



## **Lunch Program Frequently Asked Questions**

### ***When do I need to place, edit or cancel my order?***

Ordering closes at noon on the day prior to the delivery day. This allows vendors adequate time to prepare food and gives parents time to order. Vendors will receive final orders at noon day before delivery. This means any cancellations need to be made by this time as well.

### ***Will I receive a refund for a cancelled meal?***

We offer credits, not refunds, within our ordering system if a meal is cancelled before the deadline. If there is an issue with a meal or it is missing, our Customer Service Team will need to be contacted in order to issue a credit.

### ***How can I see the lunch menu?***

Once you have created an account, you can view the daily menus on the Lunch Calendar page by clicking on the day of the week. You can also select the "Your Orders" tab to the left of the calendar to view any pending or paid orders as well as your transaction history.

### ***Who prepares and delivers the meals?***

We work with local, high-quality restaurants that we pre-approve. They are expected to be prompt and deliver hot, fresh meals to your school.

### ***What forms of payment do you accept?***

We accept Visa, Mastercard, Discover, American Express and Debit Cards (with a Visa or MasterCard logo).

**If you have any additional questions**

**Please Call My Hot Lunchbox: 888-894-8295**