

# Parent/Guardian FAQ

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- What is the ordering deadline?
- I missed the ordering deadline. Can I still place an order?
- Can I cancel an order after an order is placed?
- What if I can't provide 2 days notice / my student is away unexpectedly?
- How do I cancel my order?
- My student didn't get their pizza slice/milk?
- My student received an order that was incorrect / did not receive their order.
- Can I get a refund of the credit balance on my Lunchbox account?
- How do I change or modify an order I placed?
- What can I do if I canceled my order by mistake?
- I already placed my orders but just got a reminder to order.
- How do I view my orders? Where can I see my credit?
- What do we do if buses are canceled on a scheduled lunch delivery day?
- If the order is cancelled by the school, will I get a refund?
- What is the 'Give A Lunch' feature?

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## What is the ordering deadline?

The ordering deadline for lunches is Sunday at 12:00 NOON for the upcoming delivery week.

The ordering deadline for milk orders is Sunday at 12:00 NOON 2 WEEKS prior to the week it is being distributed to students.

## I missed the ordering deadline. Can I still place an order?

There are no exceptions and new lunch orders will not be added after the scheduled deadline.

## Can I cancel an order after an order is placed?

Orders may be canceled up to two days before the scheduled delivery day.

## What if I can't provide 2 days notice / my student is away unexpectedly?

If this is not possible, please contact your school's main office directly to make alternate arrangements for the delivery such as:

- Holding for pick up.
- Passing along to a sibling or other student.
- Donating the meal to a student in need.

## How do I cancel my order?

The following outlines the steps to cancel your order:

- Log in to your Lunchbox account as normal and proceed to your account home page.
- Go to the dropdown menu under YOUR name in the top right-hand corner and click 'Cancel an Order'.
- Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Cancel an Order'.
- Select the student and date range for the order you would like to cancel and click 'Search'.
- Click the Order ID or [Details] showing in the left-hand column to view the order details.
- Click the check box for the item that you would like to cancel (right-hand column). Then click 'cancel all checked orders' (located at the top and bottom of the page) to cancel the order.

## My student didn't get their pizza slice/milk?

Please follow up with your school's Main Office to determine what may have happened. The school oversees the distribution of the pizza/milk to the students and staff, or volunteers should be able to provide confirmation and a resolution.

## My student received an order that was incorrect / did not receive their order.

If a lunch order is incorrect or is not received, please send an email within 5 days of the scheduled delivery (preferably within 24 hours) to [info@lunchboxorders.com](mailto:info@lunchboxorders.com). We will follow up with the school and the vendor to advise of the error.

*Please note: For future reference, we always recommend that the student notifies their teacher, lunch supervisor or the main office right away at lunch distribution time if they did not receive their order or if there is an error so that it may be addressed immediately with the vendor and a replacement meal is sent to the school if applicable.*

## Can I get a refund of the credit balance on my Lunchbox account?

We process refunds via e-transfer. Please send an email to [info@lunchboxorders.com](mailto:info@lunchboxorders.com) with the following information:

- Email address that your Lunchbox account is registered with.
- The school your student attends.
- The email address you use to accept e-transfers.

## How do I change or modify an order I placed?

To change your order, you must cancel the current order(s) placed, then re-order the new item(s) that you would like to have delivered.

Please note, new orders or order updates must be processed before the weekly ordering deadline (Sunday at 12:00 PM) to be included for the upcoming delivery week.

### **What can I do if I canceled my order by mistake?**

If an order has been canceled for the current week's delivery in error and we are past the Sunday ordering deadline of 12:00 PM (noon) the order CANNOT be reinstated.

### **I already placed my orders but just got a reminder to order.**

The email reminder is specifically for next week's deliveries. While you may have placed orders the system shows no orders have been placed on your account for this week. There may be other vendor options available on the ordering calendar. If you do not intend on placing an order for those vendors or this week, please disregard the email.

### **How do I view my orders? Where can I see my credit?**

To view your orders, payment or credit information on your account, please complete the following steps:

- Log in to your Lunchbox account as normal.
- Hover your mouse over 'Order History' located on the top menu bar.
- Select 'Delivery Schedule', 'Payment History' or 'Credit History' in the drop-down menu that appears. Be sure to change the date range to match your search.
- Mobile users – select the drop-down menu beside the shopping cart (3 dots). Select 'Delivery Schedule' or 'Payment History'. Be sure to change the date range to match your search.

### **What do we do if buses are canceled on a scheduled lunch delivery day?**

This decision is determined by your school directly. Please check with your School Administration or Lunch Program Coordinator to confirm their lunch delivery plan when buses are canceled.

Milk is not credited and will be handed out to absent students on the next school day.

### **If the order is cancelled by the school, will I get a refund?**

Your Lunchbox account will be credited for any order cancelled by the school within 48 hours of notification.

Milk is not credited and will be handed out to absent students on the next school day.

### **What is the 'Give A Lunch' feature?**

The Give A Lunch feature allows parents/guardians to purchase lunches to help other students in need – students who would otherwise not be able to participate in your school's lunch program.

Contributions – which are entirely voluntary – are made as part of the checkout process and are deposited into the school's Give A Lunch Account within Lunchbox. All contributions placed in a Give A Lunch Account are used exclusively to purchase lunches for those less fortunate students at your school.

For additional information, please refer to the 'Give A Lunch' How To Guide.

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For any further questions or for additional support, please send an email to our Parent Help Team at [info@lunchboxorders.com](mailto:info@lunchboxorders.com).