



## **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 each delivery day. This allows parents adequate time to prepare food and gives parents time to order. Vendors will receive final orders at noon on the day before delivery. Any changes to an order 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 edited or cancelled before the deadline. If there is an issue with a meal or it is missing, the school will need to contact My Hot Lunchbox in order to receive a credit to your account.

### ***How do I create an account?***

- 1) Go to [ordernow.myhotlunchbox.com](http://ordernow.myhotlunchbox.com)
- 2) Click 'Sign Up'
- 3) Click 'Order Now' under 'Customer'
- 4) Follow all prompts to create your account and your student(s) profile

### ***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 student's 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 contact My Hot Lunchbox at:**

**888-894-8295 or [info@myhotlunchbox.com](mailto:info@myhotlunchbox.com)**