

1. WHAT IS GOOD EATS CSA?

Good Eats CSA is Pete's Greens' local food delivery program. A spin-off on the traditional idea of Community Supported Agriculture (CSA), Good Eats allows you to support our farm while giving you a "share" of our farm's harvest—plus convenience, flexibility, and the most delicious local food from our farm and from our [localvore partners](#).

When you become a Good Eats member, we'll deliver the highest quality and most delicious local food to a delivery location that is conveniently located near you. You'll also get the flexibility to accommodate everyone's busy schedules and individual preferences. From our own certified organic Pete's Greens veggies (including greens every week, even in the winter!), to locally produced cheeses, eggs, breads and more, your weekly Good Eats share is a convenient and flexible way to eat well all year round.

We know a little cooking inspiration can be helpful, so Good Eats members receive a weekly newsletter that includes recipe suggestions and storage tips as well as updates and news from Pete's Greens.

2. HOW DOES GOOD EATS CSA WORK?

You choose the share and add-ons that fit you best and the delivery location that is most convenient for you. You'll then add to your pre-paid account at the payment level that works best for your budget. On the evening of each delivery, we'll deduct the amount of your subscription (your share(s) and add-ons) from your pre-paid account. When the balance of your pre-paid account dips below \$25, we'll automatically notify you. Then when it reaches \$0, we will refill it using the payment method you've provided. You can easily log into your account to make changes to your share type, delivery location, or payment options at any time.

On the day of your delivery, you'll pick up your share and take it home to enjoy throughout the week.

3. HOW DOES THE ONLINE SYSTEM WORK?

We use an online system called Farmigo. When you enter the site, you'll flow through these steps:

- a. **Select your pick-up site** -- where you will receive your share every week.
- b. **Select your share type.** We offer three vegetable only shares (Fancy, Everyday Standard, and Lean & Green), a vegetable + pantry share (the Localvore), Pete's Pantry (no veggies), and a monthly Meat Share. Select the number of shares you want to receive in one week and if you want them once per week (weekly) or once every-other-week (biweekly).
- c. **Select any "add-ons":** eggs, bread, cheese, or milk. Select the number of shares you want to receive in one week and if you want them once per week (weekly) or once every-other-week (biweekly).

- d. Choose your payment plan.** We offer four levels of payment: \$100, \$250, \$500, and \$1800. Use your balance for your weekly shares or to purchase items from the web store! You won't be charged for any deliveries you skip, only shares sent that week for you.
- e. Create your account.** Use your Facebook login credentials or create an account with your email address and a password. If you've previously been a member of a CSA using Farmigo, enter that log-in info. You'll be able to enter a co-shareholder at this time. This email address will be our primary point of contact for you.
- f. Check-out!** You can pay by credit/debit card, ACH (automated checking account withdrawals), SNAP/EBT, or paper check.
- g. Manage your account.** In the future, you can log-in to your account using your email address and password. Here, you can change your deliveries, change your share, shop for more items, change your share contents, change your pickup site, change your payment method, and more!

4. WHAT ABOUT THE SEASONS?

When we started the CSA, we operated on a season-by-season model, signing up members for 17-weeks of deliveries. With the new model, you choose the payment plan and the share subscription. Deliveries are on-going unless you stop them. Use your account balance to purchase specific shares, add-ons, and items from our online store, without the commitment to the 17-week season. Your account balance is flexible!

However, as a four-season farm in a four-season climate, the type of food available each week will vary by the season! You can read more on our website about the type of produce we have available each season.

5. DO I SAVE MONEY WHEN I JOIN GOOD EATS?

We estimate that when you buy a Good Eats subscription rather than buying our products at the grocery store, you can save as much as 20% off retail prices.

You will also save an additional 10% if you choose to add \$1800 at a time to your pre-paid account. When you pay \$1800 upfront, you'll receive \$2000 of spending credit on your pre-paid account.

6. WHEN EXACTLY DO I NEED TO PICK UP MY SHARE?

The exact pickup time varies depending on the delivery site. Please log-in to your account to check your pick-up times, or check our [delivery sites page](#).

7. WHAT HAPPENS IF I MISS MY PICKUP TIME OR FORGET TO PICK UP MY SHARE?

We get it: life happens and sometimes you miss your pick-up! Email us at goodeats@petesgreens.com and we'll contact your site host to make arrangements for getting missed shares.

8. WHAT IF I NEED TO SKIP A DELIVERY?

If you know in advance that you will be unable to pick up your share, you can easily log into your account to change that delivery. You can choose to donate your share to a local food shelf or skip the delivery altogether. If you skip a delivery, we won't deduct anything from your pre-paid account and we won't drop anything off for you at your delivery location. Log in to your member account, <https://csa.farmigo.com/account/goodeatscsa/>, and click on "Delivery Hold" to add a specific date or date range. All changes must be made by midnight on Sunday before your delivery.

9. CAN I GET AN EXTRA SHARE ONE WEEK?

Yes, you can log into your account to update the quantities of shares you would like to receive in any given week. This is a great option if you know that you'll need extra produce one week, for instance if you have company coming.

To ensure that you receive your correct number of shares, please make sure all changes are made by midnight on the Sunday of that week.

You can also order more items from the web store!

10. CAN I CHANGE MY DELIVERY LOCATION?

Yes, you can log into your account to update your delivery location. If you want to switch back to your original delivery location, simply log in again and make the change.

To ensure that you receive your share at the correct location, please make sure all changes are made by midnight on the Sunday before your delivery.

11. HOW DO I MAKE SURE I CHOOSE THE RIGHT SHARE?

Take a look through our share options and select the share that offers the items that you think you and your family will eat each week. If you change your mind and want to try a different share, simply log-in to your account to switch to a different share. When you switch shares, the amount deducted from your pre-paid account on your delivery day will be adjusted accordingly.

12. CAN I CANCEL MY GOOD EATS SUBSCRIPTION WHENEVER I WANT?

Yes, we'll miss you if you go, but you are welcome to cancel at any time. Contact us at goodeats@petesgreens.com by midnight on Sunday of that week. Please note: we do not offer refunds for CSA shares. Your funds can be used to purchase any of the food available in our webstore.

13. IS EVERYTHING IN MY SHARE LOCALLY GROWN AND ORGANIC?

All of the produce you receive in your share is locally grown at our farm, Pete's Greens, in Craftsbury, VT. Pete's Greens is certified organic too!

Any pantry items included in your share are locally and regionally produced by our [localvore partners](#). Many of these items are certified organic, and all are delicious and produced with care.

14. WHAT ARE "PANTRY ITEMS" AND "ADD-ONS"?

When we talk about "Pantry Items", we're referring to any non-produce items that are included in your share. Depending on the week and the share, these items could be local cheese, bread, eggs, flour, vinegar, etc., or items made in the Pete's Greens kitchen such as pesto, tomato sauce, or chimichurri. If you choose a share that includes Pantry Items, they will be included in the cost of your share.

"Pantry Add-ons" include eggs, bread, milk, and cheese. These items can be added on to any share on a weekly basis. When you add Pantry Add-ons to your share, the cost of the add-on will be deducted from your pre-paid account on the day of your delivery.

15. CAN I SPLIT A SHARE WITH A FRIEND?

Absolutely! We find that this is a great option for people who want to eat delicious local food but who are not able to eat the quantity of food that is included in a share each week. Co-members are responsible for splitting up the share themselves at pick-up. If you are looking for someone to split a share with, email our CSA Manager at goodeats@petesgreens.com.

Co-shareholders will not have their own account but they can opt in or out of email communication.

16. WHAT IS THE DEADLINE FOR MAKING CHANGES TO MY DELIVERY?

To ensure that you receive exactly what you want in each delivery, all changes must be made by midnight on the Sunday of the delivery week.

17. WHAT IF I WANT MORE VEGETABLES IN MY SHARE?

Every Friday, we'll send out a CSA list. You will have the weekend to add more items to your share and remove / change items from your share. The cost of additional items will be deducted from your account. Each week you will be charged the minimum value of the share.

You can place an order online from the store for additional vegetables (and meats and grains). Place your order by midnight on Sunday and it'll be delivered with your CSA to your pick-up site!

18. CAN I DECIDE WHAT ITEMS I RECEIVE IN MY SHARE?

Every Friday, we'll send out a CSA list. You will have the weekend to add more items to your share and remove / change items from your share using a "credit" based system. The cost of additional item credit will be deducted from your account. Each week you will be charged the minimum value of the share. For example, if you remove more items than the minimum value of your share, we will still charge you the minimum value of the share. Unused credits do not rollover.

Because of seasonal availability, not all veggies we produce will be always available. When we have limited quantities, some items may be fixed while others may fluctuate depending on what other CSA members take out of their share.

19. WHAT IF THERE ARE ITEMS THAT I REALLY DON'T LIKE? CAN I OPT NOT TO RECEIVE THEM?

Every Friday, we'll send out a CSA list. You will have the weekend to add more items to your share and remove / change items from your share. The cost of additional items will be deducted from your account. Each week you will be charged the minimum value of the share. For example, if you remove more items than the minimum value of your share, we will still charge you the minimum value of the share. Unused credits do not rollover.

20. HOW DOES PAYMENT WORK?

Once you have selected your share(s), add-ons, and delivery location, you will be asked to add money to your pre-paid account. You can choose to add \$100, \$250, \$500, or \$1800* at a time.

On the day of each delivery, the amount of your subscription (share(s) and add-ons) will be automatically deducted from your pre-paid account.

When the balance of your pre-paid account dips below \$25, we'll give you a heads up then automatically refill it when you get to \$0 using the payment method you've provided.

*Receive a 10% discount at this payment level—pay \$1800 and we will add \$2000 of spending credit to your pre-paid account.

21. WILL I BE NOTIFIED BEFORE MY PAYMENT IS AUTOMATICALLY DEDUCTED FROM MY BANK ACCOUNT OR BEFORE MY CREDIT CARD IS CHARGED?

When your balance gets down to \$25, you will receive an email notification. When your payment drops to \$0, your payment method will automatically renew. You will receive an email from us when this happens.

22. IS PAYMENT ON YOUR WEBSITE SECURE?

Yes, our checkout system is secure! You can verify this by checking your browser. You should see a lock. If it is locked, the site is secure. If it is unlocked, you may want to look into using a secure connection.

23. HOW DO I UPDATE MY PAYMENT INFORMATION?

To change your payment method, contact information, or any other information, please log into your account, <https://csa.farmigo.com/account/goodeatscsa/>.

24. WHAT IF I HAVE A COUPON?

Redeem gift certificates, coupons, and NOFA Farm Share codes when you check out or when you update your payment info through your member account.

25. WHAT DO I DO ABOUT DELIVERY ERRORS?

Contact us at goodeats@petesgreens.com as soon as possible if you have any errors with your weekly pickup. We are still refining our packing, delivery, and reporting systems. We want to know if you do not receive any items listed or if there are any problems with your pickup site. We need to hear from you!