

# LOCAVORA - LUNCHBOX



**VALUE**



**FRESH**



**LOCAL**



**COMMUNITY**



**VARIETY**

## Overview:

Our food is made daily in our West Perth kitchen using locally sourced produce. We use REAL, FRESH ingredients, none of that nasty processed stuff!

## Ordering:

We've made ordering simple, just head to <https://schools.locavora.com.au/> and place your order before 8:30am for same day delivery Monday - Thursday. Cut off for Fridays is now Friday 7am for same day delivery.



08 9481 4500



[connect@locavora.com.au](mailto:connect@locavora.com.au)



[www.locavora.com.au](http://www.locavora.com.au)



# LOCAVORA - SETTING UP AN ACCOUNT



## How do i set up an account?

Use the registration form on <https://schools.locavora.com.au/> to create your account. Once created and logged in, go to the Manage Students section of your account and set up the students that you will be ordering for.

## Manage Students

Name	School	Classroom
Test	Dalkeith Primary School	Kindy
	Test School	Kindergarten

Add/Update

# LOCAVORA - ORDERING



## How do i place an order?

You must first be registered. Once you have logged in with your account, simply browse our menu to find the food you want. When purchasing an item from the menu, you will also be prompted to select which student the item is for.

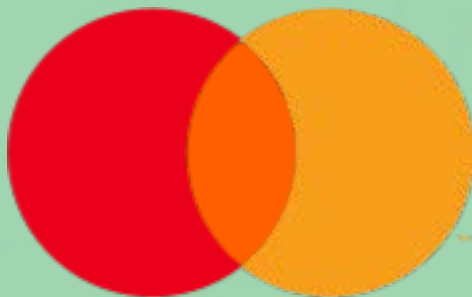
Once you are ready, proceed to the checkout where you will be asked what day you want the order delivered.



# LOCAVORA - PAYING

## How do i pay?

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



mastercard.

## How do i add credit to my account?

Under 'My Account' select 'Wallet Top Up' and top up as required. Please note when topping up your wallet you must first process the top up transaction and then place a separate order for your child's lunch. It's important to know you can not process a wallet top and lunch order at the same time. If you have any issues uploading credit to your account please contact the office on 9481 4500, our store mobile on 0473 779 244 or email [connect@locavora.com.au](mailto:connect@locavora.com.au)

## My Wallet

## Balance

\$98.50

  
Wallet topup

Wallet refund #86674

+\$1.50

Wednesday, 10th May, 2023

For order payment #86674

-\$1.50

Wednesday, 10th May, 2023

  
Transactions

import

+\$98.50

Wednesday, 10th May, 2023

# LOCAVORA - LATE 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 now Friday 7am for same day delivery. To place an order after the cut off time please call the store on 9481 4500, our store mobile on 0473 779 244. 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. Unfortunately on a Friday we are no longer able to accept any orders via phone, text or email.

## How do i cancel my order?

You will need to contact the store on 9481 4500 our store mobile on 0473 779 244 or email [connect@locavora.com.au](mailto:connect@locavora.com.au) to cancel your order PRIOR to 9am. Unfortunately we are unable to accept cancelled orders after this time.



CONTACT  
US



# LOCAVORA - MISSING & INCORRECT ORDERS

## Locavora 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 recieved or an incorrect item was recieved. We cannot guarantee any claims made after this time can be refunded.

