

NATURE'S HARMONY FARM METROPOLITAN BUYING CLUB PROTOCOL

1. Delivery is a flat 25 cents per pound, regardless of order size.
2. Delivery times and schedules are the same each time.
3. Orders may be placed online, via phone, mail, fax, or email.
4. Order deadline is 12 p.m. Monday before first delivery or when specified. First come, first served.
5. You must be present at time of delivery or we will not be able to leave your order (unless you have made prior arrangements).
6. Refunds: If you received an incorrect product, you must notify us within 24 hours of delivery for a full refund. In the very rare case that any product is spoiled AT THE TIME OF DELIVERY, it will be fully refunded.
7. The standard customer price list is for retail by-the-piece products. Cheaper bulk buying however will become available later in 2008 and is encouraged. This includes split halves, halves and wholes of beef; halves and wholes of hogs.
8. Special items like chicken feet and gizzards can be obtained with enough notice. Only routine items with routine sales can be inventoried and routinely offered. Everything else takes special communication.
9. Seasonal fluctuations occur because Nature's Harmony Farm is a farm, not an industrial warehouse. If we are temporarily out of stock, you will not receive an item ordered. If you are open to substitutions (i.e. sirloin tip roast for bottom roast; fresh ham roast for Boston Butt) let us know on the order and you stand a high chance of getting a fuller order. We encourage customers to utilize naturally abundant items: sausage, ground beef, ham roasts, medium eggs, and non-breast chicken parts. The whole animal must be used in order for the farm to be sustainable.
10. On-farm sales customers receive first priority from Nature's Harmony Farm inventory; buying clubs are second, restaurants are third, and wholesale fourth.
11. Transportation costs and profitability constraints require that each drop-off maintain a \$500 sales average.
12. Nature's Harmony Farm gives a \$10 product credit per verifiable and traceable referral. We depend on current patrons to bring others on board, and we thank you very much for your patronage.

13. All transactions are COD with check or cash, or payable online via credit card or PayPal.
14. It is your responsibility to inform us of any changes to your address, phone number or email address.
15. Nature's Harmony Farm welcomes and encourages all buying club patrons to visit our farm and deepen this locally grown food relationship.



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