

## Frequently Asked Questions

### What is BunDrive?

We are a California based marketplace that lets you turn your living room, porch, or backyard into a cozy little restaurant. Customers order, you prepare the food immediately (like a restaurant), they come to your home to eat (fast casual, self served, no need for waiters) or pick up their food. We handle marketing, listings, payments, receipts and billing.

### Do I need seating or is pickup only?

You can do pickup only. Or have a few tables and chairs for fast-casual dining. Set them up in your backyard, porch, living room, think creatively. Create a unique and welcoming space. All dishes come in to-go packaging; no plates or silverware needed. We can help you source packaging, utensils and a take-out shelf.

### Is this legal?

Yes. We operate under California Assembly Bill 626 (2018) for MEHKO-licensed home kitchens.

### Can I set my own hours?

Yes. Choose your schedule (for example, Mon–Fri 11 AM–7 PM, Sat–Sun 11:30 AM–8 PM). We require a minimum of 40 hours a week operating hours, this is a full time commitment, we don't work with hobbyists. Stay consistently open during your posted hours to build reliability and trust.

### How does payment work?

We process payments online, take a 10% commission, and wire you the remaining 90% every two weeks.

### How do I join?

Fill out the "Join BunDrive" form. Access it [here](#). We'll guide you through your MEHKO license application, menu setup and contract signing.

### What license do I need?

A California Microenterprise Home Kitchen Operation (MEHKO) license. If you don't have one, we'll help you get it.

### What hardware or software do I need?

Just a computer or smartphone with internet. If you need one, we can loan you a device to run our Chef Dashboard.

### How do I receive and manage orders?

Log in to your Chef Dashboard. Orders arrive in real time with alerts on the dashboard.

### Can I change my menu whenever I want?

Keep your menu stable and update sparingly. A predictable menu helps customers return for their favorite dishes.

### How do I end the partnership?

Either you or BunDrive can end the contract anytime with 30 days' notice.

### How are sales taxes and reporting handled?

We collect and report sales tax on your behalf.

### What insurance do I need?

Insurance isn't required, but we recommend general liability coverage. We can help you find a policy.

**How are refunds or cancellations handled?**

We manage those for you.

**Is delivery offered or can I integrate my own delivery?**

We don't handle delivery and don't recommend third-party integration right now.

**Can I pause or modify my schedule for vacations or holidays?**

Yes—submit changes at least 3 days in advance so we can update your listing. Avoid long closures to keep momentum and customer loyalty.

**How do I update prices or menu items?**

Contact us and we'll update them for you. Soon you'll be able to do it yourself in the Dashboard.

**What analytics or sales reports are available?**

You'll have daily, weekly, monthly and annual gross-revenue reports.

**Are there minimum-sales requirements or penalties for low volume?**

No penalties or minimums. Success in the food industry relies on high volume and competitive pricing. So it means selling more food at lower price than other.

**Who handles customer inquiries or complaints?**

We take care of customer service on your behalf.

**Can I require a minimum order size?**

Our default minimum order is \$6.

**What if my MEHKO license is suspended or revoked?**

We'll help you investigate and, if possible, restore your license.

**Do I pay for packaging supplies upfront?**

No—packaging costs are deducted from your revenue.

**Is there onboarding or training for the Chef Dashboard?**

Yes. We provide full training on how to use the Dashboard.

**What support does BunDrive offer?**

- MEHKO licensing assistance
- Menu development and upload
- Packaging and utensil sourcing
- Marketing & customer acquisition
- Tech support and Dashboard training
- Loaner computer if neededs



Fill this form (scan or click), "[Become a chef on BunDrive.com](https://bundrive.com)"  
We will contact you shortly after.