Sadouak

Customer guide

Everything you need to book your first job.

1 Find a service

- Tap a category on the home screen, or use search.
- Open a service to see the photos, price, duration and reviews.
- Tap the provider to see their profile, rating and other services.

2 Book it

- Tap Book now.
- Choose a date and an open time slot.
- Add your address and any notes, extras or a coupon.

3 Follow your booking

- The provider accepts, or suggests another time for you to accept or decline.
- Use the chat in your booking for any questions.
- When the provider is on the way, follow them on the map.

4 When they arrive

- Open your booking and compare the photo and name with the person at your door.
- If they don't match, don't open the door. Report it in the app.
- If nobody comes, the Provider didn't show up button unlocks after 30 minutes.

5 Pay and rate

- Pay the provider in cash when the job is done.
- Download your PDF invoice from the booking.
- Rate the provider. Your review helps the next customer.

6 Urgent help

- On the home screen, tap Request on the Need help urgently card.
- Choose a category, describe the problem and add your address.
- When your price is ready, accept it before the countdown ends.

Full guide:
sadouak.com/en/guides/customer/
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