



Customer Number _____

To establish or update your account with Serrv, please complete both sides of form, make a copy for your records, and return. An updated and signed form is required if our terms change or if ownership or buyer/contact changes. Wholesale accounts are available to organizations with a Tax ID Number, and/or customers who order multiple times per year and have a public venue or a self-run ecommerce site.

SUBMIT THIS FORM: BY MAIL

532 Baltimore Blvd, Ste 409, Westminster, MD 21157

BY FAX

1.888.294.6376

BY EMAIL

orders@serrv.org

1. CUSTOMER INFORMATION

Name of Organization, Store, or Individual _____ Website/Venue (required) _____

Name of Owner(s) or Owning Organization _____

Federal Tax ID Number* _____

*We are required to have this number on file for net accounts. All organizations have this number even if they are tax-exempt.

The owner is a (check one): Corporation (for-profit or nonprofit and date incorporated: _____) LLC Partnership Single Proprietorship

Primary type (check one): Bookstore Coop/Natural Fair Trade Green/Eco Independent Gift Museum Nonprofit Religious Web Other

2. BILLING ADDRESS

Street Address or PO Box _____

City _____ State _____ Zip _____

Email _____ Phone _____

This is a: residential address business/church address

3. SHIPPING ADDRESS Complete only if different from #2.

Street Address _____

City _____ State _____ Zip _____

Email _____ Phone _____

This is a: residential address business/church address

Can you accept freight delivery? Yes No

4. MAILING ADDRESS I would like to receive catalogs and other mailings at my (check one only): billing address shipping address

5. WOULD YOU LIKE TO ORDER ONLINE?

Yes. Please provide an email address to use for login and a password (six characters minimum, case sensitive) so that we may setup your online account. This email must be distinct from an email associated with personal orders.

Email: _____ Password: _____

No, I would not like to order online.

6. BACKORDERS Should we put items on backorder if they are out of stock? Yes. No, never backorder.

7. PERSON RESPONSIBLE FOR PAYING INVOICES

Name _____ Title _____

Daytime Phone _____

Eve. Phone _____

Email _____ Fax _____

8. PERSON RESPONSIBLE FOR PLACING ORDERS If different from #7

Name _____ Title _____

Daytime Phone _____

Eve. Phone _____

9. DO YOU WISH TO APPLY FOR 30-DAY TERMS WITH SERRV? (NOT FOR INDIVIDUALS)

- Yes.
- No. If no, all orders must be prepaid by credit card or check.
- I already have an open account that I wish to maintain.

How many years has your store / business been in operation? _____

This agreement, and all the rights and obligations of the parties hereto, shall be governed by the Uniform Commercial Code as enacted and in force in the State of Maryland on the date of this agreement. Terms may change with 30 days written notice. By signing below you accept all terms on page 2:

Accepted By _____ Date _____
(Owner or authorized legal representative of organization)

Printed Name _____ Position _____

Name of Business/Customer _____



Customer Number _____

- I. Do you occupy a physical store that is open to the general public, sell at a public venue, or maintain your own ecommerce site?
 Yes No

II. Serrv and the Wholesale Customer ("Customer") agree to the following terms:

- a. New customers and individuals are required to prepay. A net-30 account may be established for organizations or stores, and provides 30 days credit from the date on your invoice. To establish a net-30 account, fill in section 9 on the reverse side.
b. Orders placed on this account will be shipped to the shipping address given in the Account Information form on the reverse side. We do not offer shipping to multiple/customer addresses.
c. Customer receives wholesale pricing on all Serrv products. This is a 50% discount off the Suggested Retail Price for most items with a 25% discount on select items. Items with a 25% discount can be found on the Nonstandard Price List and online after log in. Some products are pre-priced at SRP. There are no further discounts on clearance and promotional items.
d. All orders must be at least \$200.00 at wholesale price for in-stock items (not including backorders).
e. If you would like to order online, please submit this form and visit serrv.org/login to create an account. Contact us after you've set up your online customer account and we will activate your listing so that you receive pre-approved pricing and payment terms. Once you log in, you will see wholesale pricing. Do not place items in your cart without logging in first.
f. Customer may backorder items which are out of stock and on reorder. Each item must be \$25.00 wholesale or a multiple of the same item must total \$25.00 wholesale. We cannot guarantee backorder delivery.
g. Serrv products may be resold online on a website hosted by the Customer (no third-party sites) with specific written authorization from Serrv. Customers must credit Serrv for any product or artisan images and stories used from Serrv catalogs or serrv.org.
h. Customer pays for ground shipping based on the current shipping chart. Visit serrv.org/retailresources for most up-to-date shipping rates. Additional shipping charges may apply for shipments to Alaska, Hawaii, and U.S. Territories. We do not ship wholesale orders outside of the United States.
i. We strive to ship your orders within 2 business days. Please allow up to 2 weeks to receive your shipment after placing your order with us and extra shipping time in November and December. Serrv cannot be held responsible for delayed orders.
j. We will gladly credit your account upon receipt of the Adjustment Form within 30 days for any damaged or defective items, or items shipped in error. Do not return items unless specifically requested by Serrv and given a Return Merchandise Authorization Number. We ask that you add replacements to your next order with us.
k. For businesses with an open account, payment in full must be received within 30 days of the invoice date. The shipping document is your invoice. Interest of 1% per month will be charged on all overdue accounts. New orders will not be processed on overdue accounts.
l. A monthly statement will be mailed if you have an outstanding balance and/or credit. You may request a copy by emailing orders@serrv.org.
m. Terms may change with 30 days written notice.

- III. Customers are permitted to use the name "Serrv" in advertising or other promotion related to the sale of these products. However, the Customer cannot use the name "Serrv" in the title of their business, organization, or enterprise.

- IV. Maryland and Wisconsin Customers, in order for you to be exempt from sales tax charged by Serrv please provide:

If taking possession of crafts in Maryland:

MD Sales & Use Exemption Certificate Number or MD Sales & Use Registration Number (submit a blanket Resale Certificate) _____

If taking possession of crafts in Wisconsin:

WI Certificate of Exempt Status Number or Seller's Permit/Use Tax Certificate Number (submit a WI Sales & Use Tax Exemption Certificate) _____

CONTACT US

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phone 1.800.423.0071 • fax 1.888.294.6376 • email orders@serrv.org

Thank you for your support of disadvantaged artisans and farmers around the world!