



Penn's Corner CSA Member Agreement

Members of the Penn's Corner Farm Alliance CSA receive a share of vegetables and other farm foods that will vary in size and weight depending on the time of the season. CSA members agree to support their farmers by sharing in the inherent risks of agriculture (poor weather, drought, hail, crop failure, etc.) and the rewards (fresh, local vegetables, the bounty of a good season, and having a direct connection to your food source).

There is no guarantee on the exact amount or type of food members receive in their shares. Some weeks may be light while others are more bountiful. The value of each share is tracked in order to ensure that over the course of the season our members receive a fair return on their membership. CSA members support local farmers as well as more equitable food distribution, and help to create a more environmentally and economically sound community.

By becoming a member, you commit to pick up your share according to the schedule, and understand that if you, or someone you designate, are unable to pick up your share, there is no guarantee that you will be able to pick it up outside of the designated times. Some hosts are able to accommodate late pickups and some are not. None are required to do so. **Members are not refunded for boxes that are unavailable outside of designated pick up times.**

Your share can be paid in full when you sign up or you may choose the payment plan. Payment plans are only available 2-3 months prior to the start of your CSA share. The payment plan options will decrease the closer you sign up to the start date. You may pay with check or credit card. You will be required to enter your credit card information when you sign up, but if you prefer to pay by check email csa@pennscorner.com. If your check is not received by the payment due date your credit card will be charged. If you fall behind on your payments and have not previously made alternative arrangements with Penn's Corner, your share will be suspended until payment is received. **Please do not add funds to your membership account as a way to make your CSA payment. Penn's Corner will charge your card after you sign up or on the payment plan due date. Only add funds if you would like to use them to shop the Online Farm Stand.**

All CSA members are able to schedule vacation holds during the season if there is a week in which they will not be able to pick up their share. **A member is limited to three vacation holds each year.** Vacation holds must be submitted by Thursday at 5pm for the following week. You can choose to receive a double share the following week or use the value of your held share to shop the Online Farm Stand. If you are biweekly you can elect to receive your share on a different week. You must email csa@pennscorner.com to let us know what you would like to do with your held share. If no request is received we will the balance on your account will remain active until the end of the calendar year. After the year ends the balance on your account will no longer be available. If you would like to use the value of your held share to shop the Online

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Farm Stand, please email csa@pennscorner.com to indicate that is your preference. When you place your order you must indicate in the order notes that you want to use the value of your held share as payment. You can only use up to the value of any shares you have held, if your Farm Stand order is beyond that dollar amount your credit card will be charged for the remainder of the balance.

All CSA members are entitled to cancel their share in the case of financial hardship, relocation or unresolved lack of satisfaction (unsatisfied customers are asked to allow Penn's Corner to attempt to correct a problem before requesting a cancellation). **A prorated refund will be issued, less a \$50.00 administrative fee.** All cancellations will be charged the \$50 fee, no matter the circumstance. Penn's Corner requires two weeks notice to process cancellations. Cancellations must be received by e-mail (csa@pennscorner.com; ATTN: CANCEL). Cancellation requests will be confirmed with an email. If you do not receive a confirmation please contact us.

If an item is missing from your share or if an item is of poor quality you will receive a credit on your account **or** a replacement item. In order to receive a credit or a replacement item **you must email csa@pennscorner.com within 24 hours of your allotted pick-up time.** If we do not receive notice of a missing item or quality issues within 24 hours of your allotted pick-up time we will not replace the item(s).

Subscribing to a CSA share is a commitment to the market. Each CSA you subscribe to is a legally enforceable contract for the term indicated when you sign up for that product. When you sign up, we reserve products for you for the season and our farmers rely on your upfront payment to purchase seeds and supplies for the season. We stand by the quality of our products. We hope that you enjoy being a part of our CSA!

Penn's Corner welcomes you and thanks you for your efforts to support local agriculture in your community.