

## Frequently Asked Questions

### **Why should I sign up for a Farm Bag subscription?**

A Sun Produce Farm Bag subscription provides you with locally grown and freshly harvested produce that is healthy for you, your family, and the community. It saves you time at the grocery store, and keeps your fridge stocked with fresh produce to keep your well-being on track.

### **What is CSA?**

CSA stands for Community Supported Agriculture. Traditionally, a CSA is a mutually beneficial way for local farmers and community members to help one another. Participating CSA members benefit by receiving local, naturally produced, and the freshest and most long-lasting produce. And the farm members receive consistent monetary support through the community members' continued CSA subscriptions. They grow a calculated amount of food to meet the needs of the community. This in turn limits food waste and helps prevent the miscalculation of needed products.

Sun Produce Co-Op's CSA / Farm Bag program promotes greater food security for our state, helps keep our member farms farming, and even promotes a cleaner environment, since there are less food miles from the farms to your table.

### **How does the Farm Bag subscription work?**

The Co-op's CSA / Farm Bag program provides easy affordable access to nutritious local food options and supports place-based wellness strategies. It offers a healthy fundraising component for your school or business while supporting local farmers. At the locations participating in the fundraising component, a portion of the sale of each bag goes back to the site to support specific programs and projects.

Since the Farm Bag subscription is site-based, depending on the site you choose to support and participate in, you will pick up your produce either weekly or bi-weekly. You will receive a variety of items based on what is in season. The site you choose may offer different sizes of Farm Bags, each with a different price - to meet the needs of different households. You will be able to choose the size and price you prefer.

After you create an account and choose the site and size bag you want, you will create a subscription and begin your journey to plan your meals to include the freshest local veggies and fruits while supporting local farmers!

## **How do I pay with SNAP / EBT?**

Sun Produce Co-op gladly accepts SNAP / EBT as a form of payment. Because this type of purchase must be made in person, if you are a SNAP / EBT customer, please follow this process to ensure you receive your Farm Bag: Sign yourself up for a site location, select the SNAP / EBT Bag size you want and when you check out, it should have automatically an automatic message:

## **If you have signed up for the SNAP/EBT payment method, please bring your SNAP/EBT/QUEST card to each pick-up.**

Some sites offer a price-match option for customers paying with their SNAP / EBT cards. This match program is called Double Up Food Bucks AZ and is sponsored by Pinnacle Prevention. The match program is like getting half off the price of the Bag. It works like this: Because we can't process SNAP / EBT on-line, you would pay the first time you come to pick up your Farm Bag for the option you have chosen. USDA SNAP rules mandate that SNAP / EBT customers have to swipe your Quest card in person plus put in your PIN themselves. When you order this way you won't be charged anything on your card - you are just letting us know to make up a bag for you. **However, you ARE making a commitment to come pick up your Bag so it does not go to waste.**

## **How do I get my Farm Bag?**

Your Farm Bag will be delivered to the site you choose at a specific day of the week and time. Please check that the pick-up times are convenient for you before subscribing.

## **What happens if I do not / forget to pick up my Farm Bag?**

Any unclaimed boxes will be donated to a local food bank or community organization. There are no credit, refunds, or exchange for unclaimed Farm Bags.

## Can I place my Farm Bag on hold?

Life happens and we are not always home or able to pick up and/or use our farm bag. Subscribers can go on-line and place a hold on their subscription at any time. To make sure you don't have to pay for the bag you want held, your hold must be placed before the Order Deadline. Consult the chart below to determine your order deadline:

<b><u>Order Deadlines</u></b>	
Sun:	Sun noon of prev week
Mon:	Mon noon of prev week
Tue:	Wed noon of prev week
Wed:	Thu noon of prev week
Thu:	Fri noon of prev week
Fri:	Sat noon of prev week
Sat:	Sat noon of prev week

## How do I cancel my subscription?

To cancel your subscription, log into your member dashboard, click on "view modify subscription," select "cancel my subscription." At this point a box will pop up. Just select "cancel my subscription" again. From here, you will get a confirmation page. If you do not, please notify us at [info@sunproducecoop.org](mailto:info@sunproducecoop.org).

## What happens when I cancel my subscription?

Subscriptions can be cancelled at any time. However, if your subscription is cancelled after that week's deadline (Friday at noon the week before), you will be billed for that box, and the cancellation will take effect for the following week. **There are no auto-refunds, credits, or exchanges.** Once you have been billed for the box, a cancellation for that week is not possible. If you are billed for a box because you did not cancel in time, you can pick it up. If not, it will be donated to a family in need.

## Policies

### SUN PRODUCE COOPERATIVE FARM BAGS

*At Sun Produce Cooperative, we respect your absolute privacy. You have our word that we will not sell, barter, give away, or rent your personal information to anyone, ever.*

**AS A MEMBER, YOU ARE RESPONSIBLE FOR READING AND UNDERSTANDING OUR PICK-UP PROTOCOL. IT IS MEANT TO PROVIDE THE BEST EXPERIENCE FOR ALL COMMUNITY MEMBERS, AND IS PART OF WHAT YOU AGREED TO BY ACCEPTING OUR TERMS AND CONDITIONS.**

## Pick-up Protocol & Policies

**AS A Sun Produce Co-op Farm Bag subscriber, you are responsible for reading and understanding this PICK-UP PROTOCOL. It has been developed to provide the best experience for you and is part of what you have agreed to by accepting our terms and conditions .**

**PLEASE, READ CAREFULLY yourself or share with whoever is picking up your Bag for you:** Our Pick-up Protocol is important, as many sites are operating other businesses during the time you will be picking up your box. And, if our Pick-up Protocol is not followed, mistakes are made, and members who pick up afterward could be shorted items meant for them.

### 1) REMEMBER TO PICK-UP YOUR FARM BAG!

**It is your responsibility to remember to pick up your Farm Bag on the correct day during the listed pick-up hours.** If you forget, we do not refund, replace, or give credit for your missed share. If you miss picking up your Bag during the listed hours, your site host is authorized to donate your items to a food bank or family in need so the food does not go to waste.

## 2) FIND YOUR NAME ON THE CHECKLIST LEFT AT THE PICK-UP SITE

At each site there is a CHECKLIST of everyone who has a Bag to pick up and what they are supposed to take. **PLEASE USE AND FOLLOW THE CHECKLIST EVERY WEEK.**

## 3) TAKE ONLY WHAT IS LISTED BY YOUR NAME

This includes the right Farm Bag size and / or any add-ons you may have ordered. [There is one exception to this: see item 5 below.](#)

## 4) IF YOUR NAME IS NOT ON THE LIST, DO NOT TAKE ANYTHING

Contact us by email or phone – [info@sunproducecoop.org](mailto:info@sunproducecoop.org) or 602-469-9400 – and we will find out the reason you are not listed and work things out. We only drop off enough Bags, etc. for the people listed. **If you take something and you're not on the list, you're taking someone else's share.**

## 5) IF YOUR NAME IS ON THE LIST BUT THERE IS NO BAG FOR YOU, DO NOT LEAVE EMPTY-HANDED

Really, it is okay to take a different share if your name is on the list yet your share isn't at the site because occasionally someone will take the wrong bag. So, please, if you can figure out who made the mistake, take their share then email to let us know so we can remedy any inequities if necessary.

(People can also forget to check off their name, so remaining shares won't necessarily match to the un-checked boxes on the Checklist.)

## 6) CONTACT US PROMPTLY IF YOU HAVE BEEN SHORTED SOMETHING

Email or call us right away. We will make it up to you within the next couple of deliveries. Notes left on the checklist are not usually seen. TO RECEIVE CREDIT OR REPLACEMENT, YOU NEED TO EMAIL OR CALL ([info@sunproducecoop.org](mailto:info@sunproducecoop.org) or 602-469-9400).

## 7) PLEASE, BE RESPECTFUL AND BE NEAT

**RESPECT THE PICK-UP LOCATION** – Treat the site as you would want it to be treated if it were at YOUR home.

**RESPECT YOUR SITE HOST** –Please be courteous - if there is a problem contact the Co-op with any questions or concerns.

**COURTESY COUNTS** – courtesy for fellow members and for a site host's property (and their neighbors!) is paramount. You are participating in a community. How you behave and what you do directly impacts other members. Chronic offenders will be asked to leave our membership.

**BE SAFE** – there are other members, their children, animals and other traffic around the pick-up location. Watch for them please.

### 8) EXCHANGE BOX

Some locations have an informal "Exchange Box". If you have something in your Farm Bag which you don't want, put it in the Exchange Box and help yourself to another item in there which looks good to you!

### RE-USE OF BOXES AND BAGS

- 1) **If you receive your share in an insulated bag issued by the Co-op, bring it back each week.\*** We will put your share in it, in a paper grocery bag. Otherwise your weekly share will come in a paper grocery bag. *\*These bags are not available at all sites*
- 2) We **do not** take back any of the plastic bags at this time (please recycle/re-use them at home). If this changes, we will let members know and update this note.

Thank you for participating in the Sun Produce Co-op Farm Bag program and supporting our member farms!

## Communications

We communicate with our subscribers primarily through the Sun Produce Co-op web site and social media accounts. These emails and posts include information about what will be in upcoming farm boxes, announcements and recipes.

**As a subscriber to our Farm Bag program, you understand it is your responsibility to open and read the emails we send so that you stay informed.** If your email address changes, you need to update it in the Contact Info tab of your online account.

**To help you receive and filter emails from us,** please save this email address through your email contacts: [info@sunproducecoop.org](mailto:info@sunproducecoop.org)

## Weekly Emails:

Having an up-to-date email address on file with your Farm Bag account will help smooth out any communication gaps. It will help keep you informed regarding your subscription, the happenings at the farms, Co-Op and more!

- **Reminder of Upcoming Pick-ups/What's in your Farm Bag:** these emails are sent to help keep track of your pick-up times and dates. It is your responsibility to remember to place your Farm Box on Hold if you need to. *We highly recommend creating your own reminder rather than relying on the emails.* This email will also confirm your weekly Bag contents, the Pick-up Location, date and times.
- **Announcements:** these emails are sent out occasionally to announce any upcoming changes; e.g. subscription completion for the season, new subscriptions available, changes to pick-up locations, etc.

**If you are not receiving these emails from us**, please check your junk/spam folder - since emails sent through our CSA software service could sometimes end up there.

## Subscription Policies

**Farm Bag subscriptions are ongoing as an auto-renewing subscription. Deliveries continue based on your Site Pick-up Schedules unless a Delivery Hold is placed (see below), or a subscription is cancelled by you (see Cancellation Policy below).**

## **SUBSCRIPTION HOLDS AND DONATIONS**

You can place Holds on your subscription through your online account/Membership Dashboard. All Holds must be placed prior to the order deadline. This policy is in place so we can stop the automated billing from occurring.

**To Place A Hold:** Select the date on the calendar that you want your box to be held. Once the page loads, look for the gray box that reads "On Hold". This is located below the title and date of the subscription. No billing occurs if a Hold is placed by the weekly order deadline. We will not create a Farm Bag for you that week. *The weekly order deadline is Friday at noon **the week before** you pick up your Farm Bag.*

All subscriptions are billed through Auto Renew (recurring) Billing. If you do not want to be charged for the Farm Bag that you wish to have held for the week, please place your bag on Hold prior to the order deadline. Any holds placed after this timeframe, may be subject to automated billing. If you have any questions, or if you need assistance, please contact us by email at [info@sunproducecoop.org](mailto:info@sunproducecoop.org).

### **Alternatives to putting your subscription "on hold" are to:**

- *Share your Farm Bag program with someone else who might be interested*
- *Have a friend or neighbor pick your Bag up while you're gone*
- *Give it to the person who house - or pet-sits for you while you're away*
- *Arrange to donate it to a local Food Bank, etc.*

**Please be sure anyone picking up for you is well versed in the Pick-Up Protocol and knows the address and hours of the pick-up site (see above)!**

*We greatly appreciate your consideration to keep on top of letting us know your scheduling needs - your Farm Bag membership helps to ensure the health of our Co-op and farm members' ability to continue farming.*

## **CANCELLATION POLICY**

To cancel your subscription, log into your member dashboard, click on "view modify subscription," select "cancel my subscription." At this point a box will pop-up. Just select "cancel my subscription" again. From here, you will get a confirmation page. If you do not, please email [info@sunproducecoop.org](mailto:info@sunproducecoop.org).

**If the cancellation request is not received before the order deadline (Friday at noon the week before you pick-up your Bag), you will be billed for that week and a Bag will be waiting for you at your pick-up site.** If cancellation request is not received within this time frame, your next scheduled delivery will occur and the cancellation of services will go into effect the *following week*. Thank you for abiding by this policy and working with us to create an efficient and pleasant Farm Bag experience!

## **REFUND POLICY**

*There are no refund, exchange, or credit options. Once your order deadline has occurred, you will be billed for your Farm Bag and it cannot be reversed. Bags that are not picked up are not subject to refunds, exchanges, or credit options.*