

Frequently Asked Questions about My Hot Lunch:

• How do I cancel or edit an order before the ordering deadline?

To add, cancel or edit an order prior to the ordering deadline (12:00 pm, noon, the day before delivery), go to your My Hot Lunchbox account, and click on 'Lunch Calendar'. Select the day and the profile you want to make changes for on the calendar.

1. To add an order: Please watch this [one-minute tutorial](#) on how to place an order in our system.
2. To delete an order: Once you have selected the day and the profile you want to delete an order for on the Lunch Calendar, click "Delete". A pop-up window should appear asking if you're sure you want to delete this order; click "Yes".
3. To edit an order: Once you have selected the day and the profile you want to edit an order for on the Lunch Calendar, click "Edit". This will take you to the lunch menu for that particular day where you can make changes or add to your order. Don't forget to check out after you have made changes/additions.

• What if I need to cancel an order after the noon deadline?

We try to be as accommodating with our ordering deadline as possible, but unfortunately, we are unable to cancel any orders after 12:00 PM (noon) the day prior to delivery.

If you have any additional information that you think will help us to assist you, please contact our Customer Success Team.

Customer Success Team
888-894-8295
www.myhotlunchbox.com