

ELLIOT FARM'S CSA POLICY

Signing Up – The CSA season is 15 weeks long, typically beginning in Mid-July, depending on Mother Nature and the season. When you sign up, a secure, online member profile is created for you with your share options, your pick-up location, and your account activity. You can view and edit your account, credit card info, or password just by signing in to your account.

Payments – We use a web-based software program called Farmigo to help manage the financial interactions between our customers and our farm. We accept payment via electronic check or Paypal, which accepts credit cards.

Privacy Policy – We do not sell, rent or give our email list, customer list or any personal /financial information to anyone.

Communications – Elliot Farm maintains a [Facebook page](#), and our goal is to keep our customers up-to-date. CSA members will also receive weekly emails to inform you of a payment or to remind you of a scheduled pick up. Sometimes we will need to send out alerts about your order or inform you about happenings on our farm. By becoming a member of our CSA, you are agreeing to open and read all email communications as soon as you see them since much of the information is time sensitive.

Cancellations – CSA Memberships are nonrefundable.

Weekly Farm Stand Credit (*Farm Stand CSA Members Only*) – Unspent weekly credit does not rollover from week to week or from season to season. The premise behind the CSA is to encourage the community to commit to supporting their local growers and improving their nutrition by consuming fresh, healthy produce while it's available. If you are unavailable during the season to redeem your weekly credit, due to vacation or other circumstance, you may send someone in your place.

Picking Up Your Order (*Corporate CSA Members Only*) – Please remember to pick up your order or have a co-worker, friend or family member do so during your workplace's allocated delivery window (*Ocean Spray (Lakeville): Tuesdays, 11:30am-12:00pm; DePuy Synthes - Johnson & Johnson (Raynham): Tuesdays, 12:30pm-1:00pm; YMCA (Middleboro): Thursdays, 12:00pm-12:30pm; Talbots (Hingham): Thursdays, 2:00pm-2:30pm*).

Failure to Pick Up Your Order (*Corporate CSA Members Only*) – If you forget or are not able to pick up your order during your workplace's delivery window, it will be at the discretion of your workplace to donate your order to an interested party or facility, such as a food bank. We're sorry but we cannot give a credit for boxes that are not picked up; but don't worry, the produce will not go to waste.

DePuy Synthes - Johnson & Johnson (Raynham) ONLY: If you forget or are unable to pick up your order during your workplace's delivery window, it will be returned to Elliot Farm (202 Main Street, Lakeville, MA 02347), and held for 24 hours for pick-up from 10am-6pm. Please note Elliot Farm cannot give a credit for bags that are not picked up within this 24-hour holding period.

Our Commitment – At Elliot Farm we pride ourselves on the superior quality and freshness of our produce as well as providing excellent customer service. If for any reason you are not happy, please contact Deanna at 508-692-8912 or elliottfarmcsa@gmail.com.

Thank You! – Your membership to Elliot Farm reflects your commitment to preserving farmland and supporting the local economy. Thank you and enjoy in good health!