

T&D Willey Farms' CSA Service Policy Agreement between Farmer and CSA Member

Please read this carefully and keep for future reference.

Sign & return the bottom portion of the *Signature* page.

The Philosophy of CSA – Community Supported Agriculture is a relationship beyond a simple exchange of organic produce for cash. It is based on mutual respect between CSA members and the farm community. It is very important that our CSA members be mindful of a few things:

- ∞ We rely on your income to operate our farm and we expect and need payments to be made on time;
- ∞ We are planting and tending crops for you months before you see them in your boxes. Each box represents the work and attention to detail of dozens of people to grow, harvest, wash, pack and deliver your prepaid boxes. We guarantee that the produce will be fresh and delicious on your pick up day;
- ∞ Whether you pick up your box on time or not, the box was ready for you and we can not offer credits for a failure to pick up your box unless you have given us 7 days notice.

Deposit: First payment includes a deposit of \$40.00, refundable upon timely notice of membership cancellation (7-day minimum), and return of all empty boxes. If you cancel after receiving a minimum of 50 weekly boxes (one year of membership), you will receive 100% of your deposit, less any outstanding balance. If you terminate before a full year of service, 60% of the deposit is refundable, less any outstanding balance, provided you have returned all empty boxes. Once your account is open it will **automatically renew**. The deposit protects you from disruption in your service if your payment is a few days late, and it protects the farm from members who cancel without notifying us in a timely manner. The deposit also entitles you to order extra produce in the form of an Organic Abundance Box. For those who subscribe to two boxes, a deposit is required for each service.

Trial Customers: You may become a member ANYTIME during your trial. Simply sign and return the Signature page and please enclose a \$40.00 deposit along with your NEXT monthly, quarterly or annual payment **BEFORE YOU RECEIVE YOUR LAST TRIAL BOX**.

Organic Abundance (*each items comes in a separate box*): Abundant seasonal produce items are offered in quantity by special order for members only. There will be a sign-up sheet at the drop site with the offerings for the following week. Please PRINT your name next to the item you wish to order. You may also phone (**559-ORGANIC**), or e-mail (**CSA@tdwilleyfarms.com**) your Organic Abundance (OA) request up until noon, Friday for the following week. On your next delivery day, a separate OA box will be prepared for you, and will be left at your pick-up location with your name on it and an invoice inside. Additionally, each OA box will be listed separately on the sign-off sheet. Please send your O.A. payment the next day, no credits will be given if you (or your proxy) fail to retrieve OA box(es) that have been prepared and delivered for you. Trial customers are not permitted to order Organic Abundance.

Cancellation Policy: CSA is not for everyone. After at least four weeks of service, members may cancel all further deliveries. Members must notify the farm by phone (559-674-2642) or e-mail (CSA@TdWilleyFarms.com) a **minimum of 7 days before their delivery day**. Failure to pay is not considered a notice of cancellation. Failure to pick up your box is not notice of cancellation. A non-confirmed e-mail is not sufficient notice of cancellation.

Communication: Our CSA phone (**674-2642**) and e-mail (CSA@tdwilleyfarms.com) are available to you 24 hours a day (weather permitting).

- ∞ It is our policy to confirm all e-mails the same day received, except on the weekend (Monday response). If you send a request via e-mail and do not hear back from us, please be aware that we may NOT have received your inquiry. **IF you do not hear from us, we did not hear from you.**
- ∞ A copy of our weekly newsletter, *What's Growing On*, will be in your box. *Please, please, please* read our newsletter, this is our ONLY means of communicating to all our

membership about changes in delivery dates, prices and special events or offers. **We cannot be responsible for problems you experience as a result of not reading the newsletter.**

∞ **PLEASE PHONE THE CSA DESK (559 674-2642) or use e-mail (CSA@tdwilleyfarms.com)** to request a **vacation hold** (7-day notice), to inquire about or make changes to **your account**, to order **organic abundance** (up until Noon on Friday), or to schedule a farm tour.

∞ We treasure receiving your lovely cards and notes with your payments. However, problems, complaints, and requests should be made promptly by phone or e-mail. Do not leave these kinds of communications on the sign-off sheets, or anything that is sent via US Mail, as these are sometimes much delayed.

Micro-perforated Vegetable Bags: Two microperf bags are included in your welcome packet. Keep and re-use the bags that you receive with your broccoli, peas, cucumbers and spinach - they are specially designed to keep produce fresh longer. They can be washed and re-used dozens of times.

Ice Bags: Many produce items must be iced or hydrocooled; Broccoli, Sweet Corn, and Radish OAs are iced, please be aware that your boxes may be wet or leaky. For about half of the year we will put about 4 lbs. of ice in each box to keep the produce cool on its ride home. The bags are reusable in your home and recyclable but do not return them to the farm.

Delivery Schedule & Farm Vacation: T & D Willey Farms' CSA delivers fresh seasonal produce year-round. Occasionally, Federal Holidays will fall on normal delivery days and your pick-up day could be changed during that week. **Please watch the newsletter for notice of changes in delivery days or times. There will be NO CSA Box Deliveries only during the week following Christmas.** However, you are paying for the equivalent of 52 deliveries per year. You will receive 49 regular weekly boxes plus two extra-value "Holiday" boxes. These special boxes will be prepared for the week of Thanksgiving and for the week immediately prior to December 25. If you decide to take your vacation during either one of these weeks, you will be credited for 1½ boxes for either of these missed boxes.

Vacation Holds/Credits:

∞ MEMBERS ARE LIMITED TO A MAXIMUM OF **FIVE VACATION HOLDS** PER EACH 12 MONTHS OF MEMBERSHIP. Notify the CSA Desk via phone or email at least **7 days** before you wish your box to be held. You will receive a credit on your next billing statement (\$15/ Seedling Box, \$20/ Family Box).

∞ At any time, members may upgrade or downgrade their box size – a minimum 7-day notice is required. You will be invoiced or credited for the difference in price on your next billing statement. **For any changes in service, contact the farm at 559-ORGANIC, or via email at CSA@tdwilleyfarms.com 7 days in advance.**

∞ When members forget to give us adequate notice for a vacation hold, we encourage them to gift their box to family or friends – this is a great way for members to share the CSA experience. However, please instruct your proxy to take only the box with your name. Members may also notify the Farm if they would prefer to donate their week's box to a shelter or soup kitchen in Madera or Fresno.

Payment Plans:

<i>Monthly:</i>	<i>Most months have 4 weeks, some have 5</i>	<i>Quarterly:</i>	<i>Save 5%</i>	<i>13 weeks /quarter</i>	<i>Annually: Save 10%</i>	<i>49 weekly boxes plus 2 holiday boxes</i>
Seedling Box	\$15/week	Seedling Box	\$185.25	Seedling Box	\$702.00	
Family Box	\$20/week	Family Box	\$247.00	Family Box	\$936.00	

Make checks or money orders payable to: **T & D Willey Farms**. ✉ Mail to: **13886 Road 20, Madera, CA 93637-9222**. ✂ Please **do not** leave payments at pick-up locations. ✂ You will lose your quarterly or annual discount if your payment is not **received** by the **Statement Due Date (Jan. 5, April 5, July 5, Oct. 5)**

Payments:

∞ Subscribers **pay in advance**, and have the option of three different payment plans: monthly, quarterly, or annually. 5% discounts are given to quarterly payers and a 10 % discount for annual payers.

∞ You should receive a billing statement no later than the 25th of the month prior to the next service cycle (month, quarter, etc.). Even if your statement arrives a bit late, all payments are due by the 5th of the month.

∞ **Organic Abundance invoices are due upon receipt.** If making frequent, small payments is a nuisance, you may open a pre-paid Organic Abundance account, or pay by credit card.

∞ **Monthly Customers:** You are billed for the number of boxes that you are to receive each month. Most months have four weeks, but some months have five. In the months with five weeks it may appear that you are being overcharged, however, you are still paying \$15 per Seedling Box or \$20 per Family Box for each delivery in the coming month.

∞ **Returned Check Policy.** All returned checks will be assessed a \$25.00 service fee, and your service will be suspended until your account is current.

∞ **Credit Card Payments.** For your convenience, we accept Visa, MasterCard and Discover Card. Enclosed with this agreement is a Credit Card Authorization Form. If you would like to pay by credit card, please sign and return the form in the envelope provided.

Late Payments and Pink Stickers: To prevent disruption in your service, **PLEASE** make payments on time. Monthly payments are due, in advance, by the 5th of the month. Quarterly payments are due Jan. 5, April 5, July 5, and Oct. 5. If payment is late, no discounts are given. We allow a “grace period” that concludes with the appearance of a “Pink Sticker” on your box; if you have a pink sticker on your box, please contact us, even if you believe it is mistaken.

If you are disappointed, so are we: Farming with "natural systems agriculture" means that our crops can be abused by nature or even lost entirely. Most often, we are able to apply enough handy-work to minimize any evidence of nature's cruelty. Sometimes we are not. We endeavor to deliver only quality, delicious produce. Please let us know promptly if any item does not meet this standard.

Late Pick-ups: Each box represents the work of dozens of people to harvest, pack and deliver your produce. We guarantee that the fruits and vegetables will be fresh and delicious while you agree to pick it up on your designated delivery day within the specified pick-up times. It is completely at the host's discretion as to whether they can accommodate late pick-ups.

Box Pick-up Reminders:

∞ **Host Sites:** Please keep in mind that the pick-up sites are also people's homes and places of business and show the same respect for these locations as you would expect of a visitor to your home. *Please mind pick-up times carefully.* Contact the host first if you need to visit the site outside of the normal pick-up day and times. It is our policy that any abandoned boxes be donated to the needy by noon of the following day, unless members have made previous arrangements with their hosts.

∞ *Sign the “Sign off Sheet”.* The sign-off sheet is like a receipt, if you fail to sign, we are never quite sure if you picked up your box. Please sign the sheet each week. If your name appears on the sign-off sheet, a box has been prepared and delivered for you (this includes separately listed Organic Abundance boxes). **Late pickups are not eligible for credits.** If a balance is due on your account an X will appear next to your name.

∞ *Take only your box.* Each box will have a member's name on it. **PLEASE BE MINDFUL TO TAKE ONLY BOXES THAT BEAR YOUR NAME.** If your name is on the sign-off sheet, A BOX HAS BEEN PREPARED AND DELIVERED FOR YOU. Should you find that your box is missing, please contact the host or the Farm immediately, so that we may help you find your produce. You will NOT be given a credit for a "missing" box unless we hear from you within 12 hours of your pick up time. **Our CSA phone (674-2642) is available to you 24 hours a day.**

∞ *Do not open other member's boxes* – You may sign up for a weekly box preview to learn what is contained in each size box.

∞ *Please collapse and return your empty boxes.* In order for the CSA to be sustainable and to control our costs, we rely on you to return your boxes. We have budgeted for a minimum of 3.5 uses per box. You are encouraged to carry your produce home in the box in which it was packed, however, not returning your box will result in fewer vegetables and fruits for everyone. Whether you leave your box when you pick up your veggies or returning your empty box the following week, **please unfold your box and place it in the box rack at your delivery site.** Be careful not to tear any of the flaps. When disassembling: pinch flaps to fold them up out of the "lock" position, the box will then collapse easily, and lay flat. Do not return the paper that lines your box, it can be recycled with newsprint or reused as packing/wrapping material. We greatly appreciate, and RELY on your cooperation to reduce your food's carbon footprint and keep the pick-up locations tidy.

Farm Transparency: We love to share with you, not only the produce you find in the box each week, but the awesome wonder a productive gardenscape can bestow on your soul. Beyond that, we feel a responsibility to raise your food in a fully transparent process and environment. We are able to organize a limited number of formal farm tours because most of our effort must be focused on a six-day production week and resting on the seventh. In order to accommodate those members unable to attend the scheduled tours (one or two in the Spring and another in the Fall) and to increase the transparency of our operation, the farm is open to informal, self-guided, walking tours *during our regular business hours* for any members who wish to see their food being grown. We ask you give us just a day's notice so we will know when to expect you and who is on the farm. We hope this opportunity will increase your sense of connectedness to your food shed and security in how it is being managed.

Free Organic Abundance: For every new member you send our way we will give you a certificate, good for a free Organic Abundance item of up to \$15 in value. The new referral must become a member (not just a trial customer) and their sign up form must list you as their referral. The certificate cannot be applied toward your regular weekly service.

Pasture-Raised Certified Organic Eggs: We are pleased to offer the option of adding Certified Organic Eggs from Pastured Chickens to your weekly service. We are excited to be in association with a three-generation dairy family, attracting widespread recognition as pioneers of intensive grass farming in the Central Valley. CSA members Christina and Brian Bylsma of Full Circle Dairy, east of Turlock, raise both pastured dairy and eggs, both certified organic. Chickens on multi-species pasture lay eggs with many nutritional advantages over those conventionally produced or even organic eggs from flocks without access to grass. You can review nutritional comparisons at http://www.localforage.com/local_forage/2008/02/back-to-the-fut.html. These eggs are not inexpensive but we believe many CSA members will find them to be a significant value. If you don't raise your own hens on the back lawn, these might be just the eggs for you. Here's how it works. If you add eggs to your service, **each week one half-dozen organic pastured eggs will be inside your box, along with your produce.** You may subscribe to a Family Box with Eggs (\$23.25 per week) or a Seedling Box with Eggs (\$18.25 per week). As with the produce portion of your service, we ask that you try the eggs for no fewer than 4 weeks, pay in advance, and give us a 7-day notice to change or cancel your egg subscription.