



**PROJECT
ANGEL
FOOD**

**CLIENT
SERVICES**
812 Vine Street
Los Angeles, CA
90032-2702
tel 800.761.8889
tel 323.989.1810
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PROJECT ANGEL FOOD **Missed Delivery Rules**

KEEP FOR YOUR RECORDS

Project Angel Food wants to work with you to get healthy meals to you.
You must call us if you will not be home to get your meals.

If you get hot meals each day, call us before 9:00am the day of delivery to hold your meals for that day.

If you get frozen meals each week, call us before 3:00pm the day before your delivery to hold your meals for that week.

A missed delivery is when no one is home to get your meals

MISSED DELIVERY RULES

The **FIRST** time you miss your delivery you will get a verbal warning. **Call us before 9:00am the next day to get your next meal delivery.** We will note this in your file but no action will be taken.

The **SECOND** time you miss your delivery, **your meals will be stopped until you call us.** For weekly frozen meals, if you do not call us before 9am the next day, your meals may not start again for 2 weeks.

The **THIRD** time you miss your delivery, **your meals will be stopped for one week from the time you call us.** For weekly frozen meals, if you do not call us before 9am the next day, your meals may not start again for 2 weeks longer.

The **FOURTH** time you miss your delivery, **your meals will be stopped for one month from the time you call us.** For weekly frozen meals, if you do not call us before 9am the next day, your meals may not start again for 2 weeks longer.

The **FIFTH** time you miss your delivery **we will review your file and your meals may be stopped until the end of the year.**

A new delivery record begins each year.

**If you will not be home or missed your delivery
CALL CLIENT SERVICES
(323) 845-1810 OR (800) 761-8889
If you get our voice mail, you must spell
your last name and leave your phone number**