



Customer Number _____

To establish or update your account with Serrv, please complete both sides of this form, make a copy for your records, and return. An updated and signed form is required annually. Questions? Call Customer Care at 1.800.423.0071 or email orders@serrv.org.

HOW TO SUBMIT THIS FORM:

BY MAIL

532 Baltimore Blvd, Ste 409
Westminster, MD 21157

SCAN & EMAIL

orders@serrv.org

BY FAX*

1.888.294.6376

*For faxed forms, please call Customer Care at 1.800.423.0071 to confirm your fax was received.

1. CUSTOMER INFORMATION

Name of Customer _____

Contact Person _____ Phone _____ Email _____

Organization Denomination / Affiliation _____

Customer is a (check one): church, synagogue, or other religious institution corporation (for-profit or nonprofit and date incorporated: _____) individual partnership

Church Denomination (if applicable): Baptist COB Campus Ministry Catholic Episcopal Lutheran Methodist Non-denominational Presbyterian UCC/Congregational Other

Organization's Federal Tax ID Number or Individual's Social Security Number* _____

*We are required to have one of these numbers on file for all customers with open accounts/payment terms. All churches and organizations have this number even if they are tax-exempt; ask your church accountant for it.

Is the sponsoring organization tax-exempt? Yes No (If yes and based in Maryland or Wisconsin, fill in section V on sales agreement form.)

2. BILLING ADDRESS

Street Address or PO Box _____

City _____ State _____ Zip _____

Email _____ Phone _____

This is a: residential address church/organization address

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

Street Address _____

City _____ State _____ Zip _____

Email _____ Phone _____

This is a: residential address church/organization address

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 set up your online account:

Email: _____ Password:

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No, I would not like to order online.

6. PERSON RESPONSIBLE FOR PAYING INVOICES

Name _____

Daytime Phone _____ Eve. Phone _____

Email _____ Fax _____

7. PERSON RESPONSIBLE FOR PLACING ORDER

Name _____

Daytime Phone _____ Eve. Phone _____

Email _____ Fax _____

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 and financial responsibility for payment.

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

Printed Name _____ Position _____

Name of Organization _____

Customer Number _____

Serrv and the Organization, Business, or Individual Customer agree to the following terms:

I. CUSTOMER ACCOUNT

- a. A signed Account Information & Sales Agreement Form are required annually.
- b. With a sponsoring organization that will be financially responsible, you may be able to establish an account and pay after your event. If applicable, an open account will be created upon receipt of these forms.
- c. Individuals without a sponsoring organization must prepay.

II. ORDERING

- d. Only handcrafts listed on the current Consignment Order Form and in the Consignment section of our website are returnable for credit. Out-of-stock items cannot be placed on backorder.
- e. Customer receives a **10% discount** off the current catalog price (excluding promotional and clearance items). This discount is reflected on the website after account login, on the Consignment Order Form, and on your invoice.
- f. First order must be at least **\$300** of in-stock merchandise at current catalog price.
- g. **Serrv pays for ground shipping to you within the contiguous U.S. for handcraft orders of \$300 catalog price or more. Customer pays shipping charges on orders less than \$300 or that include more than 50% food.**
- h. Please order 2-3 weeks before your Sale date. Serrv cannot be held responsible for delayed orders.
- i. **Do not remove price tags from products or write on boxes.** We may charge a restocking fee of 5% of the returned value of products with tags removed.

III. POST-SALE (RETURNS AND PAYMENT)

- j. Unsold returnable products must be sent back to Serrv within 10 days after your last Sale date. **Customer is responsible for the condition of these products until they are received back at our warehouse.** Please pack and return unsold items in the condition in which they were received, we recommend you insure your returns if you do not use our Fedex labels.
- k. **Customer must use Fedex return labels provided by Serrv and deliver boxes to a Fedex location to be eligible for free return shipping on consignment orders.** Further instructions will be enclosed with your order. Additionally, returned items must be currently returnable per Serrv documentation, packed per Serrv guidelines, ordered on a consignment account, and returned within 10 days of your last informed Sale date. For free return shipping, fall items must be returned no later than January 15 and spring items must be returned no later than August 15th.
- l. For customers who have informed us of ongoing sales, all spring catalog merchandise you wish to return for credit must reach us by November 30 and fall merchandise must reach us by April 30 - deadlines for free return shipping still apply.
- m. **Payment for all items sold must be sent within 10 days after each Sale. Do not wait for your returns to be credited before paying for items that were sold or you may be charged interest.** If you overpay, we will refund the difference. Mail **one check** by first-class mail in the envelope provided.
- n. It may take several weeks to process your returns. We will send you a statement after your returns are processed if you have any credit or amount due. Interest charges may be assessed on the entire invoice for balances not paid within terms.

IV. USE OF SERRV NAME

- o. Customers are permitted to refer to 'Serrv' in advertising or other promotions related to the sale of Serrv products. Customer may not use the name 'Serrv' in the official title of the organization or enterprise.
- p. Customers must credit Serrv for any product or artisan images and text used from Serrv catalogs or serrv.org.

V. MARYLAND AND WISCONSIN CUSTOMERS

We are required to charge sales tax unless you are a tax-exempt organization or hold a Resale Certificate.

If taking possession of crafts in Maryland, please provide:

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

If taking possession of crafts in Wisconsin, please provide:

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