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CELLANIE FARMS

CELLANIE LLC CSA PROGRAM

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WELCOME:

Thank you for joining our CSA Program!

Cellanie LLC (d/b/a Cellanie Farms) grows nutrient dense produce for consumers in South Central Wisconsin. Providing consumers opportunities to access the farm, opportunities to engage with our growers, and the freshest local produce available is a conduit for community connection and a central mission of Cellanie Farms. Thank you for supporting local agriculture through the CSA Program.

This document includes terms and conditions, and additional details about the program. By enrolling in the CSA Program you agree to the following terms:

ENROLLMENT: Enrollment in Cellanie Farms CSA Program is online: **shop.cellanie.com**.

MEMBERSHIP: A Member is an individual or household that:

- Pays for a CSA Share in for a specific season.
- Commits to regular participation in the farm's regular pick-up or delivery schedule.
- Shares in the risks and benefits of the farm's harvest: accepting that produce or other farm products are subject to seasonal variability, potential crop failure, abundance, or substitutions.
- Abides by the farm's membership terms, including Payment Policy, Pick-up or Delivery Obligations, and any Other Policies.

CSA SHARE:
A CSA Share is a seasonal subscription to a portion of Cellanie Farms harvest or product output, which entitles the Member to Distributions over the course of the season. Each regular Distribution will include approximately 6-14 different types of produce or products, depending on harvest yield and time of season.

MEMBER COMMUNICATION:
Upon enrollment Members are provided a link to the member portal that is used to reference account details. Please save this email as it contains a link to your member portal.

- Most communications will come via email or SMS text. Please be sure to include a primary email address and phone number at enrollment. It is the Member's responsibility to read communications to stay informed.
- Please reference the member portal for information on upcoming distributions and make changes to your delivery/pick up information.
- While we will send reminders, it is the Member's responsibility to retrieve pick-ups and receive deliveries in a timely manner.

PAYMENT POLICY:
Members commit to paying for the entire CSA Share, either as a one-time payment prior to the season or several payments at scheduled intervals during the season, providing the farm with financial support. The number of Distributions and dates are listed on the enrollment page and receipt.

PREPAID:
Members pay 100% at enrollment. If delivery is selected, all deliveries for that season will also be paid at checkout. For example, if the selected season includes 4 Distributions, and each delivery incurs a $7 fee, then the total delivery fee at check-out will be $28.

RECURRING PAYMENT:
Members may choose to pay each week using a recurring credit card payment. Cellanie Farms will collect payment for the first and last Distribution at the time of enrollment. Remaining payments will be for single Distributions, during the week of the Distribution, with the exception that the first and last Distribution of the season have already been charged. Any delivery fees except the first delivery fee will be charged at the time of delivery.

PICK-UP OR DELIVERY OBLIGATIONS:
We offer two options for Members to receive Distributions; either pick-up at a pre-defined location or home delivery. Home delivery is offered in the following ZIP codes for $7 per delivery: 53597, 53562, 53532, 53704, 53718, 53590, 53598 (Waunakee, Middleton, Deforest, North Madison, Sun Prairie, Windsor.)

PICK-UP:
Distributions will be dropped off at a specific location for Members to pick-up within a predetermined timeframe. Exact locations will be determined and communicated to subscribers in advance of our first Distribution. Cellanie LLC is engaging with pick-up locations and endeavors to provide a pick-up location within approximately two-mile radius from each customer. Upon enrollment, Members agree that:

- Pick-up times are strictly enforced. If Distributions are not picked up within the indicated timeframe, they will be donated.
- Cellanie Farms cannot provide credits or returns for unclaimed produce.

- Distributions will be labeled. Please be sure to check for the Distribution with your name.
- If you know in advance that you cannot pick-up:
    - Ask a friend or family member to pick-up on your behalf
    - Ask Cellanie Farms (via Member portal) to donate the Distribution on your behalf using the note section of the member portal.

DELIVERY:

Home delivery is offered to Members in the following ZIP codes: 53597, 53562, 53532, 53704, 53718, 53590, 53598 (Waunakee, Middleton, Deforest, North Madison, Sun Prairie, Windsor.)

Cellanie Farms will communicate delivery date and times to Members in advance of the first Distribution. In general, Cellanie Farms anticipates delivering Distributions on the same day throughout the duration of the CSA Program. Upon enrollment, Members understand that, once delivered, it's up to the Member to properly store the distribution to maintain freshness.

OTHER POLICIES:

- Produce needs to be washed prior to being consumed.
- Our objective at Cellanie Farms is to grow an abundance of nutrient-dense, high-quality produce. But with natural systems, many things are out of our control, and we cannot always predict how crops will grow. When enrolling in the CSA Program, Members acknowledge that risk.
- Early season Distributions may feel less bountiful than Distributions later in the season. Cellanie Farms' CSA Program pricing model is meant to account for this and, rest assured, we will share abundance whenever available.
- Members acknowledge that Cellanie Farms is an organic-in-transition farm and working towards USDA Organic Certification.
- If for any reason you are dissatisfied, please reach out to us directly (info@cellanie.com) so we can make it right.

MEMBER RESPONSIBILITIES:

- Once your Distribution is dropped off, preserving the quality and freshness is out of Cellanie Farms' hands. We highly recommend proper storage within one hour of

delivery, or sooner in extreme weather conditions. If you have a specific spot where you would like us to leave your item, please communicate that in advance by email (info@cellanie.com).

- If you are not satisfied with the quality of your produce, please let us know via email (info@cellanie.com) so we can make it right.
- There is no need to return the boxes or other containers in which Distributions are packaged. We cannot reuse them due to food safety regulations. Please re-use these as you wish.
- Always wash your produce before eating!