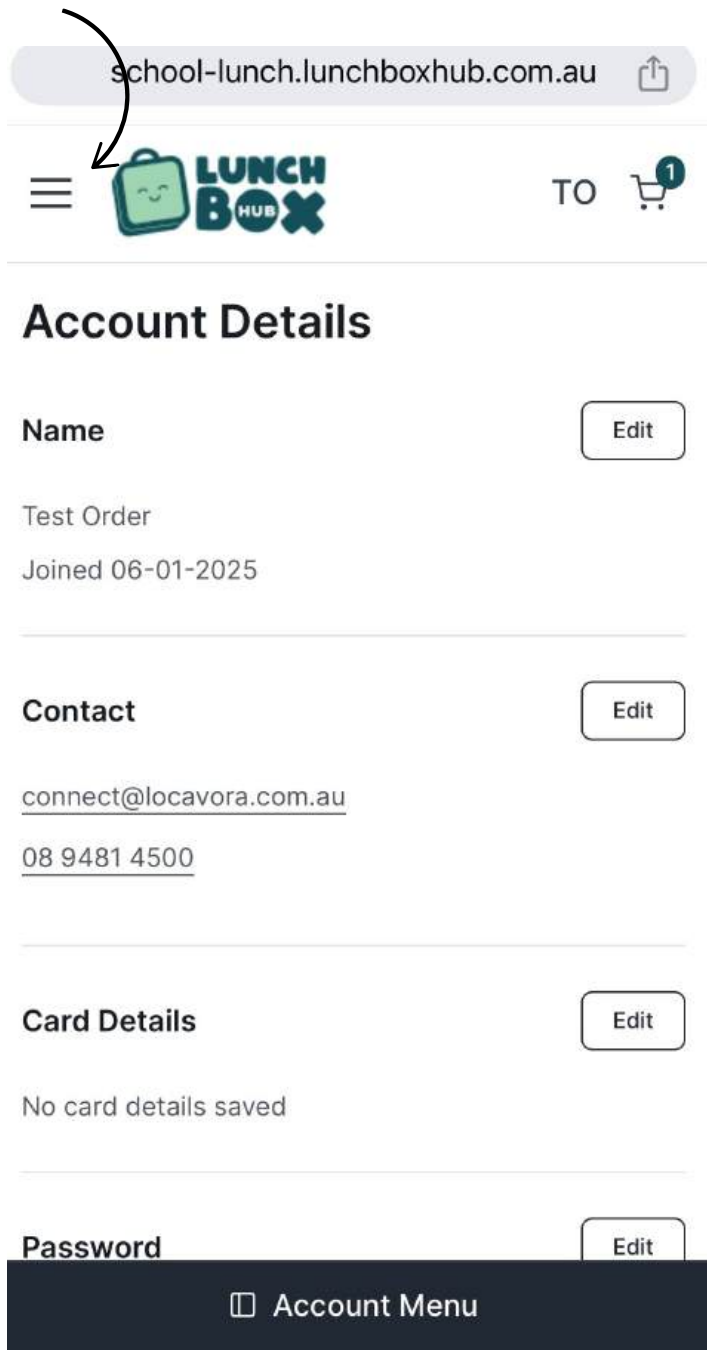




PAYING

HOW DO I PAY?

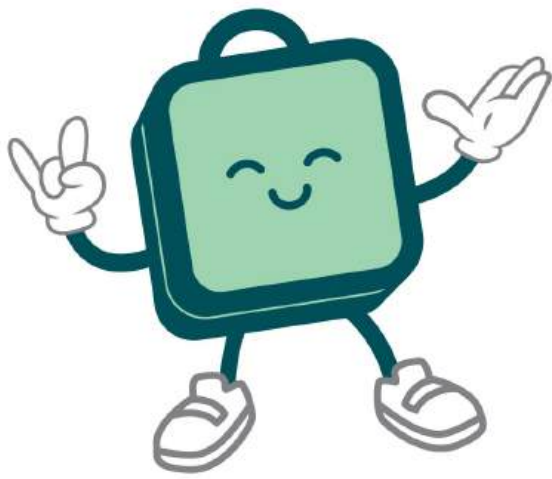
During checkout you will have the option to pay for your order via credit card or you can add credit to your account and process orders by drawing down on your credit.



HOW DO I ADD CREDIT TO MY ACCOUNT?

1. Select the three lines next to Lunchbox Hub logo
2. Click on "Your Account"
3. Click on "Account Menu" which will be located on the bottom of your screen for phone users
4. Select Credit orders and Add New
5. Enter the amount of credit you wish to add (e.g., 50.00).
6. Ensure the value entered is a valid number with up to two decimal places
7. Click the Submit button to add the credit order.
8. Once submitted, the credit order will appear in the cart.
9. Once a credit order is added to the cart, it can be checked out just like regular orders.
10. Follow the steps in the checkout guide to complete the payment process for credit orders.





LATE ORDERS?

Cut-off time to place a lunch order is 8:30am for same-day delivery Monday to Thursday. Due to the high volume of orders on Fridays, the cut-off time is 7am Friday for same-day delivery. Late orders will not be accepted after 9am Monday to Thursday. Due to the volume of orders, we do not accept any late orders on Fridays via phone, text, or email.





LUNCH BOX HUB



CANCELLED ORDERS?

You will need to find your order from the Orders section of Your Account and on the details page, click cancel, PRIOR to 8:30AM. After 8:30am to cancel an order you must call our store on 94814500 or 0473779244 before 9am. Unfortunately, we are unable to accept cancelled orders after this time.

TO Test Order ×

Credit Balance \$18.07

- Students
- Orders
- Card Payments
- Transactions
- Credit Orders

Manage account

- Account Details
- Your School
- Log out

Update Order Date or Cancel Order

Order Date

17-01-2025

Update

Cancel

TOP ↑

LUNCHBOX HUB

MISSING & INCORRECT ORDERS

LUNCHBOX HUB POLICY

We understand lunches can go missing or wrongly distributed however we need to be notified as soon as possible in order to adequately investigate the claim. Please let us know within 48hrs if an order was not received or an incorrect item was received. We cannot guarantee any claims made after this time can be refunded. If following an investigation, it is confirmed that an order was correctly packed and delivered to the school. Lunchbox Hub will not be responsible for any missing lunches that have been delivered to the school. We do supply spare lunches with each delivery, therefore if a student is missing lunch, please encourage your child to speak with the co ordinator of lunches at the school to obtain a spare lunch.



48
HOURS