



Thank you for joining The Crunch Club™!

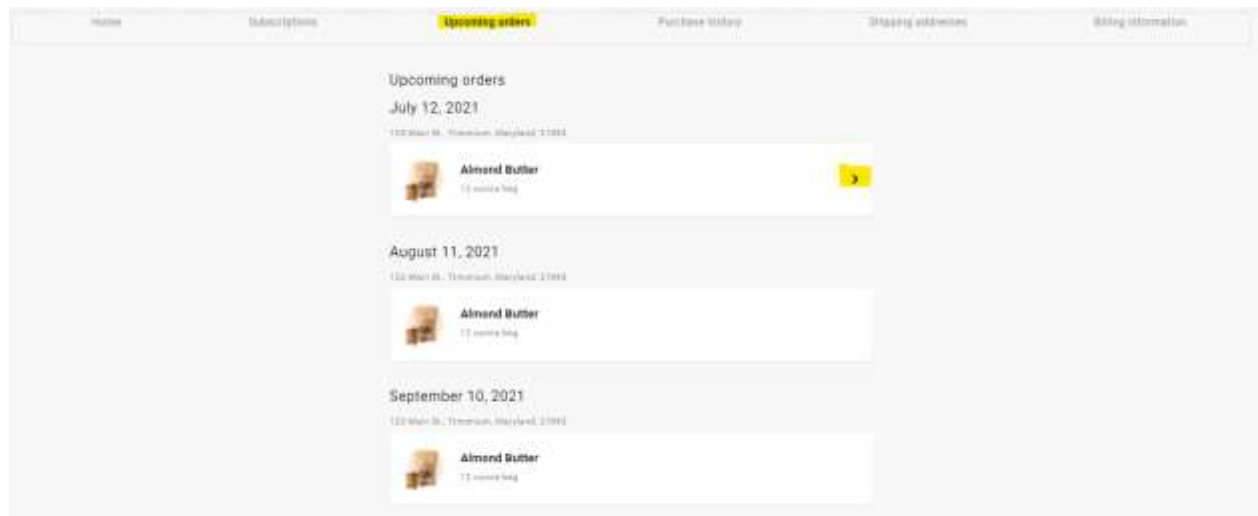
To make a change to your Michele's Granola subscription, log in to your account [here](#), and follow the below instructions:

Click on **Manage Subscriptions**



Changing Delivery Schedule

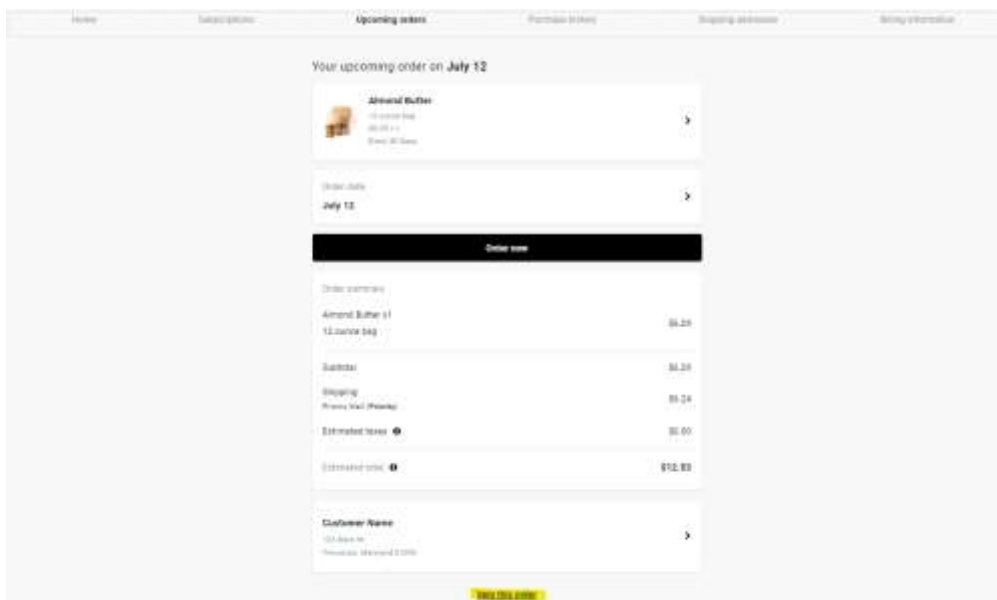
Once logged in, click on **Upcoming Orders** to see all upcoming deliveries for your subscriptions. To change a delivery date, click on the upcoming order you wish to change.



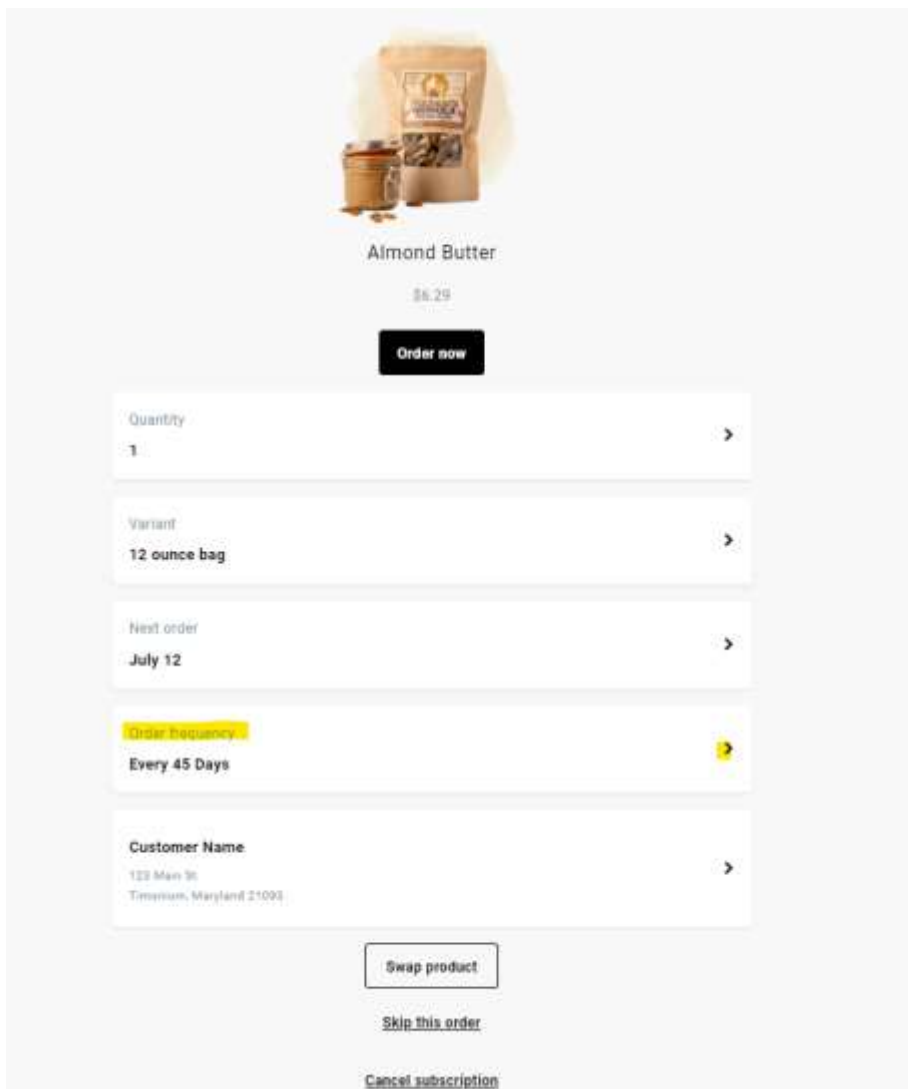
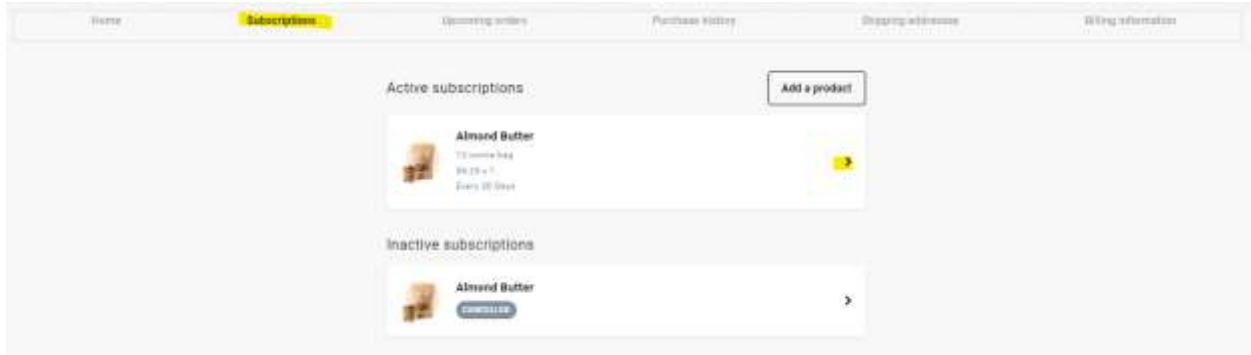
Clicking **Order Date** will prompt a popup calendar where you can select the date of your next order. Select your preferred date on the calendar and click **Update next order date** to save the change.

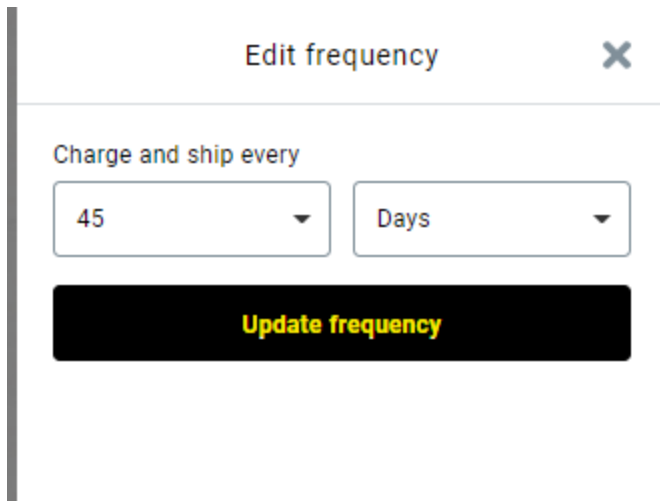


To skip a delivery, you can click **Skip this order** at the bottom of the page.



To change your order frequency, click on **Subscriptions** in the menu bar. Click on the subscription you would like to update. On the next screen click **Order frequency** and a popup window showing frequency options will appear. Select the desired frequency and click **Update frequency**.

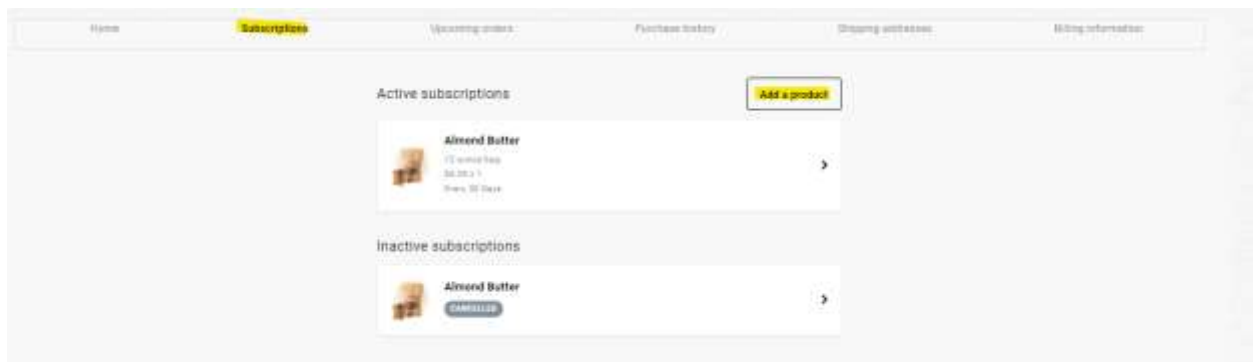




* Please note- changing your delivery schedule (frequency) may affect your next charge date. Double check your next charge date after saving your delivery schedule changes.

Adding a Product to the Subscription

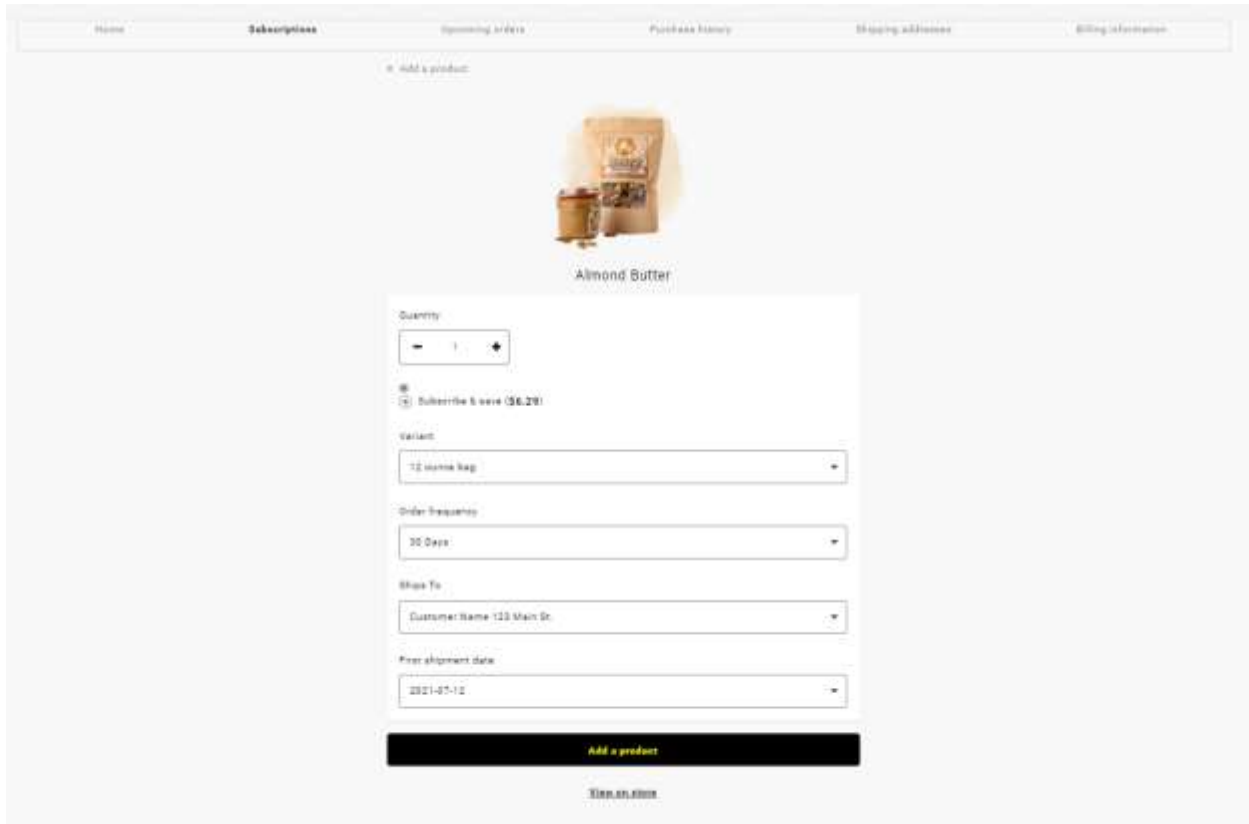
Once logged in, select the **Subscriptions** tab, then click **Add Product**.



This will redirect you to a page where you can search, view, and select additional products to add to your upcoming deliveries.

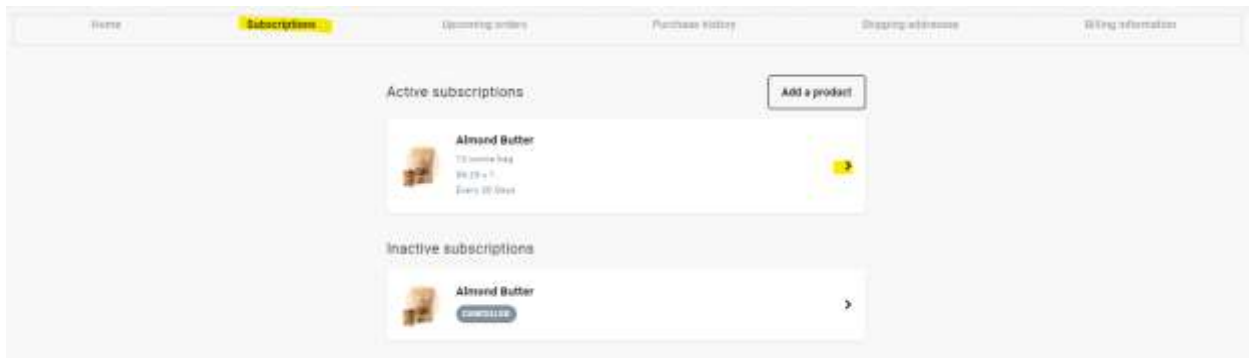
Search by product name or scroll through the pages to find the product you would like to add. Clicking on the Michele's Granola product you would like to add will take you to the product page where you can select the bag size, bag quantity, delivery schedule (frequency), delivery address and next charge date. Clicking in the text box will show you all options for these categories. After you have set all categories, select **Add Product**.

When finished, click **Add a product**:

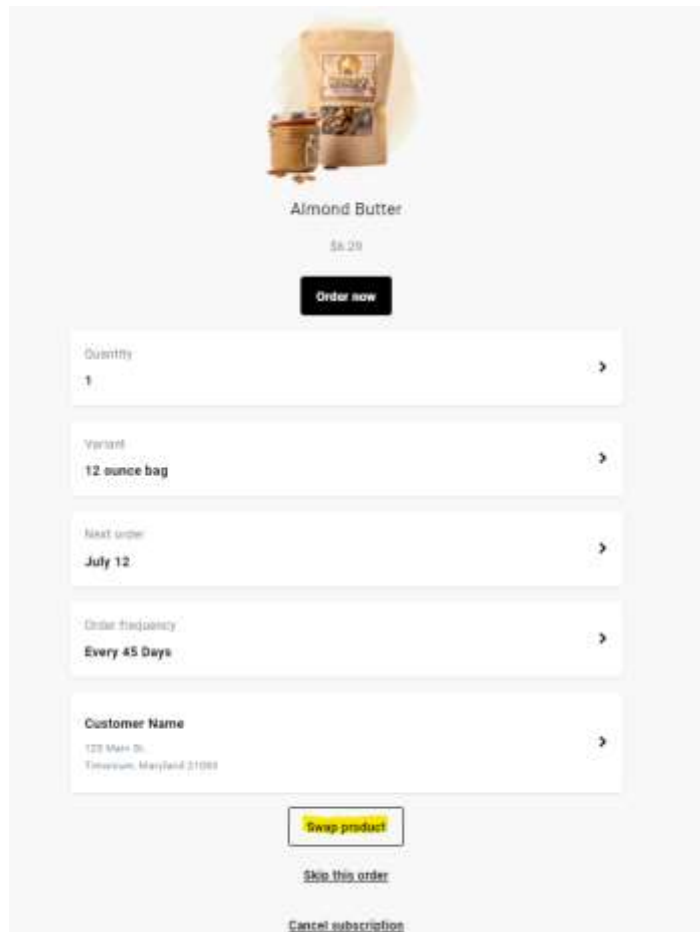


Swapping a Product

Once logged in, click on **Subscriptions** in the menu bar. Click on the subscription item you would like to swap.



On the next screen, click **Swap product**.



The screenshot shows a subscription management page for "Almond Butter". At the top, there is a product image of a bag and a jar of almond butter, with the text "Almond Butter" and a price of "\$8.29". Below this is a black "Order now" button. The main content area consists of five white panels, each with a title and a right-pointing arrow:

- Quantity:** 1
- Variant:** 12 ounce bag
- Next order:** July 12
- Order frequency:** Every 45 Days
- Customer Name:** 123 Main St, Timonium, Maryland 21088

At the bottom of the form, there are three buttons: a yellow "Swap product" button, a blue "Skip this order" button, and a blue "Cancel subscription" button.

Clicking the desired replacement product will take you to the product page where you can select the bag size, bag quantity, and order frequency. Clicking in the text box will show you all options for these categories. After you have set all categories, select **Swap for this product**.

« Swap product



Almond Butter

Quantity

Variant

Order frequency

[Swap for this product](#)

[View on store](#)

Update Shipping Address

Once logged in, click on **Shipping addresses** and click on the address you want to change. This only affects the shipping/delivery address, this does not update billing information related to the method of payment.



You will be directed to a page where you can modify any of the fields pictured below. Be sure to click **Update shipping address** once changes have been made.

« Shipping addresses

Edit shipping address

i There are 1 products associated with this address. Updating this address will update it for all products

Show product ▼

First Name Last Name

Country ▼

Address

Address line

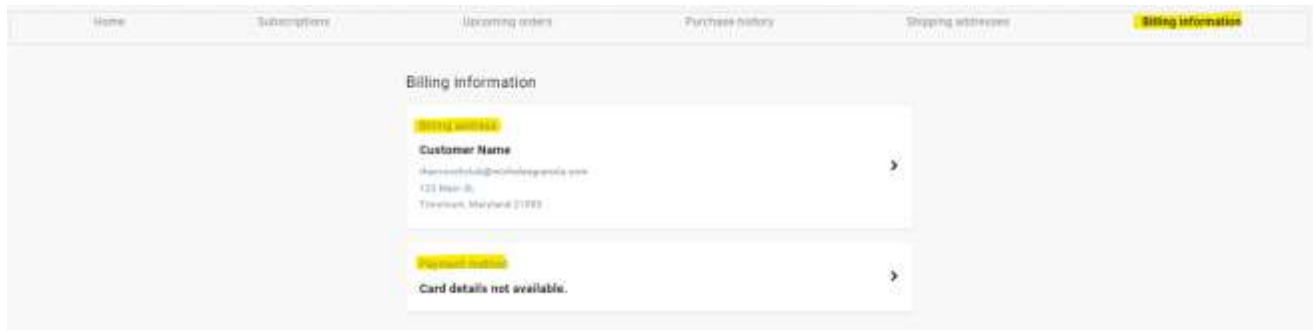
City Province State ▼

Postal code Phone

Update shipping address

Update Billing Information

In the **Billing Information** tab, you will find the current method of payment along with the current billing address. If your card has expired or you would like to change the card on file, click **Payment method** and complete your card information on the next page. If you would like to update the billing address, click on the billing address. This is not the same as the shipping address. You would edit the address in this section if something has changed for the card holder's place of residence or the email address on file.



Purchase History

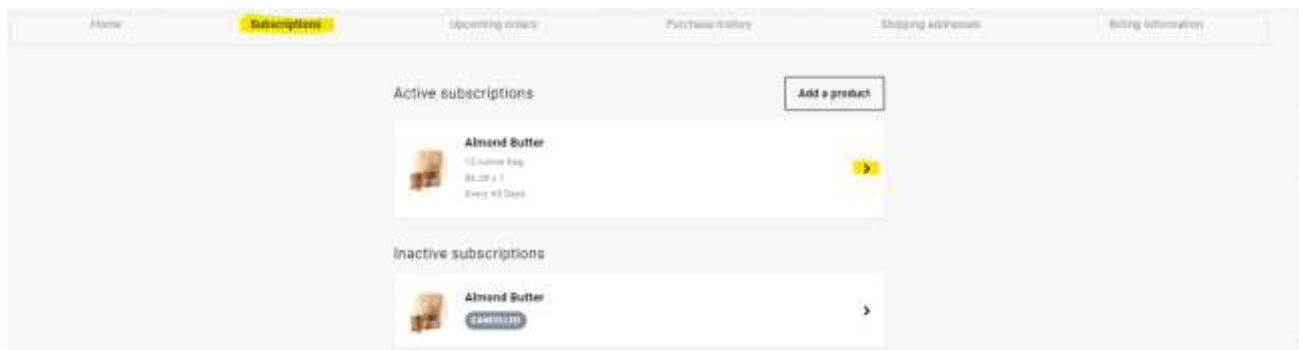
Once signed in, the Purchase History section will show all successfully charged orders for your subscription account and their corresponding order numbers.



Canceling Subscriptions

To cancel your subscription, you will first need to log in to your account. Click the **Subscriptions** tab, then click on the subscription you want to cancel. You would use this if you would no longer like to receive this subscription product. If you have recently signed up for this subscription, you may need to contact us at TheCrunchClub@michelesgranola.com to cancel your subscription.

***Please note-** If you have already received email notification that your order has been processed, you will need to contact Michele's Granola directly to cancel that shipment separately from canceling the subscription, which only cancels future shipments.





Almond Butter

\$6.29

Order now

Quantity

1



Variant

12 ounce bag



Next order

July 12



Order frequency

Every 45 Days



Customer Name

123 Main St.
Timonium, Maryland 21093



Swap product

[Skip this order](#)

[Cancel subscription](#)

For additional support, phone Michele's Granola weekdays between 9am – 4pm at 410-350-0021, or email TheCrunchClub@michelesgranola.com