



D&V Organics

2025 CSA Policies

Certified Organic by
Quality Certification Services (QCS)

Thank you for taking an interest in our 2025 CSA Farm Share program. Community Supported Agriculture also referred to as a Farm Share, is a means of supporting your local farmer by subscribing to a weekly box of seasonally produced vegetables. A Farm Share is a direct link to the people and place that produce the food you're eating, allowing a more sustainable and equitable practice for the farm and local community. Subscribing to a farm share puts you in partnership with the farm, creating a more stable outlet for the farm's product while giving you access to the freshest and most nutritious produce. When you sign up for a D&V Organics Farm Share, you receive our freshest weekly selections of our seasonal produce grown on our farm. All the produce in our shares is grown by us on our certified organic farm in Swedesboro, NJ, a direct link to the people and place that produces it.

In this document, we hope to clarify any questions that may arise over the course of the season with regards to our CSA program. Our policies will set some expectations and boundaries for our members, but if something should come up that is not addressed, please don't hesitate in contacting us directly.

When arriving at our farm, we expect members to use caution driving in and out of the farm entrances as well as to and from the designated CSA parking area. Members are permitted to park only in the designated CSA parking area and not in the grass alongside the driveway, this will allow other members to come and go freely to pick up their CSA share. We do have members with young children as well as our own child that lives on the farm, please use the utmost caution and drive slowly at all times.

Our CSA starts each year in the middle of May. For our 2025 CSA, the first distribution will be the week of May 11th. The CSA season runs for 29 consecutive weeks, ending on the week of November 23rd. When choosing a share, members can select the frequency in which they would like to sign up, weekly, bi-weekly or monthly. If choosing bi-weekly, members will need to select which week most satisfies their needs and will impact the first week in which the pickup occurs.

Each share size has a corresponding base value. As we enter our weekly inventory, we assign pricing to each produce item. The amount of produce received in your box depends on what you put into your box and the value of the corresponding items. Shares may have more or less diversity depending on the value of the items that you choose for your box. Tomatoes for example, are costly for us to produce, so we assign a higher value to that item, certain other things may cost us less money to produce and we may assign a lower value to other items. The diversity of your box may correspond to the value of the items you customize for your box.

Large shares have a base value of \$34. Members typically receive 6-10 different types of produce items in their box of this size.

Medium shares have a base value of \$25. Members typically receive 6-8 different types of produce items in their box of this size.

Each week throughout the growing season we send out a newsletter which includes the latest additions to our online harvest inventory and weekly happenings on the farm. As we craft the newsletter, we pre-sort the inventory of our anticipated weekly harvest into each member's weekly box. Boxes are built by the computer program with an assortment of produce, but **members can enter their profile and choose items that fit their needs, making their box fully customizable.**

Depending on your share size, and the base value that is assigned to your size, our inventory and pricing will allow you to build a box within the value of your share. Should you exceed the base value of your share, you will be notified and given the option to pay for additional items (a credit card will need to be on file to pay for additional items).

Some items at some times may be limited and may not be available all the time, we try our best to have a good supply of everything we grow, but mother nature doesn't always cooperate.

Occasionally a member decides they no longer want to participate in the CSA and will request a refund for their CSA share. **We do not offer refunds on payments made toward our CSA Farm Share.** We understand that the CSA model may not be a good fit for everyone. If you are uncertain on whether it's a good fit for your household, we would be happy to talk you through the CSA process to help you make a decision that is best for you.

Many people travel during the months in which our CSA season occurs. Shares can be placed on a vacation hold by the member online, and the missed share can be doubled up on a different week later on in the season. All vacation holds and missed shares must be scheduled/rescheduled prior to the week they are needed. We cannot carry over missed or on hold shares from one year's season into another year.

There is no limit to the number of vacation holds for a given member. **Members are able to go into their own account online and schedule their vacation hold.**

Members can switch their pickup location or their pickup day. Boxes delivered to our off-site locations in Barrington, Cherry Hill and Merchantville are only delivered on Thursdays, but the location of pickup can be changed. **Members can make those changes online, but the changes must be made no sooner than 1 week ahead of time. Changes can be made by members in their own online account.**

If you find that your share size isn't right for you, we can make changes to your share size. If you find that the medium share size is too small, we can help you size up to a Large share, a prorated amount will be assessed for the increase in size. Members needing to size down may do so with our assistance, however **we do not offer refunds on shares if sizing down.**

On occasion you may be running late or just forget it's CSA pickup day. Unfortunately, **we cannot guarantee that your CSA share will be available even 5 minutes past the allotted time of your pickup.** We can make every effort to save that share for you. Please call us if you suspect that you'll be late or miss your pickup and we will do our best.

If you need to send a friend or family member to pick up your share, that's not a problem at all, there is no need to contact us. The name on your box will correspond to the name entered upon signing up. Please relay any special information to the alternate person picking up the box for the easiest experience.

Unfortunately, we cannot guarantee certain vegetables in your CSA shares throughout our season. The nature of farming is unpredictable. We make our best effort to have a wide diversity of options, and **we never compromise by buying in things from other farms.** What we can guarantee is that we will do our absolute best to bring you the freshest and most diverse selection each week throughout the season.

All boxes can be customized to your liking. We understand that not everyone loves Kale, or Okra, or any number of particular things. Allowing the freedom of choice puts more control in the hands of our members, that way you can get the most out of your CSA share each week. Each box you receive is fully customizable, within our available seasonal inventory. Members can make changes to their box before the designated cut-off day/time. Just log in to your account and choose the current week's box to make the appropriate changes.

Each weekly box has a label affixed indicating the box's contents. Occasionally our box packers will make a packing error and miss an item. If this happens, please email csa@dandvorganics.com and we can either add a credit to your account to use toward additional produce items or we can add the missing item in the next box. We are unable to offer monetary refunds due to missed items.

Account credits are only available to use within the growing season or current CSA Farm Share season in which they are issued. If a member places a box "on hold" or receives a produce credit and does not use that box or credit in the current year's season, the credit for that box will expire at the end of the farm share season.

Members are responsible for updating their box contents each week before our Tuesday 6:00am customization deadline. If you have forgotten to customize, the box will contain an assortment of items based on our inventory to meet the minimum box base value for your share. Unfortunately, we will not be able to adjust box contents after the customization deadline has passed.

Thank you once again for taking an interest in our CSA. We hope to answer any questions with this document and please feel free to reach out if you find a need for additional clarification.

Sincerely,
Derek and Crew