

The Philosophy of CSA:

Community supported agriculture is a relationship one step above a simple convenience, a give and take of produce for cash. It is based on mutual respect between the customers and the farmers. Under the CSA model, subscribers pay in advance for the food they will receive, reflecting the risk that the farm takes to plant, tend, and harvest crops. Rancho Piccolo is not a delivery service; your subscription is a contract to receive a minimum of one month's worth of produce.

Payments:

We use a web-based software program called Farmigo to help manage the financial interactions between our customers and our farm. With it, Rancho Piccolo subscribers have online access to their own accounts, with the exceptions of changing email addresses. We accept payment via checks or credit card. Having a balance means money you can spend. The money for your order is deducted on your delivery day.

Minimum payments:

To join Rancho Piccolo's CSA, we ask for an initial payment of at least \$60 into your account. After that the minimum payment is \$60.

If you choose the automatic payment option, your account will automatically be charged again any time the balance falls to \$7 or less, and you will receive an email notification when you are charged. If you are not on automatic payment, you will receive an email when your account falls below \$7, and another if a hold has to be placed on it because there hasn't been a payment to cover that week's box. Your account will only be charged by the box for each box you receive.

Box Sizes and Prices:

We offer two different Produce box sizes for your convenience: A Half share is \$17 per week and Full is \$22. If you're a new customer, we recommend starting with a Half share. We offer two different Fruit boxes: Half is \$8 per week and a Full is \$16 per week. Half shares of fruit are between 3 and 5 pounds of fruit and a Full share of fruit is between 6-10 pounds of fruit. Finally we offer egg memberships as well; Half and Full dozen. A Half dozen eggs is \$4.00 per week and a Full dozen is \$7.00 per week. You can change your box size at any time, but you must give us at least seven days' notice, before doing so. You will receive an email confirmation confirming the change.

Incentives for Long Term commitment:

We provide bonuses for subscribers who make larger payments that help us finance the longer term operation of our farm.

Automatic Payment:

When you signed up for online payment you signed up for automatic payment from your checking account or credit card. We encourage all of our members to use this payment option, so that you will pay your account in a timely fashion and never miss a delivery.

Manual Payment:

If you prefer, you will still have the option to make renewal payments manually. If you choose this option, you will receive an email letting you know when it's time to renew your balance.

Communication:

Rancho Piccolo publishes a weekly newsletter that is delivered with the boxes. A searchable database of newsletters is also available online. The newsletter will announce any important changes in delivery schedule, prices, policies, etc. any holiday changes also noted in the banner. It is your responsibility as a CSA member to read the newsletter.

By agreeing to join our CSA, you are also agreeing to OPEN AND READ email communications from us including:

Payment due emails: All billing issues regarding your account will be emailed to you, including starting and notice of suspension of service.

Changes to your service: You may also receive specific emails announcing important changes to our service. Especially important are emergency site moves. Please read our emails as soon as you see them. Please add ranchopiccolo@hotmail.com to your address book to protect our communications from spam filters.

We encourage subscribers to give us feedback about box quality and contents by emailing us at ranchopiccolo@hotmail.com. It's very important that you include your full name, and your Email address login which you used to create your online account, on all correspondence. For quality issues please include when you picked up your box and how you're storing the produce.

The pickup site list is our way of communicating to you whether a box was delivered for you, and what size, which is also emailed to you each week. We do not go back and pick up the site lists later, so please do not leave any checks or correspondence at the pickup site.

Referral Credit and Vacations:

If you can't pick up your box on a given week, why not tell a friend to pick up your box while you're gone. If they sign up with us, we will give you a \$20 referral credit. Ask that your friend to email us when they join so we can credit your account.

Vacation Holds can be placed on your account prior to Monday afternoon, please make sure you have received an email confirming your hold.

Suspension of service:

If we don't receive a timely payment from you, you will receive an email letting you know that your service has been suspended. If you make a payment after this time, you need to contact us to let us know you have made the payment and we will send email notification of your next delivery. Restarting your box delivery could take up to seven days, as the lists are made in advance, so don't expect a box that week unless you get an email saying it will be there. If you do not get a box, there will be no charge for delivery that week.

Credit:

If you believe you deserve a credit for poor quality, damaged, or otherwise unusable produce, please contact Michelle at ranchopiccolo@hotmail.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. Lots of things can happen to boxes after hours, we don't credit for any of them.

Pickup Location Etiquette:

Rancho Piccolo relies heavily on our own private drop sites, and we ask everyone to follow the following rules:

Please observe the pick-up times carefully. Doors may be locked or hosts gone to bed during other times. We do not coordinate or recommend after hours pickups.

Don't take a box if one doesn't have your name on it. All boxes are labeled; if there isn't one there for you, there's probably a reason why. If you have someone pickup for you, do not forget to inform them of this policy.

Do not look through other peoples boxes. All the like-sized boxes contain the same items.

Return your boxes for recycling. We use the boxes multiple times. Please do not leave the plastic bags or other trash at your local friendly pickup site.

Other Holiday Changes: The newsletter will have the schedule changes, as well as communication through email.

New Subscribers -- We strongly urge you to read through the FAQ's to fully enjoy and understand the CSA experience at our farm. There are many common questions answered there, and it's always good to know things in advance!