





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](http://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](http://serrv.org).**
- h. **Customer pays for ground shipping based on the current shipping chart.** Visit [serrv.org/retailresources](http://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](mailto: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**

532 Baltimore Blvd • Suite 409 • Westminster, MD 21157  
phone 1.800.423.0071 • fax 1.888.294.6376 • email [orders@serrv.org](mailto:orders@serrv.org)

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