



# WHOLESALE ACCOUNT INFORMATION & SALES AGREEMENT

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 who order multiple times per year and have a brick and mortar store or a self-run ecommerce site. Tax will be charged unless we're provided a copy of your State Resellers Certificate.

### 1. CUSTOMER INFORMATION

Company/Organization \_\_\_\_\_ Website/Venue (required) \_\_\_\_\_

Name of Owner(s) or Owning Organization \_\_\_\_\_

State Resale Tax Number / Federal Tax ID Number\* \_\_\_\_\_ See IV on reverse.

The owner is a (check one):  Corporation  Nonprofit  LLC  Partnership  Proprietorship Date incorporated: \_\_\_\_\_

Primary type (check one):  Bookstore  Cafe/Natural Food  Coop/Natural  Farmers Market  Fair Trade  Garden  Green/Eco  Independent Gift  Museum  Nonprofit  Religious  School  Web (provide site above)  Other

### 2. BILLING ADDRESS

Street Address or PO Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

This is a:  residential address  business/church address

Would you like to receive our Wholesale Catalog?  Yes  No

### 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 shipments?  Yes  No

Do you have a dock?  Yes  No

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

### 5. WOULD YOU LIKE TO ORDER ONLINE?

Yes. Please provide an email address to use for login and a password (**seven** characters minimum, case sensitive). This email must be distinct from an email associated with personal orders.

Email: \_\_\_\_\_ Password: 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

No, I would not like to order online.

### 6. PERSON RESPONSIBLE FOR PAYING INVOICES

Name \_\_\_\_\_ Title \_\_\_\_\_

Daytime Phone \_\_\_\_\_

Eve. Phone \_\_\_\_\_

Email \_\_\_\_\_ Fax \_\_\_\_\_

### 7. PERSON RESPONSIBLE FOR PLACING ORDERS If different from #6

Name \_\_\_\_\_ Title \_\_\_\_\_

Daytime Phone \_\_\_\_\_

Eve. Phone \_\_\_\_\_

Email \_\_\_\_\_ Fax \_\_\_\_\_

### 8. DO YOU WISH TO APPLY FOR 30-DAY TERMS?

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? \_\_\_\_\_

### 9. PAPERLESS STATEMENTS

Please provide an email address to receive monthly statements by email instead of mail: \_\_\_\_\_

### 10. EMAIL SIGN UP

Would you like to receive our weekly wholesale emails with special offers and new product introductions?  Yes  No

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 e-commerce site?  Yes  No
- II. SERRV and the Wholesale Customer ("Customer") agree to the following terms:
- a. New customers and individuals are required to prepay for six months to establish credit with us. A net-30 account may be established for organizations or stores. To establish a net-30 account, fill in section 8 on the reverse side.
  - b. Orders placed on this account will be shipped to the shipping address given on the reverse side. We don't offer shipping to multiple addresses for wholesale accounts.
  - 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 (most food items, domestic items, and gift baskets). Items with a 25% discount have a red warning on their product pages after you log in online. There are no further discounts on Final Sale and promotional items.
  - d. All orders must be at least \$250.00 at wholesale price for in-stock items.
  - e. If you would like to order online, please fill in section 5 on the reverse side. We will activate your listing so that you receive pre-approved pricing and payment terms, and email you to confirm your account is ready. Once you log in, you will see wholesale pricing. Always log in before placing items in your cart.
  - f. SERRV products may be resold online on a website hosted by the Customer. No third-party sites without specific written authorization from SERRV. Customers must credit SERRV for any product or artisan images and stories used from SERRV catalogs or serrv.org.
  - g. Customer pays for ground shipping based on the current shipping chart, found at [serrv.org/wholesale](http://serrv.org/wholesale). Additional shipping charges apply for shipments to Alaska, Hawaii, and U.S. Territories and freight shipments.
  - h. We strive to ship your orders within 3 business days. Please allow up to 2 weeks to receive your shipment after placing your order with us and allow extra shipping time in November and December and for shipping addresses outside the continental U.S. **SERRV cannot be held responsible for delayed orders or deliveries.**
  - i. 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 (RMA) Number. We ask that you add replacements to your next order with us.
  - j. For businesses with net payment terms, payment in full must be received within 30 days of the invoice date. The shipping document is your invoice. Interest of 1% per month may be charged on all overdue accounts and overdue accounts may be subjected to revocation of net-30 terms. New orders will not be processed on overdue accounts.
  - k. A monthly statement will be emailed or mailed if you have an outstanding balance and/or credit. You may request a copy by emailing [orders@serrv.org](mailto:orders@serrv.org).
  - l. 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. In order for you to be exempt from sales tax charged by SERRV we need a current tax exemption certificate. You'll receive an email with instructions on completing and submitting a current tax exemption certificate. Please don't submit previously completed forms, as state regulations change frequently and require updated and current certificates.**

**SUBMIT THIS FORM: BY EMAIL**

[orders@serrv.org](mailto:orders@serrv.org)

**BY FAX**

888.294.6376

**BY MAIL**

532 Baltimore Blvd, Ste 409, Westminster, MD 21157

**CONTACT US**

532 Baltimore Blvd • Suite 409 • Westminster, MD 21157  
email [orders@serrv.org](mailto:orders@serrv.org) • phone 800.423.0071 • fax 888.294.6376