

FAQs - MASTER54 voucher

1. What is the offer?

Ans: This discount offer is an independent offer from any previous offer(s) which are still valid, and the offer is applicable on "Food Delivery & pick-up" purchased by the Eligible Customers through foodpanda's online page-www.foodpanda.com.bd and/or application.

2. How much is the discount?

Ans: foodpanda will offer flat Tk.54 off to the existing/new Eligible Customers on the subtotal amount of the price of the products as shown on foodpanda's platform (excluding applicable taxes) subject to a minimum purchase of products worth BDT 299 in one single transaction for food delivery/pick-up only.

3. What is the campaign timeline?

Ans: December 16-31, 2025.

4. What is the voucher code?

Ans: MASTER54

5. How to use the offer?

Ans: Use the voucher on the 'Apply a voucher' tab on the orders page, discounts will be applied automatically.

6. What Mastercard users are eligible?

Ans: All MASTERCARD users irrespective of new or existing users in foodpanda platform are eligible for this offer upon using their card and saving it.

7. Can this offer be modified?

Ans: foodpanda holds the right to stop/discontinue this offer upon confirming its relevant stakeholders.

8. Can a foodpanda user avail the discount for the first time only?

Ans: Discounts will be applied during the entire duration of the campaign for maximum 2 times.

9. Will a new customer get both new and existing offers?

Ans: A new customer may redeem any voucher he/she wishes to.

10. Is there any capping on discounts?

Ans: Yes, a customer can enjoy BDT 54 max discount on minimum purchase of BDT 299

11. Is there any limit to the number of times that the Mastercard user will be eligible for the offer?

Ans: No limit for Mastercard users but each foodpanda user may avail the voucher 2 times during the campaign tenure.

12. When will the Mastercard user receive the discount?

Ans. The discounts are instant! Customers will be able to see the discounts once the voucher is applied.

13. Will the customer get a discount on delivery charges?

Ans: No, discounts are eligible on the order value only

14. What is the delivery charge?

Ans: Delivery charges vary depending on the area and the distance of the restaurant or kitchen to the address to be delivered. We, however, do have restaurants near to our customers that sometimes offer free deliveries.

15. Where can I avail this offer from?

Ans: Offers can be availed on the foodpanda website or the app.

16. What are the contact details for any queries pertaining to foodpanda?

Ans: Please reach out to our service agents in live chat via help center or you can also chat to foodpanda on FB messenger.

17. How can I claim a refund?

Ans: Please find our refund policy here:

<https://www.foodpanda.com.bd/contents/refund-account-terms-and-conditions>