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Customer Orders Veg Burger from Bopal McDonald's via Swiggy, Gets Non-Veg Instead; Video Goes Viral

A McDonald's outlet in the Bopal area of the city is facing backlash after a customer who ordered a vegetarian burger through the Swiggy app was allegedly served a non-vegetarian burger instead. The incident has sparked controversy after a video of the confrontation went viral on social media.

The customer had placed an order for two veg burgers along with fries and drinks through the online delivery platform but allegedly received a chicken burger instead. When the error was brought to the attention of the outlet's management, they reportedly behaved rudely and refused to acknowledge the mistake.

The customer also voiced significant frustration with the delivery platform, Swiggy. He claimed that despite the packaging clearly indicating that the item was a chicken burger, Swiggy support requested a photo of the opened burger to process the complaint. He criticized the platform for its response and for expecting customers to open non-vegetarian food that violates their dietary preferences in order to substantiate their claim.

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