4. What does the different order status mean?

Order Received- it means that your order was able to receive by your chosen branch

Order Confirmed- the branch confirming the order

Preparing- the branch is now preparing your orders

Prepared- it means your order is now ready for pick-up/delivery

Delivering-it means that your order is out for delivery

Completed-it means that the order is already picked-up/delivered/served

REFUND

1. How long will the refund reflect on my chosen payment method?

It depends on your chosen payment method, usually for GCash and Grabpay it will credit to your account in real time. For debit/credit cards, approximately 5-10 banking days depending on your banks.

It depends on your chosen payment method, approximately 5-10 banking days before it reflects on your account.

CANCELLATION

1. How can I cancel my order?

You may cancel your order if the status is still “Order Received” which the branch has not yet started the preparation of your order. Just simply open your order and click the cancel button on the upper right of your phone and choose the reason. Once your order status was updated to “Confirmed”, you can no longer cancel the order since the branch has already started preparing your order.

For general concern and suggestions. You may send a message at:

FB: Ramen Kuroda IG: @ramenkurodaph

For payment concern, kindly email us:

ramenkuroda.marketing@gmail.com