Missing or damaged items

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Report any problem within 7 days of delivery and we'll credit or refund you. You don't need to send anything back.

How to report it

1. Go to **Past deliveries** and select **Report a problem** on that box.
2. Choose what happened and which meals were affected.
3. Add a photo if something is damaged. It helps us fix the problem with our packers.

If your box arrived warm

Our ice packs keep food cold for up to 48 hours. If the meat, fish or dairy in your box isn't cold to the touch, don't eat it. Throw it away and report it, and we'll refund those meals.

Prefer to talk to someone? Call us at (555) 014-4400, 8 a.m. to 10 p.m. Eastern, every day.