



We ask all New South (CSA) members 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 members 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 customers 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 not. 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.

For more information on organic certification, please check these links:

<http://www.usda.gov/wps/portal/usda/usdahome?contentidonly=true&contentid=organic-agriculture.html>

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. We also accept payments by check. Payments by check may must be mailed to New South Produce Cooperative at PO Box 2335, Little Rock, AR 72203. 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.*

Box details – We offer a produce box size that is valued at, on average, \$30 per week (for a total of \$440 for the 16-week season and \$240 for the 8-week season). The box is estimated to feed a family of 2 to 3 people, and it has 6 to 10 pounds of food per week made up of . The heavier boxes will be in the summer when melons and cantaloupes make their debut. 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 add-ons from Grass Roots Farmers' Cooperative, White River Creamery and New South flower gardens. Grass Roots delivers four (4) different meat shares – Chicken; Chicken and Beef; Chicken and Pork; and The Whole Farm (Chicken/Beef/Pork mix); – by selecting a meat share during checkout means you add \$75 per distribution to your order total. Meat Shares are distributed four (4) times. New South offers a weekly flower share during our season – by selecting a flower share during checkout means you will add \$10 per distribution to your order total.

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 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

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. 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 so that we can update the system immediately.

Box Returns – Our Coop 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.

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.

Our Commitment – New South Produce Cooperative is committed to providing high-quality, fresh produce, and we work hard to provide personable and excellent customer service. You may contact the New South Team at 501-615-8963 or at csa@newsouthcoop.com for any question, concern, comment, or complaint.

Thanks a bunch! – Your membership with 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 Arkansas family farms across our state.

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