

Greenz School Lunch Program

FAQs

What is the Greenz school lunch program?

Serviced by Greenz Restaurants LLC (www.greenzsalads.com), a Dallas-based chain of fast-casual restaurants, the Greenz School Lunch Program is designed to help school administrators (typically those without cafeterias) provide an efficient and nutritious dining service. Meals are delivered on a daily basis or according to your school's agreed upon delivery days.

What time will my child's meal be delivered?

Your order will be delivered at the time agreed on between Greenz and your school. Please check with your school administrator to confirm the exact time of delivery.

Is there a delivery fee?

Yes. There is a charge of .75 cents for each order placed. This is so we can cover delivery expenses and gratuity for the driver.

Can I add additional gratuity for the driver?

Yes. At the end of the order process, there is a place to add an additional tip if desired.

How are the meals packaged and what is the cost?

All meals are boxed and include a choice of entrée, fruit or veggies, snack and a drink for only \$4.95 (+tax and delivery).

How do I pay for my child's meal?

All orders must be paid by credit or debit card. At the end of the order process, you will be prompted to enter your credit card information. Keep in mind that we cannot store credit card information due to new credit card (PCI) compliance laws; therefore, you will have to enter your credit card information each time you place an order..

I forgot to order my child's lunch, how late can I place an order?

All orders must be placed by 2pm the day prior to delivery. For example, if you are ordering for Wednesday, your order must be placed NO LATER than 2pm on Tuesday.

FAQs Continued

Why do I have to enter the delivery address for my child's school?

The first time you place an order, you will be prompted to enter the school address where your child's lunch will be delivered. You will only have to do this ONCE.

Can I cancel an order after it's been placed?

Yes. However, orders cannot be cancelled online. Please call us by 9am on the day of delivery to cancel your order. If an order is not cancelled by 9am, we will have to charge full price for the order.

How do I know my child will receive his/her lunch and not someone else's?

At the end of the order process, you will be prompted to enter your child's name, grade and teacher information. We will write this information on the lunch box so that your child gets the correct order.

Can I order my child's lunch for an entire month?

Currently, you can order lunch up to TWO WEEKS in advance.

How do I find the nutritional information for the lunch items?

The nutritional content is listed under each entrée item; however, you can see the full nutrition details on the home page under "Nutritional Information".

Can I place a standing (repeat) order or do I have to enter a new order each time?

Unfortunately, the functionality for repeat orders does not exist at this time; however, we are always upgrading our system, so this may be something we're able to offer in the future.

Who can I call if I have a problem with the service?

Call 972-385-7721. We're available Monday-Friday 9am-3pm CST. Or, you can email us anytime... contact@greenzsalads.com

