



WE MAKE LUNCH FUN AND DELICIOUS

FREQUENTLY ASKED QUESTIONS

WHAT IS THE DEADLINE FOR ORDERING LUNCH?

Orders must be placed by no later than midnight on Friday, for lunch deliveries the following week. Order as far out in advance as you like. **You will not be able to order and receive lunch in the same week.**



Order from Saturday - Friday of the week prior to receive lunch the next week.

HOW DO I CANCEL OR EDIT A LUNCH I ALREADY ORDERED?

Login to your Boonli Account, click LUNCH MENU --> click the calendar day --> click 'Edit or Cancel' --> deselect items to remove or select items to add --> click 'Save and go to cart' --> click 'Confirm'

To cancel a lunch after the system is locked out, **email us: ems.lunch@gmail.com** Provide your child's first and last name, homeroom, and grade in the email. You may not cancel the day of delivery. If a grade or class is quarantined, we will run a mass cancellation and credit for anyone affected.

HOW DO I KNOW IF MY TRANSACTION IS COMPLETE?

A confirmation email will be sent to the email associated with your account. Additionally, an orange dot will be present on your lunch calendar for completed orders.

WHAT DO THE ORANGE AND TEAL DOTS ON THE LUNCH CALENDAR MEAN?

Orange Dot = Completed Lunch Transaction

Teal Dot = Items placed in the shopping cart, but transaction is not complete

DO I HAVE TO USE THE \$10.00 MINIMUM EVERY DAY TO AVOID THE \$1.00 FEE.

No, you do not have to spend \$10.00 per day, however, per transaction. This can be used over many days.

CAN I ORDER BY THE DAY, WEEK, MONTH, REMAINDER OF THE SCHOOL YEAR?

Yes, our program is flexible. We do not have a mandatory requirement. What works for you, works for us. Just remember, orders must be placed by no later than midnight on Friday for the following week.

WHAT IF I HAVE A CREDIT AT THE END OF THE SCHOOL YEAR?

We will provide you with a refund in the amount of your credit via Venmo or Check.

visit us happykidlunch.com

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