

Cancelling a QKR Order

Please note: the cut off time for orders is 8.00am, and therefore any cancellations MUST be done before 8:00am. Sushi Order cancellations must be done before 5.00pm the day before the order.

The canteen cannot provide refunds or cancel via the Qkr! system – it must be done by the account holder.

To cancel part of or a complete order, follow these steps via the Qkr! App.

- Go into your 'My Receipts' in the top left menu.
- Click on the order you wish to cancel.
- Select the red 'cancel' circle/icon
- Check which item or order you'd like to cancel
- Confirm by clicking 'OK'

Qkr! will then add credit to your Qkr! account the amount of the orders/items you have cancelled. This amount of the credit note can be deducted from your next order.

Please let us know if you have any questions about this process via email (admin@customcatering.com.au) and someone will respond as soon as possible.