COMMUNITY SUPPORTED AGRICULTURE -- CSA SUBSCRIPTION POLICIES

ON-LINE ACCOUNT MANAGEMENT: We use Farmigo www.farmigo.com to process our shares. On Farmigo you will manage your own account, you’ll be able to track and make payments, and renew your subscription in a few easy steps.

COMMITMENT PERIOD: Subscribing to a CSA is a commitment to good farming, good food and community building. It is more than a transaction at grocery store. Like most CSA programs we require a minimum commitment, ours is 8-weeks for all subscribers. After the 8-week mandatory trial period, you will be billed automatically for your next four deliveries until you cancel your account. If after the 8-week mandatory trial you find the CSA is not for you, you must contact us to cancel your subscription (see below how to cancel your subscription).

PAYMENT/BILLING: Becoming a CSA shareholder means that you pledge to support our farm in its operations by pre-paying a fee in exchange for a share of the harvest. We accept electronic checks or credit cards. After the 8-week introductory period your account will be billed AUTOMATICALLY each 4-delivery period. We offer discounts for longer pre-payment periods. We do not offer partial refunds or replacements. However we will fulfill delivery on all boxes for which you have pre-paid unless otherwise requested. Subscriptions must be paid in advance, on-line, through our website. The credit card or electronic check used for your subscription will be billed automatically; should you wish to change the credit card that is billed, just log on to your account and go to your member profile section. If you have questions e-mail csa@maoorganicfarms.org and a staff member will assist you as soon as possible. When signing up as a new customer all accounts are placed on hold for 4 days, this gives us time to process your account. You will receive your box on the closest delivery date for your designated host site after the 4-day hold. Each subscription is charged a non-refundable administrative fee of $15.

CANCELLING YOUR CSA SUBSCRIPTION: Cancellations can only be made by farm staff. To cancel your subscription, please send an e-mail to csa@maoorganicfarms.org. If you do not hear from our staff within 4-days please contact our office directly at 808-696-5569. Please note: canceled members rejoining the CSA will be recharged the $15 administrative fee.

BOX CONTENTS: Each box includes between 8-13 items, enough for 2-4 people for a week. Many items are exclusive to chefs & CSA Subscribers, not available at our other points of sale. The box contents vary season to season, but generally will include our signature Sassy salad mix, a selection of cooking greens, roots, fruit and herbs. Some weeks may contain more/less contents, depending on weather, harvest and season. Our bright yellow boxes are re-usable and can be flattened for storage. Please return your empty box each week in exchange for a full box. Unfortunately substitutions or special requests for box contents are not permitted at this time.
LOCATION & PICK-UP: Your box will be at the specified pick-up location on the designated delivery dates and time. The box is guaranteed during the pick-up hours. If you or your agent, do not pick up during the designated hours, your box is left to the host’s discretion. Each host site runs differently. You are responsible for making arrangements for your box if you are unable to pick up. If you can’t make it perhaps ask a neighbor, friend or family member to pick-up your box for you.

- Boxes must be picked-up at the time and place you have designated.
- There will be no refunds for uncollected boxes.
- We cannot hold uncollected boxes for you to pick-up at a later time.
- We are not able to accommodate special requests for missed pick-ups from one location to another.
- You can change your pick-up location by logging on to your account, BUT this can only be accommodated if truck space is available.
- We deliver CSA boxes on state and federal holidays unless otherwise noted on our website or in a special email announcements to subscribers.
- You are able to put your subscription on hold, for example if go away on vacation. You manage this by logging into your account.

☐ I would like to be a member of the MA`O CSA and I have read and agree to the policies above. By clicking the box you agree to the policies of the MA`O CSA.