

## **ABUNDANT HARVEST AQUAPONICS CSA POLICY**

**Signing Up** – When you sign up, a secure, online member profile is created for you with your share options, your pick-up location, and your account activity. You can view and edit your account, change your pick up location, credit card info, or password and even place a vacation or suspension hold just by signing in to your account.

**Payments** – We bill your Visa, MasterCard, American Express or Discover credit or debit card on your regular delivery day (usually on Friday). It's automatic and you will get a statement by email. We do not store any of your personal or financial information on our website. Our order site is run by Farmigo and your information is stored securely by PayPal

**Delivery/Pick Up Of Your Order** – Your order will be delivered to your home/ office on Friday of each week that you are enrolled as a active member. If you choose to pick your CSA box up at our greenhouse, use our CSA App (Download on our website, [abundantharvestaquaponics.org](http://abundantharvestaquaponics.org))

**Missing Your Delivery/Pick Up** – If you miss your delivery/pick up, call the greenhouse when they open the following morning to let them know what time you will be in to pick up your box. You never have to worry or be concerned about the “Freshness” of your box, all items will be picked fresh, directly from our grow beds, when you arrive. at least noon the next day. If we do not hear from you and you forget or are not able to pick up your box, it will be donated to one of the organizations we give to GOD’S Pantry, Urban Peak, Food Rescue, and Common Cause. We’re sorry but we cannot give a credit for boxes that are not picked up; but don’t worry, the produce will not go to waste.

**Vacation and Suspension Holds** – You may put your Abundant Harvest CSA delivery on hold by logging into your account or our CSA App. Please do this before midnight on Monday for the coming week. Your credit/debit card will not be charged while your delivery is on hold. For emergencies, call Charles 719-201-5046 – email [contact@abundantharvestaquaponics.org](mailto:contact@abundantharvestaquaponics.org)

**Communications** – Abundant Harvest Aquaponics communicates with you via email to inform you of a payment or to remind you of a scheduled pick up. Sometimes we will need to send out alerts about your order or inform you about happenings at our greenhouse/farm. By becoming a member of our CSA, you are agreeing to open and read all email communications as soon as you see them since much of the information is time sensitive.

**Cancellations** – You may cancel your subscription at any time, giving us 2 days’ notice before your next scheduled delivery day by calling Charles at 719-201-5046 or sending an email to [contact@abundantharvestaquaponics.org](mailto:contact@abundantharvestaquaponics.org).

**Holiday Changes** – We will give you plenty of notice about holiday date changes.

**Returning Your Box** – Please return your box when your next box is delivered. Please keep the plastic liner and we will replace it with a new, clean liner. This addresses our strict food safety requirements.

**Privacy Policy** – We do not sell, rent or give our email list, customer list or any personal /financial information to anyone. EVER!

**Our Guarantee** – Abundant Harvest Aquaponics guarantees our produce for quality and freshness; excellent customer service is our goal! If for “any” reason, you are not happy, please contact Charles at 719-201-5046 or email [contact@abundantharvestaquaponics.org](mailto:contact@abundantharvestaquaponics.org). We will be happy to give you a refund or credit for any product or order that does not meet “your” standards! We strive to exceed your expectations each and every week.

**Thank You!** – Your membership to Abundant Harvest Aquaponics CSA reflects your commitment to help those in the community that are in need, grow and strengthen the local food network. Thank you and remember, Abundant Harvest Aquaponics donates 50% of all the produce we grow, to needy families in our community that cannot afford to buy healthy, nutritious produce! This is made possible by your membership in our CSA Program, you and your family are the “Best”!