



CANADIAN WHOLESALER
ACCOUNT INFORMATION & SALES AGREEMENT FORM

Customer Number \_\_\_\_\_

To establish or update your account with SERRV International, 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/Business Number who order multiple times per year and have a brick and mortar store 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 \_\_\_\_\_

Tax ID/Business 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 \_\_\_\_\_ Province \_\_\_\_\_ Zip \_\_\_\_\_

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

This is a: [ ] residential address [ ] business/church address

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

Street Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ 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. PERSON RESPONSIBLE FOR FINANCES

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

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

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

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

6. PERSON RESPONSIBLE FOR PLACING ORDERS

If different from #5

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

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

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

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. Prepayment required on orders shipping to Canada.
- b. Orders placed on this account will be shipped to the shipping address given on the reverse side. We do not offer shipping to multiple addresses for wholesale accounts.
- c. Prices are in USD. SERRV is not responsible for fluctuations in exchange rates.
- d. Customer receives wholesale pricing (USD) on 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 online after log in. Extra-large items, gift baskets, and food are not available for Canadian wholesale orders. There are no further discounts on final sale and promotional items.
- e. **All orders must be at least \$200.00 USD at wholesale price for in-stock items.**
- f. Place your order by emailing [orders@serrv.org](mailto:orders@serrv.org). Once we have your order total, we will email you the amount and ask you to call us with your credit card information.
- g. **SERRV is not responsible for import documentation other than country of origin information.**
- h. All orders will be shipped using USPS Priority Mail International or DHL, or by using your FedEx or USPS account. SERRV is unable to quote this rate in advance. **Customer is responsible for paying actual shipping and any taxes or duties that are levied.** Shipping will be billed separately from the order, and the shipping invoice will be sent after the order is shipped.
- i. We strive to ship your orders within 4 business days. Please allow at least 3 weeks to receive your shipment after placing your order, and allow extra shipping time in November and December. SERRV cannot be held responsible for delayed orders or deliveries.
- 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. SERRV products may be resold 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).**
- 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.

### 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 marginalized artisans and farmers around the world!*