

## REFUND Missing Meal

Our first objective is to ensure this never happens. Our total lunch program is a partnership between the parent, school, caterer, and Lunch Direct.

*Most missing meal instances are resolved at the school level with the caterer.*

Although the teacher and school should know immediately and address the situation, feel free to contact them directly.

On any parent requests for a refund for a missing meal(s) we will review:

- the parent account to ensure the parent completed the selection and payment for the day(s) in question
  - *we sometimes find that the parent had not completed the checkout process.*
- the school to ensure they received the proper amount and temperature of meals that day
  - *in some cases the school did not reprint their lunch distribution report for the latest information. Schools are responsible for ensuring each child receives a lunch, and **reconciling with the caterer**.*
- the caterer regarding the delivery that day versus the school order amount
  - *there are instances where the school did not validate the school counts with the delivery. The caterer is ultimately responsible to authorize any lunch credits.*

Lunch Direct Support