



## FAQ

### How do I view my profile?

Log into your account at [new.thesimplyfreshkitchen.com](http://new.thesimplyfreshkitchen.com). In the upper-right hand corner of the webpage, there is a 'person' icon. Once you click on it, you will be able to select My Profile, Place Order, or Logout.

### How do I change a profile information?

Log into your account at [new.thesimplyfreshkitchen.com](http://new.thesimplyfreshkitchen.com). On the homepage, go to the Managed Profiles tab. Select the Profile you would like to update by clicking on the pencil icon. Update school, grade/class, or dietary preferences. Click Save.

### How do I change my billing information?

Log into your account at [new.thesimplyfreshkitchen.com](http://new.thesimplyfreshkitchen.com). On the main page, scroll down to payment methods. You will be able to add additional payment methods as well as delete ones no longer in use. If you need to change you billing address, you can do so on the main page as well.

### Online Order Availability

Ordering on the website is available until 6 AM. After 6 AM, the current date will not be available. If you have an account already set up complete with billing information, we will accept orders by email ([info@thesimplyfreshkitchen.com](mailto:info@thesimplyfreshkitchen.com)) or phone (346-571-7971) until 8 AM. We will process payment on the billing information provided on your account.

### How can I cancel my order?

Notification of cancellation must be emailed ([info@thesimplyfreshkitchen.com](mailto:info@thesimplyfreshkitchen.com)) or called (346-571-7971) in before 8 AM of the day the meal is scheduled to go out to receive credit. Credit will not be given after 8 AM.

### Do you accommodate for food allergies?

We offer to following dietary preferences: Vegetarian, No Beef, Gluten Free, Dairy Free, No Egg or any combination of the previously listed. As we are not an allergen free facility, we do not suggest ordering lunches if you or your child have an actual food allergy or are on a medically recommended diet. Please note that some of our schools do not allow for any dietary preferences. If you attend such a school, we will only provide the meal listed on the menu.

### What if my school has an unexpected closure?

If your school has an unscheduled closure, please let us know immediately. As schools are busy notifying parents and staff, we sometimes get overlooked. We will cancel lunches for the duration of the closure and provide credits or refunds. We will not provide credit for lunches delivered to a closed school.

### How do I check orders I have placed?

Log into your account at [new.thesimplyfreshkitchen.com](http://new.thesimplyfreshkitchen.com). On the My Profile page, click on the Orders tab. Here you will be able to view all the orders that you have placed on this account.