

Nash's Organic Produce Policy

Farm Share and CSA Programs

Nash's Online Store

Nash's Farm Share Program, also known as a CSA (Community Supported Agriculture), and Nash's other CSA Programs connect community members with the land and the people who grow their food. Your financial commitment in the spring plants the seeds of support that begin the season.

Any item purchased online from Nash's Organic Produce carries a 100% satisfaction guarantee. If you are not satisfied with any of your purchased Nash's products, please call us at 360-681-7458 or email us at sales@nashsorganicproduce.com and your account will be credited for a replacement item or an item of comparable value.

Nash's Cover Crop and Animal Feed CSA provides another opportunity for our community to help support our farm by pre-paying for their cover crop and animal feed upfront in order to receive a significant discount over the regular pricing. Our Cover Crop CSA includes our rye/vetch blend, straight vetch, Diana fava beans, and green field peas. Members receive a 10% discount for any quantities up to 1 ton and a 15% discount for 1 ton or more. Members can receive their cover crops anytime after purchase. Our Animal Feed CSA includes our barley, hard red wheat, soft white wheat and hay and is only available from our Summer/Fall 2014 harvest. For Fall 2014 harvested grains, members receive a 20% discount for any quantities up to 1 ton and a 40% discount for 1 ton or more. For July 2014 harvested hay, members receive a 33% discount on 50 or more bales. For more information, please call Sid at 360-681-7458 or email us at sales@nashsorganicproduce.com .

Nash's Farm Share Program members receive 20 weekly boxes, from July to November, filled with the freshest vegetables, herbs, flour, grain, and fruit, all harvested at their prime, ensuring the most vitamin/nutrient-rich food possible. The following information pertains to the Farm Share Program:

Signing Up - When you sign up, 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, change your pick up location, or password and even place a vacation or suspension hold just by signing in to your account.

Payments - We bill your credit or debit card or eCheck when you sign up. It's automatic and you will get a confirmation by email. We do not store any of your personal or financial information on our website. Our order site is run by Farmigo and your information is stored securely by Authorize.net. Our 3-payment plan is only available by eCheck. First third payment is required at sign up, second payment in one month, and third payment in two months.

Picking Up Your CSA box - Please remember to pick up your CSA box or have a friend or family member do so. Please be sure your name is checked off the list when you pick up or that

you have the box with your name on it (if it is a special box or locations other than the store or our farmers markets).

Missing Your Pick Up - If you miss your pick up at a Peninsula market, you may be able to pick up at Nash's Farm Store (360-683-4642) that same weekend. If you miss your Friday pick up at the Red Rooster Grocery, you may be able to pick up at the Red Rooster Grocery (360-681-2004) that same weekend. If you miss your Friday pickup at OMC, your box is donated to the hospital. U-District or Ballard boxes can be picked up at either location with no notification required.

We're sorry but we cannot give a credit for boxes that are not cancelled prior to the box being packed or that is not picked up; but don't worry, the produce will be donated to a local food bank.

Changing Your Pick Up Location - If you want to change your pick up location, please do so online 4 days before your pick up day. If you switch and then want to switch back, you'll need to log into your account again to do so.

Vacation and Suspension Holds - You may put your delivery on hold by logging into your account. *Please do this before midnight on Sunday for the coming week.*

Communications – Nash's communicates with Farm Share via email on Wednesday to relay What's Anticipated to be In the Box with the allowable swaps. A follow up email is sent on Fridays to confirm What's In the Box with the allowable swaps and our weekly newsletter. Occasionally we send out email alerts about your order or inform you about happenings on our farm. By becoming a member of our CSA, you are agreeing to open and read all email communications as soon as you see them since much of the information is time sensitive.

Cancellations/Refunds – *Cancellation of the remaining weeks of your program are allowed only based on hardship or moving from the area or dissatisfaction with the program. Refunds will be based on the number of weeks left in the program and the rate paid per week at the time of sign up.*

Holiday Changes - We will give you plenty of notice about holiday date changes. We don't anticipate having to consider holidays since the program starts after July 4 and ends before Thanksgiving.

Returning Your Box - Please return your box when you pick up your next farm share box to your pick up location.

Privacy Policy - We do not sell, rent or give our email list, customer list or any personal /financial information to anyone. EVER!

Our Guarantee – Nash's Organic Produce guarantees our produce for quality and freshness, and we pride ourselves in providing excellent customer service. If for any reason, you are not happy, please contact Susan at 360-301-9754 or at susan@nashsorganicproduce.com. We will be happy

to give you credit for any product or order that does not meet your standards. 100% Satisfaction is our goal and we strive to exceed your expectations each and every week.

Thank You! - Your membership in Nash's Organic Produce Farm Share Program reflects your commitment to help grow and strengthen the local food network. Thank you and enjoy!

For more information call Susan at 360-301-9754 or email her at susan@nashsorganicproduce.com or visit us online at <http://nashsorganicproduce.com/buyShares.html> .