Crunchbox refund and credit matrix

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Reader group: Team Crunchbox
In a live knowledge base, only signed-in agents on the Crunchbox team would see this page. It's public in this demo so you can explore.

This matrix is the same one customers see in the help center, so what you say always matches what they read.

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

Your approval limits

Agent	Up to $60 in credits
Senior agent	Up to $120, or one full box refund
Supervisor	Anything above that

Refund policy changed November 1: warm boxes now get a full refund of affected meals, not a 50% credit. This article is required reading for Team Crunchbox.