

# CSA Terms & Conditions 2024 Season

## PAYMENT

I understand that once I sign up and pay for my membership in full, I have secured my place in the CSA for the respective season.

There are no refunds, either full or partial, for cancellation of my CSA once purchased. Members may choose to find an alternate person to buy out the rest of the season's share, and the share ownership will be transferred to the alternate person. The alternate person will pay the original shareholder directly.

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## SHARE DATES

I understand that the start of each CSA share is flexible and based on seasonal conditions and product availability. I am aware that Eleven Mile Farm will communicate via email to inform all shareholders of updates and start dates, and that it is my responsibility to contact the farm via email if I am not receiving notifications near the specified CSA start dates shared in the product details.

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## PICKING UP YOUR SHARE

I understand that according to my zip code and agreement with Becca, my share will be delivered weekly or I will pick up my bouquet from Eleven Mile Farm. If I am out of town or unable to pick-up my CSA for any reason, I understand that it is my responsibility to find a substitute to take my share. If I am unable to pick-up my share or find a substitute to pick up my share, I will not receive credit or a refund for any shares that I do not pickup.

Delivery and pickup time parameters are specific to each host location. It is my responsibility to pick up my share during the designated time period on the designated day. If I am unable to pick it up I will entitle a friend to do so. I understand that if my share is not picked up on the designated day, within the designated time, I forfeit that share and it will be donated at the discretion of the host pickup location.

**For pick up at Feast on Brilliant, pick up is on Tuesdays between 10 am and 5 pm ONLY. If a CSA is not picked up by the end of business hours, it will be donated.**

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## CHANGES TO MY SHARE

I understand that once I have purchased a CSA, I am not able to change the pickup location, request an alternate pickup date for my share(s), or extend my share due to a missed pick up for any reason. I may coordinate transfer of my share to another individual. I understand that EMF does not facilitate such transfers, and that I will make all arrangements for the new shareholder to pay me directly for the remainder of the share.

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## SHARING OUR SEASON

I understand that as a member, I share in both the bounty and the risks of farming. I understand that the risks include poor harvests due to unfavorable weather or pests, or the total loss of all crops due to a natural disaster such as flood, drought, or tropical storm.

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## FLOWER CARE

I understand that flowers are a perishable product, with a variable vase life of 3-5 days. I understand that all flowers in my share are delivered within 24-36 hours of harvest in peak condition, and that all varieties have a different vase life, dependent on care. Flower care instructions are available on the website. Eleven Mile Farm will not be held responsible for shortened vase life or poor flower quality once I receive my share from the pickup location.

Should there be any issue with my flowers upon pickup from the host location, I will contact Eleven Mile Farm via email within 12 hours to alert them of the issue, and when possible will include photographs to document the problem.

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## COMMUNICATION

Email - By signing up for the CSA, I understand that I will be added to the weekly email list, and I agree to add elevenmilefarm@gmail.com to my email contacts. This is how Eleven Mile Farm communicates updates and changes, as well as what will be in shares each week. Eleven Mile Farm will not be held responsible for miscommunications due to our e-mails going to your spam folder. I will notify the farm immediately if I do not receive an e-mail receipt of my payment or my weekly CSA emails.

Phone - I understand that Eleven Mile Farm may need to contact me via phone regarding my share if the information is time-sensitive (i.e. alerting me of a same-day change to my CSA pickup), or if I am not responsive to attempts to contact me via email.

All of our customer information is kept strictly confidential. We do not release any information regarding our customers. We do not sell or make our email addresses or mailing list available to any other parties. The registration website is a secure site where your personal and payment information will be safe.

**IF YOU HAVE ANY QUESTIONS ABOUT OUR CSA TERMS & CONDITIONS, PLEASE EMAIL US:**

[Elevenmilefarm@gmail.com](mailto:Elevenmilefarm@gmail.com)

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