



CSA Frequently Asked Questions

- **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.**

- **How do I set up my vacation hold?**
 - The easiest way to ensure your vacation hold is set is to email market@springsfarm.com at least one week prior to using your hold. Send the requested date for both the hold and the desired double pick up date. Once received and approved, you will receive an email back from the Market manager.
 - Call the Springs Farm Market, 803.548.3939, and request your vacation hold and your desired double pick up date for the staff member to confirm. Please note that the Springs Farm Market does not open for the season until late April, and we will not answer the phone before then.
 - Wait until the program starts and set up your vacation holds in-person with one of our staff members.

- **I forgot to pick up my box on Tuesday or Wednesday; can I get a new one?**
 - CSA boxes are held until Thursday or Friday 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.

- **What is my designated pick up day?**
 - Your pick up day depends on the size share you’ve chosen. Full shares and mini shares pick up each Tuesday. Half Shares pick up each Wednesday.

- **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 or Wednesday 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 or Friday morning at 10:00 am.

- **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, we do not offer farm tours. 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 (2021) starts Tuesday, June 14th and ends Wednesday, August 16th.

- **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.

- **I have more questions. Why can't I get through to the Springs Farm Market phone?**
 - Our Springs Farm Market is closed for the season. We do not reopen and begin answering phone calls until mid-late April. If you have more questions that need to be addressed, please reach out to market@springsfarm.com

- **Do you do a Fall CSA Program?**
 - We no longer offer a Fall CSA Program due to the expansion of our hot pepper growing season in collaboration with PuckerButt Pepper Company.

