Refunds and credits

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Most problems are fixed with an account credit you can use right away. Refunds go back to your card in 5 to 10 business days.

What happened	What you get
One item missing or damaged	Credit for the full meal
Box arrived warm or spoiled	Full refund of the affected meals
Box more than 1 day late, food still cold	$10 credit
Box never arrived	Full refund, or a free replacement box
Charged after canceling before the cutoff	Full refund

Credit or refund?

- **Credits** apply automatically to your next box and never expire.
- **Refunds** go back to your original payment method. Ask for a refund instead of a credit any time.