



Client Services
7574 Sunset Blvd
Los Angeles CA
90046-3413
tel 800.761.8889
tel 323.845.1810
fax 323.845.1834
angelfood.org

Non-Delivery Policy

In recent years our agency has seen a dramatic increase in meals unable to be delivered because clients were not home to accept them. We understand that things come up and that sometimes it is impossible to be home to accept delivery. Project Angel Food wants to continue to partner with you in providing nutritious food to your home. We believe that as partners in this service, you are responsible to contact us if you are not going to be home for delivery.

If you receive hot meals, you need to call before 10 a.m., Sunday through Friday, to cancel your meal.

If you receive frozen meals, you need to call 24 hours in advance—before 9am, Monday through Friday to cancel your meals.

THE NON-DELIVERY STAGES

WARNING: if you are not home for delivery or have not picked up your meals and have not notified Client Services you will get a verbal warning. **To prevent further delay of meal delivery, phone Client Services within 24 hours for frozen meals and before 10am the next business day for hot meals.** No penalty will be taken and the non-delivery policy will be explained.

The **FIRST** time you are not home for delivery or have not picked up your meals (and haven't notified us), **your service will be suspended until you phone Client Services to start up again.** For frozen meals, if you do not phone us within 24 hours of your missed delivery, resumption of meals may take 2-3 weeks longer.

The **SECOND** time you are not home for delivery or have not picked up your meals (and haven't notified us), **your service will be suspended for one week from the time you call Client Services.** For frozen meals, if you do not phone us within 24 hours of your missed delivery, resumption of meals may take 2-3 weeks longer.

The **THIRD** time you are not home for delivery or have not picked up your meals (and haven't notified us), **your service will be suspended for one month from the time you call Client Services.** For frozen meals, if you do not phone us within 24 hours of your missed delivery, resumption of meals may take 2-3 weeks longer.

The **FOURTH** times you are not home for delivery or have not picked up your meals (and haven't notified us), **your service will be reviewed and terminated until the end of the year.**

If you won't be home
Call Client Services:
(323)845-1810 or (800)761-8889
If you get our Voice Mail, please make sure to spell
your last name and leave your phone number.

for Life, for Love, for as long as it takes