



## Frequently Asked Questions

### **How do I get started?**

Dishes2U will provide the school a registration letter to send to all of the parents and faculty. Parents will create an account at [dishes2u.orderlunches.com](https://dishes2u.orderlunches.com). Once the account has been established, orders for lunches can be placed.

### **Is there a charge for registration?**

Yes, there is a nominal one time charge per family per school year that will be added to your first order. Registration fees are waived for all faculty and school administration

### **How often are the menu's cycles posted?**

Dishes2U uploads new menu cycles and calendars four times a year.

### **When can orders be placed?**

As soon as the menu is released, you can order lunches for the entire cycle. However, an advance purchase required. All orders must be placed by 7am (PT) the day prior to delivery of the meal. So for a Friday meal delivery, all orders must be in no later than 7am (PT) on Thursday.

### **How do I Pay?**

You can pay with either a Debit Card or Credit Card: Visa, MasterCard & Discover.

### **Is there a Minimum Order Fee?**

A check out with a minimum of \$10.00 in your shopping cart is required for all new or changed orders – all orders not meeting the minimum will be charged a \$1.00 handling fee.

### **What if I need to change, cancel or forgot an order?**

Changes can be made up to the ordering deadline, 7am (PT) on the day prior to the meal delivery. Once the ordering period has closed, late orders are not accepted and no changes are allowed.

### **Can you assist with special orders?**

Unfortunately these cannot be accommodated due to the volume of orders being placed.

### **Do you offer credit for missed lunches?**

Credits are not given due to illnesses or absences from the school as we have already purchased the meal for you. Credits are not given if your student does not like the lunch choice as ordered.

### **Field Trips?**

Dishes2U has you covered, no need to stress about what to pack, we have a field trip option enabling you to order sandwich boxes and have them delivered to the school in the morning.

### **What if I made a mistake or need to contact you?**

If you believe there was a mistake of any kind with your order, please let us know. We want to make it right – please contact us at 1-844-Dishes2U or [Customercare@dishes2u.com](mailto:Customercare@dishes2u.com)

### **Like us on Facebook**

Check out Dishes2U on Facebook at <https://www.facebook.com/dishes2u/> for your chance to win monthly prizes.

### **Have kids at other schools**

Refer Dishes2U to any other school and they sign with us, based upon your referral, we will put a \$100 credit in your account.

**[www.dishes2u.com](https://www.dishes2u.com)**