# 2026 Fall CSA Member Agreement & Guide

We, the farm, wish to provide you with fresh, local, seasonal food and you, the member, wish to receive a portion of our harvest. This agreement outlines our shared commitments to that relationship. Please read this document & print a copy for your records. When you sign up for a CSA share, you agree to the terms in this agreement and guide. If you have any questions or concerns now or during the season, please call us at 304-692-1044 or email mountainharvestfarm@gmail.com. We look forward to sharing the season with you!

**I. 2026 Fall CSA Pricing and Share Options**

**Vegetable Share – Full (Weekly) ($264**): A weekly share of 25 credits of vegetables for a total of 8 weeks. Tuesday shares begin October 27 and end December 15, with the week of Thanksgiving being a MONDAY NOV 23 pickup. Wednesday shares begin October 28 and end December 16, with the week of Thanksgiving being a Tuesday NOV 24 pickup. Friday shares begin October 30 and end December 18, with the week of Thanksgiving being a TUESDAY NOV 24 pickup.

**Vegetable Share – Half (Biweekly) ($149)**: An every-other-week share of 25 credits of vegetables for a total of 4 pickup weeks.

Tuesday pickup options: Group 1 option dates: 10/27, 11/10, 11/23 (a MONDAY due to THANKSGIVING), 12/8. Group 2 option dates: 11/3, 11/17, 12/1, 12/15.

Wednesday pickup option: Group 1 option dates: 10/28, 11/11, 11/24 (A TUESDAY due to Thanksgiving), 12/9. Group 2 option dates: 11/4, 11/18, 12/2, 12/16.

Friday pickup options: Group 1 dates: 10/30, 11/13, 11/24 (a TUESDAY due to Thanksgiving), 12/11. Group 2 dates: 11/6, 11/20, 12/4, 12/18.

**Vegetable Share – Light (Weekly) ($198):** A weekly share of vegetables containing 3-5 items totaling 15 credits for a total of 8 weeks. Tuesday shares begin October 27 and end December 15, with the week of Thanksgiving being a MONDAY NOV 23 pickup. Wednesday shares begin October 28 and end December 16, with the week of Thanksgiving being a Tuesday NOV 24 pickup. Friday shares begin October 30 and end December 18, with the week of Thanksgiving being a TUESDAY NOV 24 pickup.

**II. Signing up and payment**

We use an online membership website called Farmigo to manage the CSA. If you are signing up for the first time, 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, payment info, or password by signing in to your account.

Payments may be made in full, or in 2 equal installments (one due upon signup). If you choose to pay in installments, you can link a debit or credit card and automated recurring payments will be set up. If you choose to pay in full you will not have to link a payment method. If you choose to pay by check, and we do not receive your payment within two weeks of receiving your registration, we reserve the right to open your share to someone else. Payment in full is due by November 1. If we do not receive your balance by your first pick up day, we are not obligated to deliver your CSA boxes.

Returned-check policy: If a paper check is returned for any reason, we reserve the right to collect a fee equal to the amount of the bank fees we are charged.

**III. What is included in the weekly CSA share and can I customize it?**

Our CSA is about sharing in the bounty and excitement of sustainable agriculture. Each week over the weekend we send you an email letting you know which vegetables we have curated for that week's "Farmers Pick" share and some meal preparation suggestions. We choose the items with the goal of providing you variety and items that combine well for meals. Some members are always happy with their Farmers Pick box. However, you can customize your box contents if you wish by trading out items from the Farmers Pick box for other items available from the farm, via your online member account.

We use "credits" in our software to assign a value to individual items to allow for box compilation and easy trading. For example, you can trade 6 credits of lettuce for 4 zucchini valued at 1 credit and a 2 credit pepper. We use round credit numbers for easy trading. For example, a zucchini might be worth $1.25, but it might be listed in our software as 1 credit to allow for easy trading. The overall share cost considers the value of your share overall over the course of the season.

If you add or exchange additional vegetable items from our farm and your total exceeds your weekly allotted share credits, you can link your credit/debit card to your account to allow for easy purchase of those additional items. Add-on items from other farms can also be purchased this way (ex. Meat, coffee, honey, syrup, etc.) This system is all automated and your linked payment method will not be charged until the evening after your box has been packed/delivered. We are only able to offer purchase of additional items through this system if you have linked a credit/debit card; our system does not allow you to add items in the system and pay us via cash or check.

Our system is open for you to customize orders from Saturday morning to Sunday night at 11pm, at which time orders are finalized so that we can plan harvests for the week.

Farming is beholden to many potential pest and weather risks and last-minute problems. We will do our best to project box contents and available items. However, if a last-minute problem occurs and we are unable to provide an item, we will notify you and either swap a comparable item or determine if a refund for that item is necessary.

Please note that CSA members get priority on our crops, and we do our best to provide you with variety from our farm and other local products so that you have options when customizing. However, please remember that the point of a CSA is that you are committing to be "in it" with the farm and to eat seasonally. We are not a conventional grocery store: variety and volume will ebb and flow with the time of the year. Also, each year some crops are bountiful, and others fail. Being a part of our CSA means you understand this and will celebrate and enjoy the successful crops with us, mourn the losses, and thus share in the reality and beauty of seasonal local eating.

**IV. How does CSA pickup work?**

When you sign up for your share, you will choose a pickup location from the following options: Tuesdays 4pm-6pm across from Zenclay Pottery Studio/ Ta-Khrai Thai Café on University Ave; Tuesdays 4pm-8pm at the Farm on Goshen Rd; Wednesdays 10am-6pm at the Farm on Goshen Rd; Friday 12pm-8pm at the Farm on Goshen Rd, and Friday 4-8pm at the Farm on Goshen Rd; Friday 4pm-6pm at Southern States/BFS in Sabraton. If you need to switch your pickup location

on any given week, you may do so, as long as you notify us via email 24 hours before your pickup. Requests to switch pickup day will only be considered if received by Sundays.

Your share will come in a Rubbermaid tote container. You will unpack your items into your own bags or boxes and leave the containers with us at our pickup sites to be washed. If you would like to receive your share all packed up in plastic bags for quick "grab and go" pickup, you may select that option when you sign up for your share for a small fee.

**V. What if I have to miss a week?**

Due to the short fall season, our fall FLEX policy is different than the summer CSA program. There is no makeup week at the end of the fall season. All members get 1 flex week, which you can schedule from your Farmigo account. If you have a payment method linked to your CSA account, you can choose to skip a pickup week, and we can add the value of that week onto your account balance for you to spend on additional vegetable items during the fall season. If you do not wish to have a payment method linked to your CSA account, you can choose to skip a pickup week and ask us to double another pick up week for you. **We cannot roll credits from the skipped week over to the next season.**

If you know far in advance that you need to use your flex box a given week, we appreciate early requests so that we can plan. Please place requests at the latest by the Friday before your next pickup day if you want to use your "flex box" option for the following week.

If you used your flex option already and need to miss another week, please get a friend to pick up your box for you and share the bounty! You can also request that we donate your share to a local food pantry.

Boxes already packed and forgotten cannot be counted towards our flex policy and will be considered fulfilled (See policy VI).

**VI. What if something comes up and I can't pick up my share?**

We know that things come up in life and we try to be flexible within the confines of our tight logistics and storage capacity. If you forget to pick up your share and do not contact us, we cannot promise to hold the share box for you. *You are responsible for contacting us to make arrangements.* If we do not hear from you within two days after your missed pickup day, we will donate your share to the food pantry. Due to limited storage space and additional logistics involved, we cannot promise to continue to make alternate pickup arrangements for chronically forgotten shares.

**VII. Will MHF send me reminders on my pickup days?**

Yes, we will send you an email reminder on the morning of the day of your pick-up every week. Email is our primary form of communicating with you so please read your emails. We suggest that you put the dates of your pickups into your own calendar and alert systems to have reminders as well.

**VIII. What does MHF do to ensure quality and safety of my products?**

We are committed to delivering quality and safe produce. We wash our produce, maintain sanitary conditions for produce packaging and delivery, and have completed Good Agricultural Practices (GAP) food safety training. We take food safety seriously and ask that you do too. We recommend that you wash all produce before you use it. This has always been our personal practice when purchasing from other growers and also when purchasing prewashed items

from the grocery store. No matter what precautions grocery stores or growers take, they are no substitute for washing immediately before use.

**IX. Can I bring you items to reuse?**

We try hard to reduce waste while considering food safety, member needs, and farm logistics. We can reuse (clean) egg cartons and glass/plastic jars or cups for flowers and appreciate you returning them. That cuts down our costs and prices we must charge. Per our food safety policy, we cannot reuse cardboard cherry tomato boxes, plastic pint containers, or plastic bags, so please recycle those items.

**X. Can I visit the farm?**

Yes! Farm education is part of our mission, and we encourage you to come to our events or schedule a visit or tour with us. If you would like to visit outside of normal CSA pickup times or scheduled farm events, please contact us. Also, we endeavor to make sure our farm plots are safe for visitors and recommend the use of proper clothing and closed shoes; we remind you that it is a farm, and we are not responsible for injury or discomfort that may be incurred due to visitor negligence.

**XI. Cancellation Policy**

The CSA agreement is based on a mutual investment in each other. We depend on your timely payment to make sure our farm runs well and can return on our commitment to you. If you wish to cancel your CSA subscription and you have not received any delivered products, we will refund any payment you have made except a $50 non-refundable deposit. If the season has already begun and you have received delivered products, we do not promise any refund of payment made if you cancel your membership. In extreme individual cases (ie. illness/accident, moving, job loss, etc.) we may be able to refund your payment for remaining share deliveries, but this will be negotiated on a case-by-case basis.

**XII. Refund Policy**

Quality is of utmost importance to us as well as your satisfaction. If you receive a product that is not good quality, please contact us promptly so that we can make good on it with you and improve to avoid the problem in the future. Refund based on dissatisfaction with products or services delivered will be negotiated on a case-by-case basis.

**XIII. Agreement Terms**

You agree to these terms upon registering and purchasing a CSA share with us for the respective season.

Sincerely, Your Farmers,
Mary Oldham and Chico Ramirez, Mountain Harvest Farm LLC
*Updated 9/15/26*

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