



**We ask all New South (CSA) shareholders to please read and be informed on our policies. These policies are put in place to make operating our CSA as easy and fun as possible. CSA shareholders will be held responsible for understanding these policies.**

**The CSA Philosophy** – Community Supported Agriculture is a way to reconnect with local food systems and develop a more intimate relationship between consumers and farmers. It is a way to get back to basics and know the face of the people who grow your food. With the CSA model, share members pay in advance or in payment installments that reflect the risk that our farmers take on to care for and cultivate crops. We can't predict Mother Nature's plans. Late frost dates, hails storms, and droughts are all risks that should be considered as you become a member of our CSA.

**Our Growing Practices** – Our CSA produce is supplied, primarily, by 16 diverse Arkansas family farms. Some of our producers are USDA Certified Organic, and some are Certified Naturally Grown. It is our goal to supply as much organic produce as possible. To promote sustainable growing practices, we provide our producers with training and resources to gain organic certification. All produce included in the CSA boxes will always be grown to organic standards without the use of harmful pesticides and herbicides.

Read more about [Certified Organic](#) and [Certified Naturally Grown](#).

**Payments** – New South Coop uses an online software called Farmigo to maintain our financials behind the scenes. This allows CSA members to access their own accounts online, where they may pay by credit card or e-check. Your personal and financial information is not stored on our website; it is stored securely with Authorize.net and Checkgateway.com. Payment options include an all-upfront payment, or an installment plan of 3 payments. We're sorry, but we *cannot provide refunds if you are unable to pick up your share.*

In the event you need to process a payment via handwritten check, checks may be mailed to New South Produce Cooperative at PO Box 2335, Little Rock, AR 72203. All mailed payments must be post-dated by the payment due date.

**Box details** – We offer a produce box size that is valued at, on average, \$34.99 per week. The box is estimated to feed a family of 2 to 3 people. Each box will contain a balanced average of 9 produce varieties per share. Summer shares, when melons and cantaloupes make their debut, will be heavier than boxes in the spring when the seasonal produce includes a lot of greens. If no shares are available upon your signing up, you may sign up on our waitlist to be contacted if an opening is available.

**Purchasing Add-ons** – We offer exclusive add-ons from local producers and businesses for our CSA shareholders. In order to access the add-ons listed each season, an individual must be a CSA produce and/or flower shareholder. Add-on items are subject to change based on producer availability. Add-ons can be added to a subscription at any time during the season.



**Out of Town?** – We understand there will be days when you’re out of town. In case you are not able to pick up your share, we have two options: (1) you may invite a friend or neighbor to pick up your share for you (and introduce them to our CSA), or (2) you may leave your share with us and we will donate it to a family in need in our area. Both of these avenues help to create more access and awareness of the local options available for our regional food system.

**Missed Pickups** - Unfortunately, any leftover cheese, flowers and produce shares will be donated to each pickup location and to the Arkansas Hunger Relief Alliance. If you know you will be missing your pickup or would like to schedule a one time pickup at a different location you can call us at 501-615-8963. All rescheduled pickups due to missed pickups must be communicated within 8 hours after the original pickup time. After that time, your share will be donated to ensure freshness for a family in need.

**Changing Your Pickup Location** – If you would like to change your pickup location, you may do so by accessing your New South account at [www.newsouthcoop.com](http://www.newsouthcoop.com). Because we must advise participating farmers on quantities needed for harvesting, we can only take requests for location changes on or before Monday at 9 am of the week of pickup. Please make requests via our office (501-615-8963) or [CSA@newsouthcoop.com](mailto:CSA@newsouthcoop.com) so that we can update the system immediately.

**Box Returns** – Our Cooperative prides itself on implementing sustainable business practices. The boxes delivered to you each week are reusable and recyclable. Please bring back your empty box to each delivery day so that we may reuse them throughout the season. Whenever possible, bring a reusable bag with you to pick up and leave the box behind.

**Privacy Policy** – We use your personal information only for the purposes of communicating new information about the CSA program. You can rest assured your information will not be given away to pesky solicitors or spammers.

**Cancellation Policy** – Because participating farmers depend on this program as a vital part of their yearly income, we cannot refund the box subscription once our CSA members have signed up and agreed to participate. In instances where we have a waitlist of people wanting to participate in the CSA program, we may, in our discretion, replace the remainder of your share and refund the appropriate amount. Until your membership is replaced by a waitlisted individual, you will remain liable for the cost of scheduled shares.

**Our Commitment** – New South Produce Cooperative is committed to providing high-quality, fresh produce. We are committed to provide personable and excellent customer service. You may contact the New South Team at 501-615-8963 or at [csa@newsouthcoop.com](mailto:csa@newsouthcoop.com) for any question, concern, comment, or complaint.

Thanks you! Your membership with the New South CSA is an important commitment that is helping to reshape how Arkansans get their daily dose of produce. Your involvement is keeping food dollars local and helps to support local family farms. **2019 CSA MANAGER - Peyton Warren**

**By purchasing a CSA share, you agree to this policy.**

*Updated February 18, 2019*