



EVOS is delighted that you are participating in our lunch program. Our commitment to providing the highest quality, healthy, and most delicious food has always been and will continue to be our number one priority -- we care about the quality of food your child eats at school/camp!

## WHAT'S FOR LUNCH?

- *Nutritious meals, made fresh each day*
- *Various menu choices in order to please much of the population - vegetarian options available*

## ORDERING SCHEDULE:

- Regular orders must be placed by **7am the day of lunch service.**



## PAYMENT INFORMATION:

The program accepts payment by Debit Card or Credit Card: Visa, MasterCard & Discover.

**Be sure to proceed to checkout** and process your payment. Orders that are left in the shopping cart will NOT be processed and your student(s) will not be included in the lunch service.

**Card Payments:** After entering your card information, ***do not close your browser prior to receiving the confirmation display or your order may be interrupted and not fully processed.*** If a confirmation page is not displayed, do not attempt to enter payment again, as this may result in duplicate charges.

## MINIMUM ORDER FEE:

A minimum \$10.00 order is required for new or changed orders - otherwise \$1.00 handling fee is charged.

## NEED TO CHANGE or CANCEL YOUR ORDER?

Changes can be made **ONLY** during the open ordering period: any time up until 7am the day of lunch service. Credits for order cancellations while the menu is open will be applied to your next order. Once the ordering period has closed, your order is FINAL.

## **LATE ORDERS:**

**After 7am on the day of lunch service, no further late orders are accepted.**

## **IMPORTANT MESSAGES:**

This icon-  will display on the ordering calendar for grade level field trips or off-campus events. For scheduled school/camp closures, ordering will not be available. **Please ensure you check the information on those days before placing your order.**

## **CREDIT FOR A MISSED LUNCH:**

Because menu items are cooked to order, credits cannot be given if your student misses their lunch due to illness, appointments, field trips, or special events scheduled during lunch.

## **WAS THERE A MISTAKE?**

If you believe there was a mistake of any kind with your order, please let us know by emailing [elr@evos.com](mailto:elr@evos.com). We will investigate the potential error and use all methods available to ensure the mistake is satisfied.

## **BE SURE TO GET EMAIL NOTIFICATIONS:**

Make sure you have an email address in your profile to receive notifications including ordering reminders, important communication, confirmations, password resets AND add [noreply@orderlunches.com](mailto:noreply@orderlunches.com) to your email safe list.

## **LUNCH PROGRAM QUESTIONS:**

For questions regarding Food or Policy, including Missed/Late Orders, Credits, and Changes/Cancellations, please email [elr@evos.com](mailto:elr@evos.com) and we'll get back to you right away.

## **TECHNICAL SUPPORT**

If you have trouble placing an order online, please email [support@orderlunches.com](mailto:support@orderlunches.com).

***Thank you for participating in our school lunch program!***

