



We ask all new CSA Members to carefully read the following document. These are the guidelines that keep our CSA running smoothly. Thank you in advance for knowing them and adhering to them.

Payment

Becoming a CSA member means that you pledge to support Your Farm in its operations by pre-paying a fee in exchange for a share of the harvest. The value of your CSA membership includes the sum total of vegetables you receive throughout the season, as well as administrative and delivery services.

We use Farmigo to process our CSA Memberships. With this online system powered by Farmigo you will create your own personal account, be able to track and make payments, place orders from the online farm store, set up vacation dates, change pick up location, change your contact information, and renew your membership from year to year.

We accept checks or electronic check ACH payments (direct debit from your bank account). You may choose to pay for your CSA share all at once or in installments. All payments must be received in full in order to receive CSA products and services. No refunds are given for CSA shares.

If you choose to pay by check, please indicate in the "memo" section under whom the CSA membership account is listed.

Products

All weekly produce shares will be delivered freshly harvested and thoroughly rinsed. You will be responsible to wash your vegetables before you eat them. All produce in your weekly share are USDA certified organic.

We invite members to give us feedback about box quality and contents by emailing us at info@yourfarmonline.com. **It's very important that you include your full name, and your email address login which you used to create your online account, on all correspondence. For quality issues please include *when* and *where* you picked up your box and *how* you're storing the produce.**

Delivery

As a CSA member it will be your responsibility to pick up your weekly share of produce from your chosen pickup location during the designated time frame. The sooner you can pick-up your share, the better the condition your produce will be found. If shares are picked-up later than the designated time frame, the farm is not responsible to replace bad or wilted produce.

Your box will be at the specified pick-up location on the designated delivery dates and time. The box is guaranteed during the pick-up hours. If you or your agent, do not pick up during the

designated hours, your box is left to the host's discretion. Each delivery site runs differently, so you will need to coordinate directly with the host to make any and all special arrangements. Contact Your Farm if you do not know who the host is for your site.

You are responsible for making arrangements for your box if you are unable to pick up. Please ask a neighbor, friend or family member to pick-up your box for you. You may set up a vacation hold for your CSA share on your online account. Please see details in the following section.

You are responsible to return your empty box each week. If you do not return your box, you will incur a \$2 box fee on your account. When the box is returned, we will remove the fee from your account.

Vacations:

You may set up a vacation hold for your CSA share on your online account. Credit will be given for 1 vacation. The credit will be the value of one week's share added in the form of online farm store credit less an administration fee of \$5.00. Online store credit will be available to use within 2 weeks of vacation date. Credit must be used by the end of the CSA membership season. There will be no credit given for additional vacations, however, you may still set up a vacation hold on your account if you are unable to pick up a share or find someone else to pick it up.

Online Farm Store:

You can purchase additional produce or eggs to have delivered with your regular weekly share.

Online store hours are as follows each week:

Tuesday delivery – Store opens on Wednesdays 2am and closes Mondays 2am.

Thursday delivery – Store opens on Fridays 2am and closes Wednesdays 2am.

Payment is made by electronic check at the time an order is placed. There is a minimum \$5 order required.

Refunds

As a CSA member, you are committing to secure a market for the farmer and to share with the farmer in the bounty or loss of each season's yield. CSA Members understand that the farmers do all they can to assure a full harvest and that some conditions are beyond the farmer's control. No refunds are available.

You are responsible for using any available credits by the end of the delivery season. Credit cannot be carried over to the next season. No refunds are available.

Communication

Your Farm sends a weekly email before the boxes are delivered. We will let you know what is in your box that week and any delivery details associated with your site. **By agreeing to join our CSA, you are also agreeing to open and read email communications from us.** If your email address changes, you will need to make the change to your online CSA account and notify Your Farm at info@yourfarmonline.com.

If you would like to be a CSA member of Your Farm and have read and agree to the policies above, please check the box "I agree" on the payment page and continue your sign-up process. Thank you.