

Fall 2016 Guidelines for Custom Boxes

- As a Custom CSA Share member, you get to choose what you would like in your box each week by ordering through our Custom members-only E-commerce store.
- To access the Custom CSA store, click the following link: <http://www.earthspringcsa.com/store/build-custom-csa-box>. There is also a quick link to the store on our homepage in the right column under "More Membership Actions" labeled "Build Custom CSA Box" and a link in the drop-down menu under the CSA tab.
- **The Custom CSA store will be open Friday at noon until Sunday at noon to place an order for delivery the following week.** This gives you at least 48 hours to place an order. We cannot stress enough the Sunday noon deadline to allow us enough time to harvest, wash, and pack your produce for delivery. So put a reminder in your phone or email calendar!
- You are responsible for placing an order each week. No order. No box. We want you to get the most of your membership and enjoy fresh veggies every week so remember to place that order!
- If you want to skip Thanksgiving week, schedule a vacation hold. Visit our [FAQs page](#) to learn how.
NOTE: If you do not make a custom order and you have add-ons, your fruit, eggs, and/or milk will get delivered unless you schedule a vacation hold.
- Want produce but don't feel like picking it? Or just want to be surprised? Then select the **Standard CSA box** option in the custom store, and we'll decide for you!
- You will receive an email confirmation immediately upon submission. **If you do not receive the confirmation, it means your order did not go through.** Make sure you hit the "submit order" button at the end of placing your order.
- You can order more than one of any particular item, unless it is labeled with a limit per member.
- Custom CSA boxes will have a blue label (half letter size) attached to one side. Each label is for a specific member. Make sure you take the correct box!
- Your credit equals the retail price of your CSA Share, i.e. a Fall Custom CSA share worth \$150 equates to \$150 of credit. Therefore, any member discount upon joining (e.g., farm pickup or host discount) will not lower your starting credit.
- If you are sharing a box with other members, you will have to figure out a system of ordering (i.e., who's ordering which week). Everyone on the account will have access to the credit to use in the online store. If more than one person places an order in any given week, we will assume that is what you meant to do.
- Your credit must be used in the 2016 Fall CSA season. We do not issue refunds. Keep in mind that the weekly average for the Fall season is \$25 per week so you're not left with a large balance to spend at the end of the season.
- You can buy more credit at any point. Just send us an email.