2027 Moonshot Farm CSA Membership Agreement

Please read this full agreement before joining our CSA, as it works a little bit differently than typical membership programs!

"CSA" stands for Community Supported Agriculture and is a model adopted from veggie farms in which customers prepay for a season of farm products. The CSA model helps us share the extreme risks of farming with a community of supporters who help to sustain the farm. As a member, **you share the risk and reap the reward!**

What does risk-sharing look like for a flower CSA? In most months, we have an abundance of blooms – we will share that bounty with you in the form of oversized bouquets. Likewise, in times of dearth, bouquets might be slightly smaller. Over the season, it all evens out! We think of our CSA members as our extended "farm family," and we prioritize the very best blooms for you.

In 2026, some examples of how this worked:

- Risk: February bouquets were a bit on the smaller side due to extreme snowfall.
- Risk: Our planned VIP membership tour was cancelled due to weather and mud.
- Risk: No freesia appeared in any CSA bouquets due to total crop loss.
- Reward: April bouquets featured a bumper crop bounty of ranunculus.
- Reward: Bouquets in most months were double-sized and featured a huge bounty.
- Reward: Due to a great dahlia season, members received extra dahlias.
- **Reward: Overall, we calculated a 40%+ discount for CSA members stem-for-stem versus shopping weekly at our farmers market.**

In the unlikely event of a total crop failure (think wildfires, hurricanes, and similar disasters), we may not have many blooms for you. Depending on the circumstances, we decide to double-up bouquets, source blooms from other local farms or provide partial refunds as possible. We may also change a pick-up date if needed, especially for the winter months when farming is particularly unpredictable.

Email Policy: Please ensure you provided the correct email when purchasing the subscription. We use email as our primary way to contact you throughout the season. We recommend adding info@moonshotfarm.com to your contact list/safe list so that you receive all of our emails. We will not be responsible if your email provider filters our emails to spam.

Pick-Up Policy: We'll grow, harvest, and arrange all of the flowers, but one responsibility is up to you: remembering to pick them up. **Please set reminders on your calendar or phone for each pick-up date of the season.** We have 100+ members picking up flowers each month, so cannot hold blooms or chase individuals down. Any bouquets leftover at the end of the day will be donated to community organizations like schools, hospitals, and nursing homes. If you do accidentally miss your bouquet, you can feel happy knowing it found a good home! **You are always welcome to send a friend or family member to collect your flowers.**

Winter Weather Policy: Winter storms during our CSA pick-up are a possibility. Here's the plan. If East Windsor Township schools are closed (not just delayed), CSA pick-up will be moved to Thursday or whichever day they're back open. We will email everyone if this happens, so (again) please be sure your email is correct.

Refund Policy: Our CSA flowers are planned months (even years!) in advance, and each bouquet is grown-to-order. We are not able to accommodate date changes or refunds for any reason, including if you move away. You are, however, permitted to transfer your subscription to a friend. Just let us know their email address so that they can receive the monthly newsletter.

Shipped CSA Addendum

Delivery Timeline: Boxes will be shipped on Tuesday evening for overnight, carbon neutral delivery by end of day on Wednesday. Members are responsible for bringing their flowers indoors by the end of day on Wednesday. Moonshot Farm cannot replace bouquets that have been left outside overnight.

Missing Packages and Damaged Flowers: We always add a few bonus stems to shipped bouquets to account for any minor damage that may occur during shipping. Members must notify us by 10am on Thursday if a package is not received or if the flowers arrive with extensive damage (e.g., they froze). We will work with our delivery carrier to find your package and, if needed, send you a replacement. We reserve the right to cancel your subscription if your package is lost or stolen on two or more occasions.

Shipped vs. Pick-Up Bouquets: Shipped bouquets may vary from our pick-up CSA bouquets as some flowers ship better than others.

Address Changes: While we cannot change shipment dates, we can accommodate a one-time address change to send your flowers somewhere else. To change your address, you must notify us by midnight on Sunday before shipment. Shipping labels are printed on Monday mornings and cannot be changed after this time. We may need to add additional shipping charges if the new address is in a different region than the original address.

Date Changes: In the event of extreme cold or hot weather, we may need to delay or postpone delivery. We will be in touch via email if this happens.

Flower Care and Vase Life: Flowers will come shipped with a water source and instructions around rehydration. We harvest flowers extra tight for shipping, and they usually need several hours to rehydrate and open up before looking their best. Shipped flowers may have a slightly shorter vase life, especially dahlias which are naturally short-lived.

We are so excited to embark with you on this year full of flowers! Reach out to us at any time with questions or confusions.