

# **CSA POLICY**

**Sign Up** - 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, change your pick up location, debit/credit card or electronic ACH info, or password, and place a hold on your Share.

**Payment** - We bill your debit/credit card or electronic ACH upon checkout and send a receipt by email. We do not accept traditional checks. We do not store any of your personal or financial information on our website. Our order site is run by Farmigo and your information is stored securely. Please note and trust the Date of First Delivery in your confirmation email.

**Ordering & Changes** - Any orders, including add-on items from our online market or changes to your share or pick-up location must be made by Saturday midnight for that Saturday's delivery.

**Picking Up Your Order** - Please remember to pick up your order or have a friend or family member do so. Take the box/bag with your name on it. Any questions on pickup day? Contact us. Make sure you sign in to indicate that you have picked up your share.

**Missing Your Pick Up** - If you miss your pickup during the allotted window, we cannot guarantee the availability or quality of any of the contents of your Share. Shares left at the end of the pickup window will be available for on farm pickup only within 7 days but must be scheduled with us. We cannot offer refunds for missed pickups.

**Vacation and Suspension Holds** - You may put your Share delivery on hold by logging into your account. Please do this before Monday noon for the coming week. Putting your box on hold simply extends your subscription one additional delivery per hold. If there are no additional deliveries, you will receive a double share at the end of the season.

**Changing Your Pick Up Location** - If you want to change your pick up location, please do so by Sunday midnight for the next delivery. If you switch and then want to switch back, you'll need to log into your account again to do so.

**Cancellations** - Due to the amount of preplanning and investment on our part when you register for a share, cancellations are the exception not the norm. If you feel you must cancel your season share, please contact us at [skyviewfarming@gmail.com](mailto:skyviewfarming@gmail.com) or call Greg at 540-247-8585.

**Returning and Recycling Your Box** - We do reuse clean boxes. Please be mindful of this and attempt to keep your box clean and return it the following week. This helps us conserve resources.

**Communications** - 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.

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

Thank You! We take great pride in growing our animals and sharing them with you and your family. We are happy to grow food for you in an ecologically sustainable manner and appreciate your support as part of our small, family farm.