

# CSA FAQs

- **How much produce will be in my CSA?**
  - The produce in your CSA box each week depends on the “share” that you choose. Typically, our half share (family of 2-3) can feed 2 adults and 2 small children. We recommend our full share (family of 4-5) for families with more children or older children (that like vegetables!). If it’s your first season, we always recommend starting small and then working your way up for the next season!
- **How much produce is in the new Mini Share box?**
  - Our Mini Share was new to our 2018 program! We recommend this box to singles, newlyweds, empty nesters, or to families who are just starting out with local produce. This is the perfect way to get introduced to our CSA Program and perfect for any family with 1-2 people.
- **Can I choose what produce goes into my box?**
  - No. The produce that comes in your share each week depends on what we have in season at that particular time. Some things like cucumbers, squash, and zucchini will remain the same but others like strawberries, okra, green beans, and blackberries will switch as we progress in the season.
- **What day do I pick up my box?**
  - Full Share and Mini Share: Every Tuesday from 3:00 pm - 7:00 pm.
  - Half Share: Every Wednesday from 3:00 pm - 7:00 pm.
- **I don’t like a certain produce; can I exchange it?**
  - CSA shares are set each week and exchanges are not allowed. Sorry!

- **Can I send a friend/family member to pick up my box?**
  - Of course! If you decide you cannot pick up on a particular date, your friends/family members are more than welcome to pick up your share. Just remember that they will request the share under YOUR last name!
  
- **What happens when I go on vacation?**
  - You are allotted **TWO** vacation holds. For these designated vacation holds, we will hold back your box for the week of your vacation and allow you to pick up 2 boxes any week of your choice. Only **TWO** vacation holds are permitted per season. Therefore, any other time you cannot pick up your share you can choose one of two options:
    - 1) Have a family member/friend pick up your share.
    - 2) Donate your share to the Fort Mill Community Café .
  - **If you plan to use a vacation hold, please give AT LEAST one week notice so that we can plan accordingly. Failure to let us know one week ahead of time will result in the loss of your box.**
  
- **I forgot to pick up my box on Tuesday; can I get a new one?**
  - CSA boxes are held until Thursday at 10:00 am. After this time, they will be given to the Fort Mill Community Café and new boxes cannot be made.
  
- **Will you send me a reminder every week to come pick my box up?**
  - Although “reminders” are not sent out each week, we do send out “Recipes of the Week” for new ways to use your produce. These emails are sent out each Tuesday morning around 9:00 am.
  
- **Will the same thing be in my box each week?**
  - Not always! You will more than likely see tomatoes, zucchini, and squash each week. But things like strawberries, peaches, blackberries, green beans, okra, and much more will switch throughout the season.

- **Can I come to pick up my box early/on a different day?**
  - Pick up time is every Tuesday from 3:00 pm – 7:00 pm. Due to the high volume of participants we have, we cannot allow early pick-up. We hold boxes until Thursday morning at 10:00 am, so you may pick up your box on Wednesday or first thing Thursday morning.
  
- **Can I come to the location where you pack the boxes and pick mine up early?**
  - No, we do not allow any customers to come out to our packing. You may not come to pick up your box from that location.
  
- **Can we come see the farm where our produce is grown?**
  - As of right now, no. However, we are working on that for you!
  
- **How long does the CSA Program last?**
  - Our CSA Program lasts 10 weeks. The 10 weeks that we choose are our “peak” weeks during the summer. During these 10 weeks we expect to be harvesting the majority of our produce.
  
- **When does the CSA Program start? When does it end?**
  - The CSA Program (2018) starts Tuesday, June 4<sup>th</sup> and ends Tuesday, August 6<sup>th</sup>.
  
- **I missed last week (without notification), can I just have two this week?**
  - Unfortunately, without notification, we cannot allow you to have two boxes. This means we would be taking away a box from someone else!
  
- **Do you deliver the shares?**
  - No, we do not offer a delivery option at this point in time. All boxes must be picked up at our store, The Springs Farm Market. The address is 1010 Springfield Parkway Fort Mill, SC 29715.

- **Do you do a Fall CSA Program?**

- We are proud to offer a Fall CSA as of 2018! This program will last 4 weeks and will run October 9<sup>th</sup> through October 30<sup>th</sup>. We only offer the half share option for our fall program.

