

THE ATLAS BOX



A GUIDE TO MANAGING YOUR SUBSCRIPTION

As an Atlas Weekly subscriber, The Atlas Box is your all-in-one weekly meal plan. With this subscription, you can easily change your weekly menu choices and adjust the size of your box.

When you subscribe to receive a weekly or fortnightly Atlas Box, we'll send you an email every Monday with upcoming menu options, giving you ample time to make any changes before your order is automatically processed on Tuesday afternoon. To ensure you don't miss out, please complete all changes by noon on Tuesday. Any alterations you make to your account, such as a menu preference or change of box size, will stay in effect for future weeks unless you decide to make a change again.

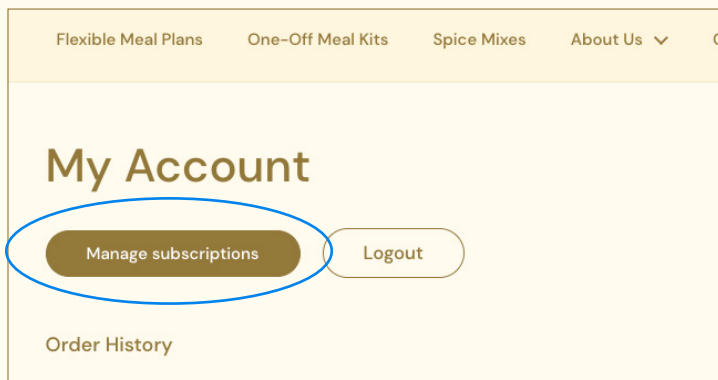
Read our how-to guide and still have questions? Contact us via email at us@atlasweekly.com.au - we're here to help!

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HOW TO SKIP AN ORDER

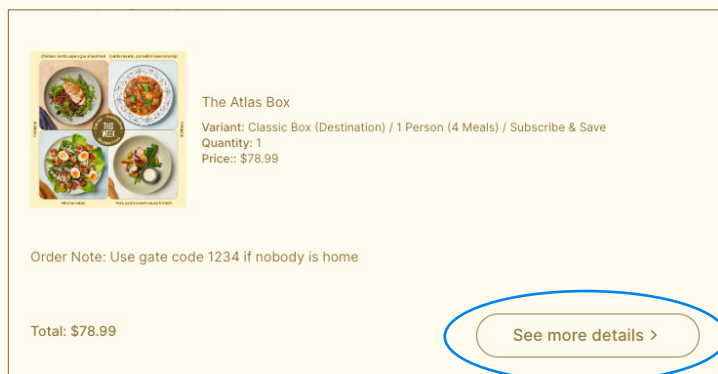
STEP 1

Login to your account by selecting **'Account'** on the top navigation of the website. Underneath the heading 'My Account' select **'Manage subscriptions'**.



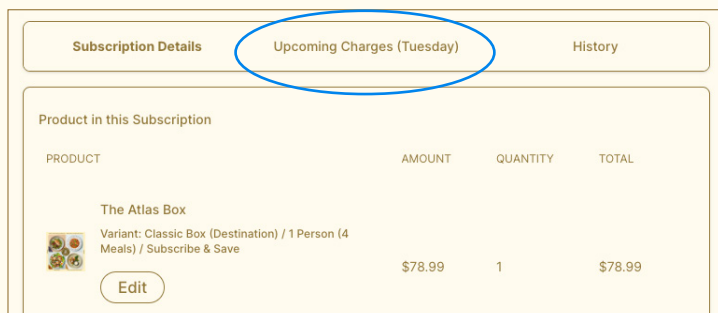
STEP 2

Select **'See more details'** on the subscription you'd like to change.



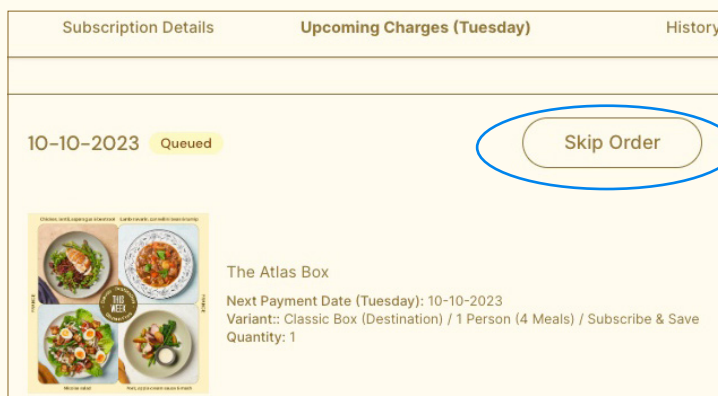
STEP 3

Select **'Upcoming Charges (Tuesday)'**.



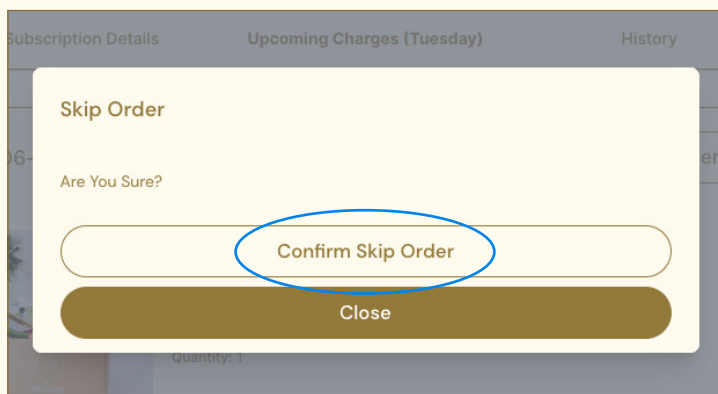
STEP 4

You will see a list of future queued orders. Please note the date listed is the charge date on the Tuesday PRIOR to your delivery date. Select the order you'd like to skip and select **'Skip Order'**.



STEP 5

Then in the pop up window select **'Confirm Skip Order'**.

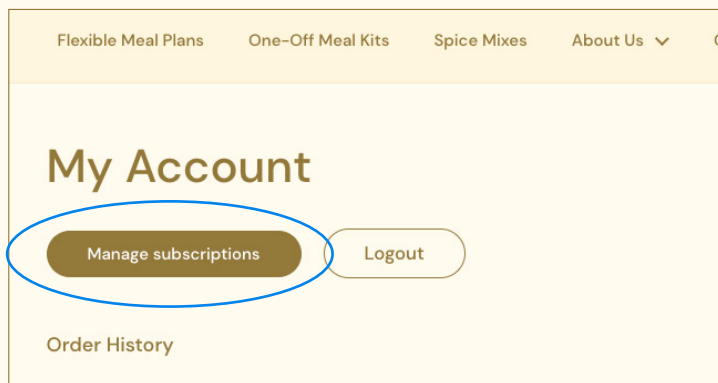


If you accidentally skip the wrong order, contact us and we can 'unskip' it for you us@atlasweekly.com.au

HOW TO CHANGE YOUR ATLAS BOX

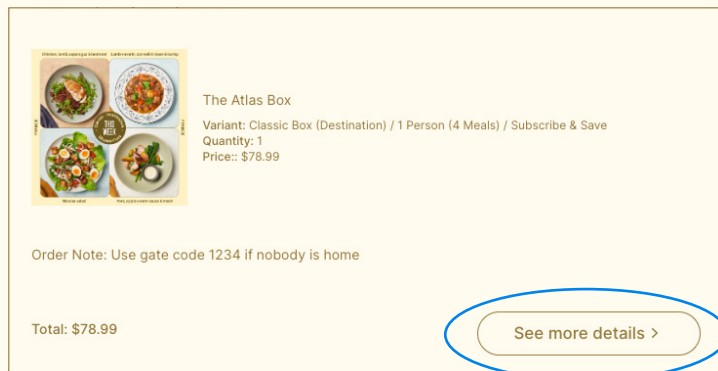
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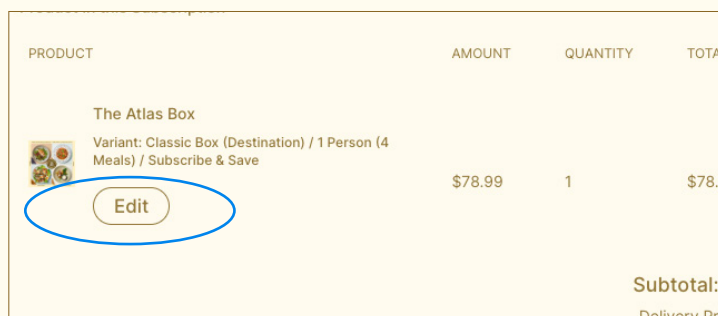
STEP 2

Select **'See more details'** on the subscription you'd like to change.



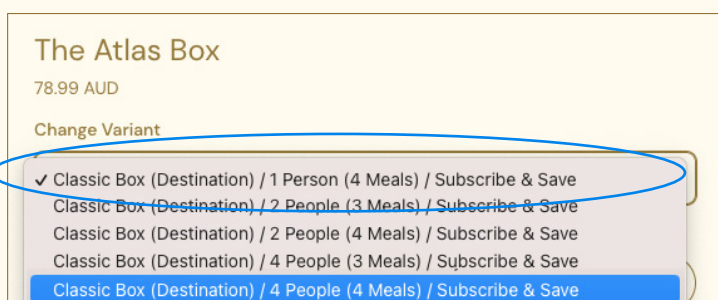
STEP 3

Select **'Edit'**.



STEP 4

From the 'Change Variant' drop down menu, you can change the number of people you're feeding and the number of meals you'd like. From here, you can also change between our Classic (Destination), Global Favourites & Gluten Free menus.



STEP 5

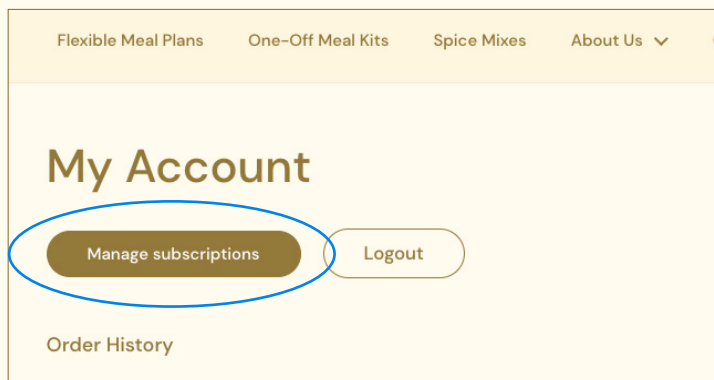
Make your change and select **'Update'**.



HOW TO CHANGE YOUR ORDER FREQUENCY

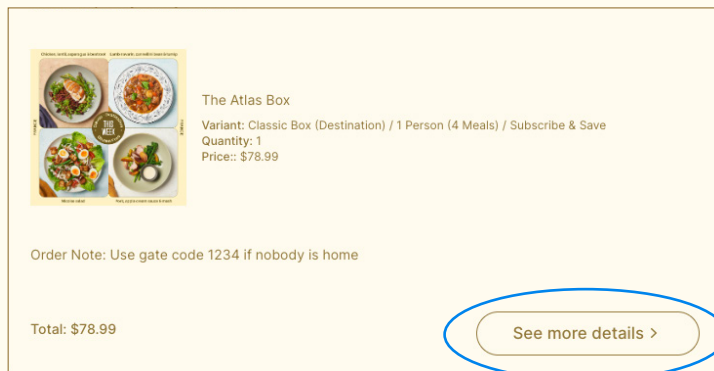
STEP 1

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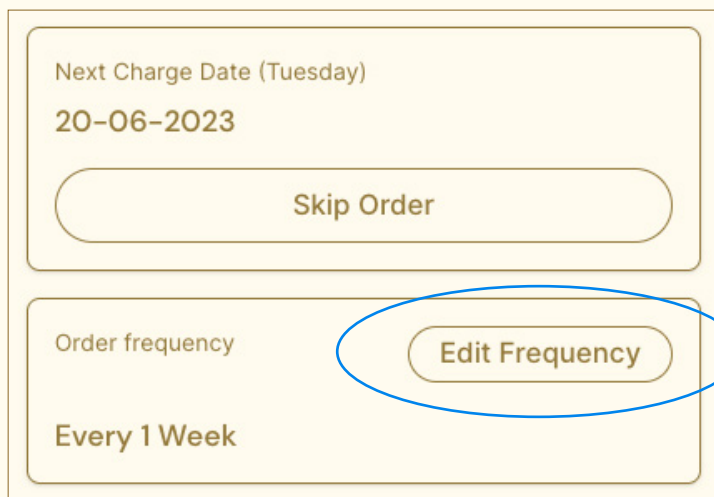
STEP 2

Select **'See more details'** on the subscription you'd like to change.



STEP 3

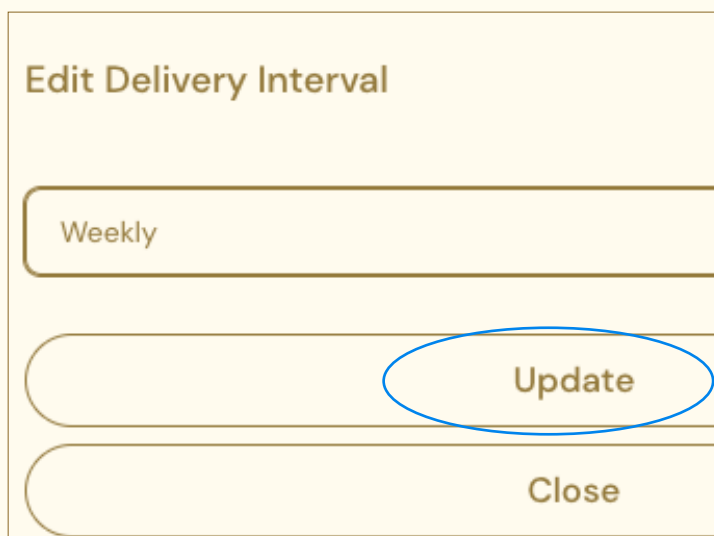
Select **'Edit Frequency'**.



STEP 4

From the drop down menu, you can then change the frequency to weekly or fortnightly. If you'd like less frequent than these options, please contact our customer service team and we can assist.

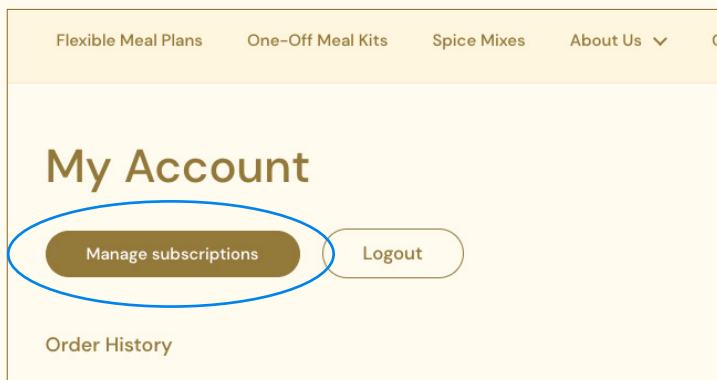
Confirm your choice by selecting **'Update'**.



HOW TO CHANGE YOUR SHIPPING ADDRESS

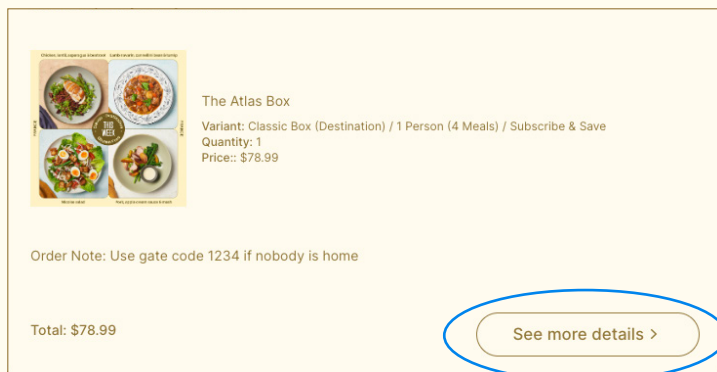
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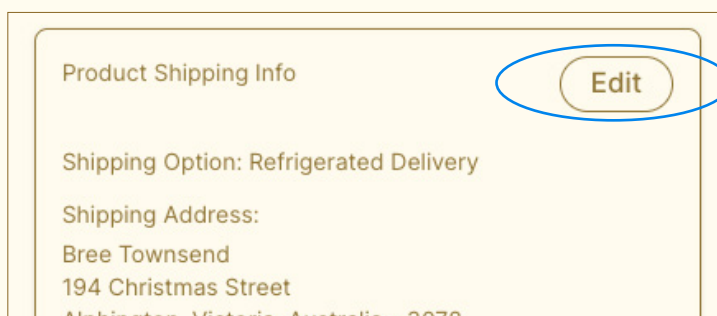
STEP 2

Select **'See more details'** on the subscription you'd like to change.



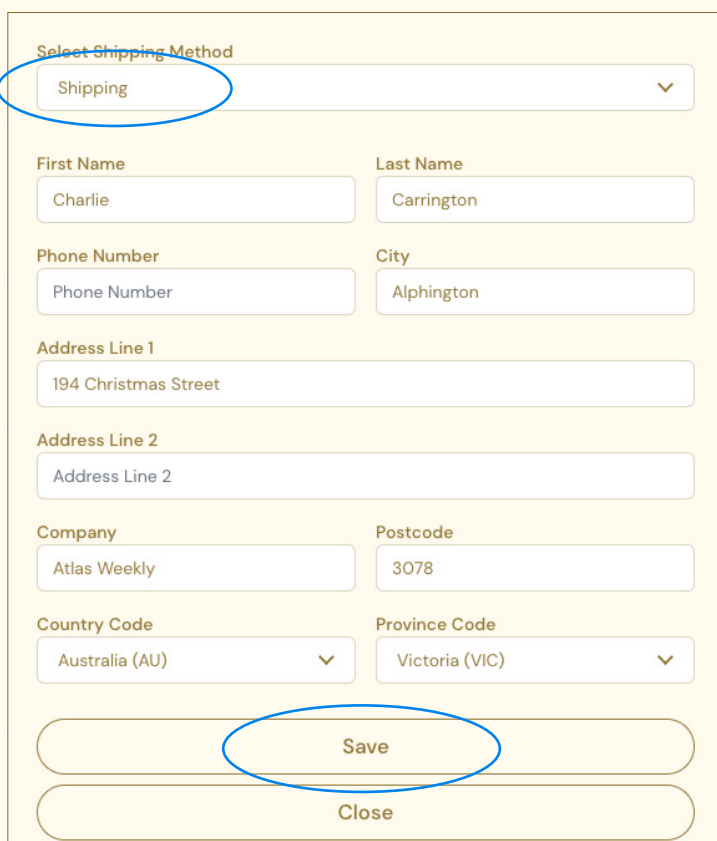
STEP 3

Under 'Product Shipping Info' select **'Edit'**.



STEP 4

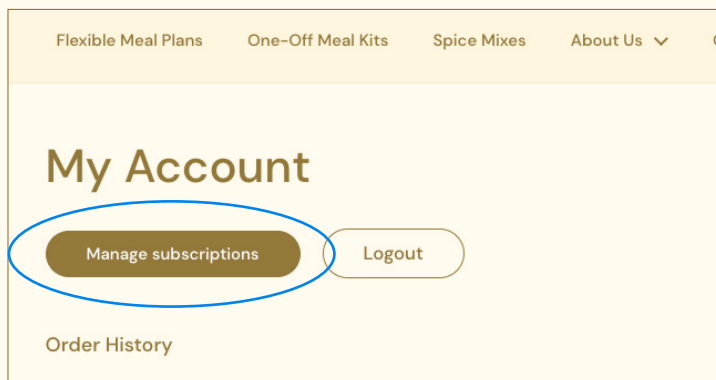
From here, you can update your delivery address or change your shipping method to **'Pickup'**. Make your changes and then select **'Save'**.



HOW TO ADD AN ORDER NOTE

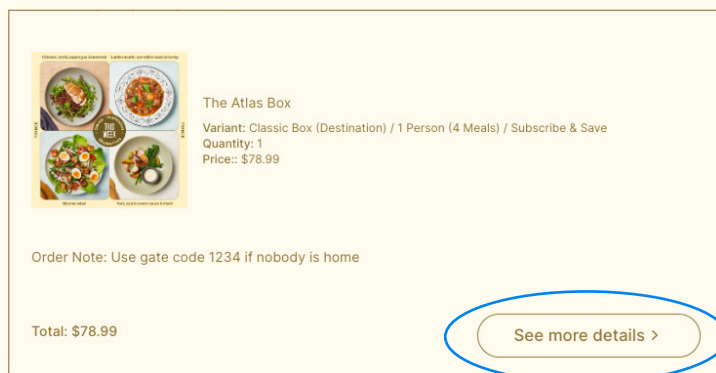
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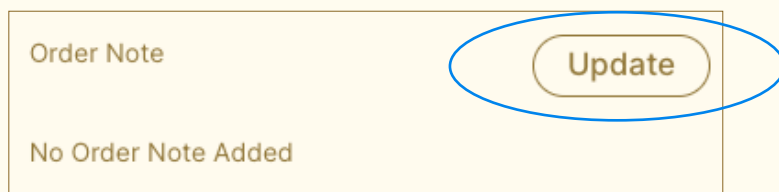
STEP 2

Select **'See more details'** on the subscription you'd like to change.



STEP 3

Under 'Order Note' select **'Update'**.

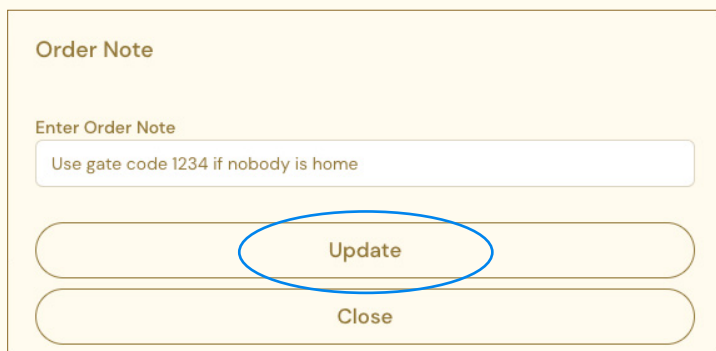


STEP 4

From here, you can leave instructions for the delivery drivers like 'gate code is 1234' or 'Access via Porter St.'

Please ensure these instructions are clear and concise. Once your changes are made, select **'Update'** to save.

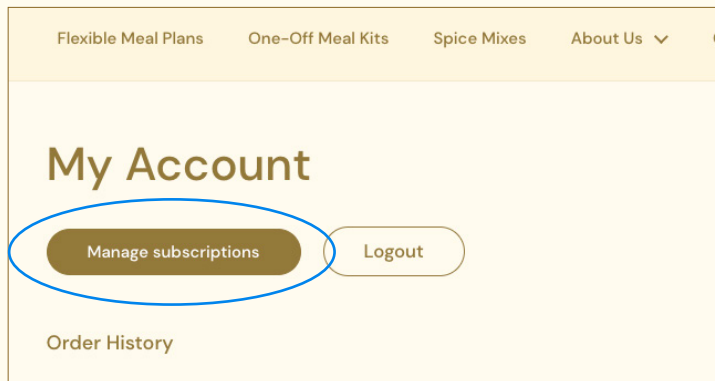
Please note, these are instructions for our delivery drivers only. If you need to change your delivery day or skip a week etc and need help, we will not see or action any requests left in this field. Please contact our customer service team on **us@atlasweekly.com.au**.



HOW TO PAUSE OR CANCEL YOUR SUBSCRIPTION

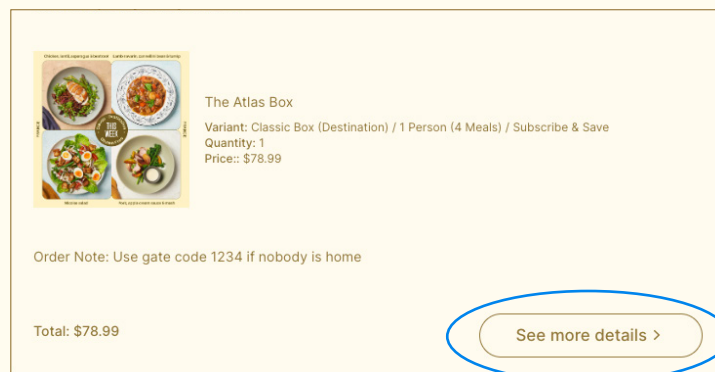
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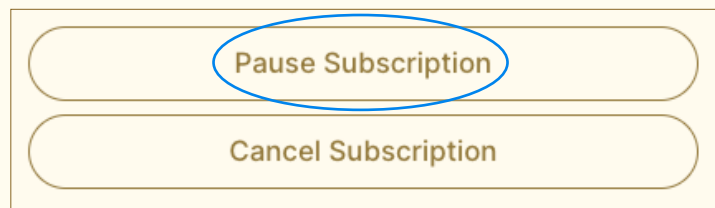
STEP 2

Select **'See more details'** on the subscription you'd like to change.



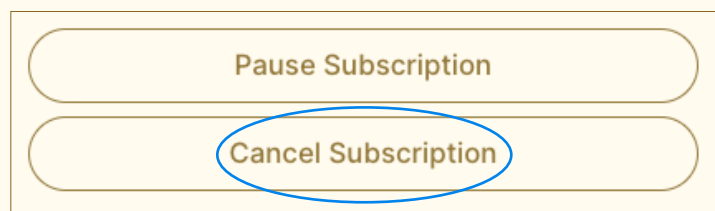
STEP 3 TO PAUSE

Scroll to the bottom of the screen and select **'Pause subscription'** then select **'Confirm'** to confirm. Your subscription is now paused until you elect to resume it.



TO CANCEL

Scroll to the bottom of the screen and select **'Cancel Subscription'** and then **'Cancel Subscription'** again when you're prompted to confirm. This subscription is now closed.



TO RESUME

Scroll to the bottom of the screen and select **'Resume Subscription'** and then **'Confirm'** again when you're prompted to confirm. This subscription is now resumed and you can once again make changes to your subscription.

