

4 WAYS TO PLACE YOUR ORDER:

1 ONLINE
serrv.org/login

2 BY EMAIL
orders@serrv.org

3 BY PHONE
1.800.423.0071

4 BY FAX*
1.888.294.6376

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

HELPFUL WEB PAGES

- serrv.org/login : Login here before starting your online order
- serrv.org/inventory : Current inventory by sku
- serrv.org/wholesaleinfo : Forms, graphics, and more
- serrv.org/exclusives : Products chosen for stores, plus best seller categories
- serrv.org/artisanstories : Printable stories and sharable videos

WHOLESALE TERMS SUMMARY

- Submit the Sales Agreement form to set up your account and apply for net-30 terms, if desired. You can order immediately using a credit card while your credit is being approved (contact us to set up your online account before ordering on our site). Sales Agreements must be re-submitted if ownership of your business changes.
- You receive wholesale pricing on all Serrv products. This is a 50% discount off the Suggested Retail Price for most items, and a 25% discount on select items. Items with a 25% discount are listed on the Nonstandard Price List and will be flagged after online login. There are no further discounts on clearance and promotional items.
- Minimum order requirement is \$200 wholesale of in-stock items.

PROMOTIONAL MATERIALS

- Share our stories with your customers! Serrv offers printed catalogs and posters for a small fee, plus dozens of artisan stories online for free.
- If you want high-resolution artisan photos for signage to promote sales of Serrv products, contact our marketing department at marketing@serrv.org or 608.251.3766 after you place your first order.

EASY ONLINE ORDERING

- For fastest service and to see your pricing and product availability, place your order online. You must login first at **serrv.org/login** or you will not receive your discount. If it's your first time logging in, contact Customer Care to set up your online account.
- You can shop online by category or use our quick order form.
- Category pages show prices and SKUs, making browsing quick and easy.
- You receive a 50% discount on most items. For items with nonstandard pricing, your wholesale pricing will be listed with a warning message on the product page.
- Want to save your cart and finish later? Click the Save to Cart button on the View Cart page and all items will be saved for two weeks.

ABOUT BACKORDERS...

- We strive to keep our products in stock, but sometimes it's not possible given our fair trade commitment to working with marginalized communities.
- You may backorder items which are out of stock and on reorder. Each item must be \$25 wholesale, or a multiple of the same item must total \$25 wholesale. We cannot guarantee back order delivery by a certain date.

CONTACT US

532 Baltimore Blvd • Suite 409 • Westminster, MD 21157-6120
phone 1.800.423.0071 • fax 1.888.294.6376 • email orders@serrv.org

Wholesale Shipping Rates

ORDER VALUE	GROUND
\$200.00 to \$349.99	\$28
\$350.00 to \$499.99	\$33
\$500.00 to \$749.99	\$44
\$750.00 to \$999.99	\$56
\$1,000.00 to \$1,249.99	\$68
\$1,250.00 to \$1,499.99	\$80
\$1,500.00 to \$1,749.99	\$90
\$1,750.00 to \$1,999.99	\$100
\$2,000.00 to \$2,249.99	\$110
\$2,250.00 to \$2,499.99	\$120
\$2,500.00 to \$2,749.99	\$130
\$2,750.00 to \$2,999.99	\$140
\$3,000.00 to \$3,249.99	\$150
\$3,250.00 to \$3,499.99	\$160
\$3,500.00 to \$3,999.99	\$170
\$4,000.00 to \$5,999.99	\$185
\$6,000.00 to \$7,999.99	\$225
\$8,000.00 and up	\$275

2nd day rates are charged at actual cost