



## **Easy Ordering with Cater Nation**

1. Place your order (online or with Cater Nation team member). You'll get your receipt, including order details as soon as it is checked out.
2. Behind the scenes, a real person at Cater Nation makes 100% sure the caterer accepts it. If an issue arises, we find solutions and contact you.
3. If you don't hear further from us after receiving your emailed order, *YOU ARE SET.*
4. Within 24-hours of your delivery, we confirm (or reconfirm) your order. Then, we send you a confirmation email for peace of mind. *(You may request an additional notification by text or phone. Just let us know.)*
5. Your credit card gets charged only on the day of the delivery. You'll find all your receipts on the My Account page when logged into your account. (To apply for a corporate billing account, just complete this [form](#).)

When you order with Cater Nation, we will take care of everything for you. Also, you will be paying **direct retail prices**, there is no upcharge!

If you have questions, our dedicated **Customer Care** team is available to you toll-free (phone or text) at **888-760-7627**, email ([info@caternation.com](mailto:info@caternation.com)) or chat during business hours.

### **Customer Care Hours**

Monday - Thursday: 7:30 AM to 6:00 PM ET  
Friday: 7:30 AM to 5:00 PM ET

Need to reach us after hours? Simply leave us a message and we will be notified of your call and will get back to you no later than first thing when we re-open. Very possibly sooner!

Thanks for becoming a part of the Cater Nation! We look forward to serving you and encourage your questions or feedback.