



Frequently Asked Questions/Answers

- ❖ What is our BNL link to and password for FreshDirect?
<http://www.freshdirect.com/bnl/index.jsp>
You must use this link. Our Access Code is quark2004
- ❖ Can I place my order during work hours?
NO- Grocery shopping would be considered an unallowable use of time and computer use at BNL. You should place your order during your lunch break, or at home.
- ❖ Is the \$50 Free Food Offer still valid? Yes- for an unspecified period of time! Your FIRST order with FreshDirect MUST be at least \$100, and then the \$50 automatically comes off.
- ❖ When placing your first order, you will need to call customer service, 1-866-283-7374, as your billing address will not match the delivery address. This is a credit card security measure.
- ❖ How late can I place an order?
You may order up until 11pm on Wednesday, for Thursday delivery. You may start your "basket" as early as Thursday & add to it all week long, checking out as late as Wednesday night for Thursday delivery
- ❖ Where do I pick up my order?
At Berkner Hall Parking Lot between 3:00pm & 5:30pm on Thursdays. Be sure to pick up your order when you are off duty, or as close to that time as possible, and with supervisory permission.
- ❖ What if I'm out sick or there is a snowstorm?
You may cancel your order up until 11pm the night before. If you call Customer Service, 1-866-283-7374, you may assign someone to pick up your order for you.
- ❖ What if something is not right in my order, or I'm not satisfied?
Call Customer Service immediately at 1-866-283-7374. FreshDirect wants you to be 100% satisfied.
- ❖ Is there an order minimum? Yes, \$40.00
- ❖ Is there a delivery charge? Yes, \$ 3.99