

# GENERAL FAQs

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## How do I check the status of my order, make changes, or cancel it?

Call the restaurant directly to check on, change, or cancel an active order. You can find the restaurant's phone number in the Order details within your Order History tab.

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## Who should I contact if I have a delivery issue?

Email [support@choptsalad.com](mailto:support@choptsalad.com) so we can take a closer look. If you placed your order through a third-party site, we recommend reaching out to them directly.

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## How do I share my concern about the quality of my food or in-store service?

We take your feedback very seriously. Please submit detailed feedback to [support@choptsalad.com](mailto:support@choptsalad.com). Please allow 72 hours for a response.

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## Where can I find my receipt?

For every purchase made via the app, we will send a receipt to the email associated with your Chopt account. If you do not see the receipt in your inbox, check your spam folder. If you are a Chopt Rewards member, you can review past orders in the Order History tab your Profile.

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## What should I do if my order was charged to the wrong credit card?

Once an order has been placed, we cannot change the method of payment. To update your default payment method for future orders, visit your Profile, select Payment Methods and update your credit card information.

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## What should I do if I accidentally ordered twice?

Call the restaurant directly, so they know to stop making the duplicate order and can issue a refund for the duplicate charge. You can find the restaurant's phone number in the Order details within your Order History tab.

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## The website isn't loading my previous orders, help!

Please check whether you are signed into your Chopt account.

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## How do I see my rewards credit or digital gift card?

All available credits and/or digital gift cards can be found in the Rewards section (visit your Profile and select Rewards). All active credit will automatically be applied to your next transaction placed through the app/website or when using the payment QR code. To pause a credit for future use, click the toggle next to your reward.

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## How can I check my gift card balance?

1. Go to <https://chopt.myguestaccount.com/guest/>
  2. Select the "Check Balance" button under "Balance Without Login"
  3. Follow the prompts to enter your Gift Card Number then enter the Registration Code.
  4. Once submitted, the next screen will show your gift card balance.
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## Where can I purchase a digital gift card? Can I use these on the app and in-store?

Visit [https://www.thelevelup.com/gift\\_cards/purchases/new?micro\\_site\\_name=chopt](https://www.thelevelup.com/gift_cards/purchases/new?micro_site_name=chopt) to purchase a digital gift card. Digital gift cards can be redeemed with a new or existing Chopt account or by printing out the Gift Card email to use in store.

### Still have questions?

Send us an email! Our customer service team will respond as fast as possible

[EMAIL US AT SUPPORT@CHOPTSALAD.COM](mailto:support@choptsalad.com)