

## Shallowbrooke Farm Policies

- **Accepted Forms of Payment**

Shallowbrooke Farm is working with Farmigo, a web based software company that helps manage the financial transactions between the customer and the farm. We accept Visa, Mastercard and echecks. If payments are chosen for your share, your card will be automatically billed every 30 days for the number of payments chosen. If you place standing orders for add on items your card will also be auto billed accordingly. We also accept paper checks mailed to the farm.

- **Cancellation Policy**

By subscribing to the CSA at Shallowbrooke Farm you realize that you are making a commitment to the farm. I also understand that my share payment is non-refundable. 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.

- **Refund**

Your customer satisfaction is crucial to the success of our business, however we do not issue refunds, or returns. We will gladly replace any produce that does not meet your standards on your next scheduled delivery or issue an in-store credit.

- **Communications**

It is essential that you provide Shallowbrooke Farm with an email address that you use often. Shallowbrooke Farm will be communicating with you via email and it is important for you to open and read these messages as soon as you see them, as many of these messages are time sensitive

- **Vacations and Temporary Holds**

If you are unable to pick up your share, please find someone who can pick up the box on your behalf. If you are leaving on vacation and have no one to pick up your box please visit our website and place your order on hold. We do not credit you for these holds. Our plants are planted and harvested for you and we can not turn them off for a week. These shares make great gifts for friends or family.

- **Changes to Order/Pick-up Site**

Add on orders or any changes to your pick up must be made before midnight on the Saturday before your delivery. Sign into your account to make these changes. Please be aware that we have several drops sites that are closed to the public.

- **Pick Up Protocol**

Once you arrive at your pickup site. Please check for your name on the sign in sheet. If you don't see your name don't take anything. You are free to take your box home but it is vitally important that you return the box for us to pick up and reuse the following week. We pick up last weeks boxes when delivering the current weeks produce. Please check coolers for add on items that you ordered. If you are home delivery please leave us a cooler outside with ice if necessary for your add ons. Please keep the pick up sites neat. Several of our dropsites are at private residences. Please give these sites all the respect they are due. Please stack up and/or fold boxes neatly.

- **Delivery Fee**

There will be a small per box delivery fee depending on the geographic location of your drop. Home delivery fees will be \$3.00 per box while group drops will be less.

- **Privacy Policy**

Shallowbrooke Farm does not share any of your private information. Shallowbrooke Farm does not store or receive any financial data about you. Your payments are processed through an Authorize.net gateway and are completely secure.