



## Community Supported Agriculture Program Policies

**Thank You for Supporting Skylight Farms!** Welcome to our family. We take the responsibility of growing your food seriously and appreciate your commitment to our farm. To help you know what to expect from your CSA experience, please take a moment to read our CSA policies.

**Sharing the Risk:** As a member of our CSA, you accept and share in the risks and rewards of farming. We're in this together. We hope to provide you with an amazing bounty this season but the availability of produce can be impacted by weather, pests, or other disruptions to production. Some variables we can mitigate – others we cannot. We'll make every effort to let you know what's going on each week.

**Pickup Location Etiquette:** Skylight Farms relies heavily on the generosity of private drop sites so we ask you to 1) carefully observe the pick-up times, 2) respect the pick-up host's property by removing trash or old produce from empty boxes that are being returned.

**Missed/Late Pick-Ups:** We cannot guarantee the availability of boxes past the scheduled pick-up time. If you are running late or miss your pick up, email [petrina@skylightfarms.com](mailto:petrina@skylightfarms.com) to help coordinate your pick-up. Pickup site hosts may distribute or donate boxes that have not been picked up during the scheduled pick-up time. We are not able to issue refunds for missed or forgotten pick ups.

**Changing Your Pick Up Location:** You may change your pick up location to another designated pick up location at any time during the season by emailing [petrina@skylightfarms.com](mailto:petrina@skylightfarms.com). *Please request the change at least 24 hours before your scheduled pick up.*

**Additions to Your Box:** You can add items to your box by visiting our web store. Orders must be placed at least two days prior to the next scheduled delivery.

**Credit:** If you believe you deserve a credit for poor quality, damaged, or otherwise unusable produce, please email [petrina@skylightfarms.com](mailto:petrina@skylightfarms.com). We will evaluate cases individually. Be sure to include what day/time you picked up the produce, and how it was stored. Late pick-ups are not eligible for credits, due to natural deterioration of fresh produce.

**Returning Your Box:** You may return boxes to your pick up location for re-use each week. Please remove trash or old produce prior to returning the boxes.

**Member Privacy:** All members create a secure, online member profile via Barn2Door. Any information entered is kept confidential. No personal or financial information is stored by Skylight Farms. We do not sell, rent or share our email list, customer list or any personal/financial information to third parties.

**Our Guarantee:** Our goal is to provide our members with high-quality, delicious food at a fair price. We take pride in the quality of our produce so if you are dissatisfied for any reason, please contact [petrina@skylightfarms.com](mailto:petrina@skylightfarms.com) or (206) 769-7038 so that we can address your concerns.