

How the Mellow Mushroom App Works

Steps

1. Download the Mellow App
2. Register for a Mellow Mushroom account
3. Choose location
4. Place order
5. Select time
6. Select Pickup or Delivery
7. Enter payment information
8. Receive email confirmation

FAQs:

1. **Mellow Account Sign Up:** Each individual must be at least 13 years of age to sign up for a Mellow Account. Must enter valid email address, password setup, and preferred location.
2. **App Orders:** You must be a registered Mellow Account member to make purchases with the Mellow App.
3. **Specialized/Food Allergy:** We love all of our Mellow guests and want to ensure orders are prepared to meet your expectations and dietary preferences. We recommend contacting your local Mellow to place an order with very specific dietary preferences and allergy concerns.
4. **Maximum online order:** \$500. If you need to place a larger order, please contact the Restaurant.
5. **Accepted Forms of payment:** Visa, Mastercard, Discover and American Express.
6. **Credit Cards Must Have U.S. Billing Address:** Mellow Online ordering can only accept credit cards with U.S. billing addresses.
7. **Gift cards:** cannot be used with online orders. Please contact the store and place a phone order if using a gift card.

- 8. Promotional Offers:** If you are redeeming a Mellow promotional offer, you must enter the offer code at check out. Only one promotional offer code can be used with each purchase. Check Mellow Happenings in the App for new offers.
- 9. Group Ordering:** Is not available with the App. You may place group orders with online ordering desktop.
- 10. Favorites:** You may elect to save up to 5 Mellow orders as “Favorites” so that you can conveniently reorder these items each time you order from the app.
- 11. Catering Orders:** catering items are available on the online ordering menu; however, these orders must be placed 24 hours in advance. If you need catering items delivered, please contact the store for assistance.
- 12. Delivery:** Online ordering delivery is available for select Mellow locations. If delivery is available, it will be shown as an option with the App during the ordering process. If delivery is not available for the specific time you requested, you will receive a message indicating that delivery is not available at this time. Delivery services are provided by third party vendors.

