🍆 FoodFresh

Support & Contact

Contact Information

General Support

Email: support@foodfresh.com

Phone: 1-800-FOODFRESH

Technical Support

Email: tech@foodfresh.com

In-app chat support available

Support Hours

Customer Service

Monday - Friday: 9:00 AM - 8:00 PM EST

Saturday: 10:00 AM - 6:00 PM EST

Sunday: Closed

Technical Support

Monday - Friday: 24/7

Weekend: 9:00 AM - 5:00 PM EST

Frequently Asked Questions

How do I reset my password?

Click the "Forgot Password" link on the login screen. Enter your email address, and we'll send you instructions to reset your password.

How do I update my meal preferences?

Go to Settings >> Meal Preferences. Here you can update your dietary restrictions, allergies, and food preferences.

Can I export my meal data?

Yes! Go to Settings >> Data Export to download your meal logs and nutrition data in CSV format.

Response Times

- Email Support: Within 24 hours on business days

- Phone Support: Average wait time under 5 minutes

- In-app Chat: Typically within 15 minutes during business hours

- Technical Issues: Within 4 hours for critical issues

- Feature Requests: Reviewed weekly by our product team

Feedback & Suggestions

We value your input! If you have suggestions for improving FoodFresh or would like to report an issue, you can:

- Use the in-app feedback form (Settings >> Send Feedback)

- Email your suggestions to feedback@foodfresh.com

- Join our beta testing program for early access to new features

- Follow us on social media for updates and to share your thoughts

Your feedback helps us make FoodFresh better for everyone. We regularly review user suggestions and incorporate them into our product roadmap.

Last updated: March 22, 2025