



## BUILDING A RELATIONSHIP WITH YOU!

### What you should expect

- A bountiful box - 21 weeks of local, quality ingredients that showcase the best of what's in season week by week. We are committed to meeting the value you expect - this means that if we ever have a crop loss or lower yield from our farm, we will work with our partner farms to build you a well-rounded box.
- Tips + Tricks - A weekly e-newsletter that highlights the tips, recipes, and stories that connect you to the people raising your food. We will send you a projected item list on the day of your share that will be right 95% of the time. That other 5% is all about farming mother nature.
- Timely Communication - A warm and friendly response that's timely. We're really proud of the outreach team we're building!

### What we expect

- Communication with you - please thoughtfully let us know if you can't pick up your box, want to donate your box, or have any questions, comments, or concerns about our product. To send you the weekly newsletter, we need to add you to our LEAF newsletter mailing list. Just a heads up, if you choose to unsubscribe, you will not receive our newsletter.
- Understanding that we're human (and not a globalized food system!) - our produce is seeded, planted, harvested, washed + weighed + packed by teenagers. We're proud of the rigor of our program and the quality of our product, and the reality is that sometimes things don't go to plan. If your box is anything other than you expected, please let us know!
- You pick up or we pick - we expect that you'll pick up your share by the end of the pickup window or we will donate your share. In addition, if you are a free choice farm share member, we ask that you choose your share by 11:59 pm on Saturdays (we see you, night owls!) or we will choose your box for you

