

# RETAIL STORES 2009/2010 SALES AGREEMENT

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

To set up or update your account with SERRV, please complete both sides of form, make a copy for your records, and return. **All store customers must sign this form confirming acceptance of new terms in Fall 2009.**

- I. Do you occupy a store location that is open to the general public at least 40 hours a week?  Yes  No  
If not, you may be eligible for our Wholesale Terms. Please call 1.800.423.0071 for more information.
- II. SERRV and the Retail Store Customer (Customer) agree to the following terms:
- a. New customers will be required to prepay orders until an open account is established. An open account will allow you to pay within 30 days of your invoice date. To establish an open account, fill in section 3 on the reverse side with credit references. For new stores without credit references, we may require prepayment on orders for up to 6 months.
  - b. The individual establishing this account by signing below accepts financial responsibility for the account.
  - c. Orders placed on this account will be shipped to the store address given in the top section of the Account Information form on the reverse side. We do not offer shipping to multiple/customer addresses.
  - d. **Customer receives a 50% discount off of the retail price for handcrafts. A discounted Food Price List is provided for food items, these receive no additional discounts.**
  - e. All orders must be at least \$300.00 at retail price for in-stock items (not including back orders or out-of-stock).
  - f. Customer may back order items which are currently out-of-stock. A single item must be \$25.00 after your discount, or multiples of the same item must total \$25.00 after your discount. Due to heavy volumes, after November 1st we will not guarantee back order delivery before Christmas.
  - g. **Customer pays for ground shipping, based on the current shipping chart.** Additional shipping charges apply for shipments to U.S. Territories. We do not ship outside of the United States.
  - h. Though we strive to ship your orders within 48 hours, please allow up to two weeks to receive your shipment after placing your order with us. Please allow for extra shipping time during November and December. SERRV can not be held responsible for delayed orders.
  - i. No returns are allowed unless products are damaged or defective. 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 (we may request a return of those items).
  - j. For businesses with an open account, payment in full must be received within 30 days of the invoice date. The packing slip is your invoice. Interest of 1% per month will be charged on all overdue accounts. This rate may change upon 30 days notice to the customer. New orders will not be processed on overdue accounts.
  - k. A monthly statement will be mailed if you have an outstanding balance.
  - l. SERRV International, Inc. reserves the right to change terms with 30 days 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. Customers must credit SERRV for any product or artisan images used from SERRV catalogs or www.serrv.org.
- IV. 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.

Accepted by: \_\_\_\_\_  
**Signature confirms acceptance of all terms and financial responsibility for the business**

If taking possession of crafts in MD: 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) \_\_\_\_\_

500 Main St, P.O. Box 365 New Windsor, MD 21776  
Phone: 1.800.423.0071 Fax: 1.888.294.6376  
E-mail: orders@serrv.org

*Reminder: Items in the Clearance  
Catalog and Clearance section of  
our website have net pricing with  
no further discounts.*

# SERRV

# RETAIL STORES

## 2009/2010 ACCOUNT INFORMATION

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

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Store/Business Name \_\_\_\_\_

Exact name of owner(s) or owning organization \_\_\_\_\_

Is the store owner a  Corporation ( for-profit or  nonprofit)  LLC  Partnership  Single Proprietorship

If a Corporation, date incorporated: \_\_\_\_\_

Billing Address:  
Street/P. O. Box: \_\_\_\_\_

Shipping Address: (if different)  
Street \_\_\_\_\_

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

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

Federal Tax ID Number\* \_\_\_\_\_

\*We are required to have this number on file for incorporated stores. All organizations have this number even if they are tax exempt.

Social Security Number\* \_\_\_\_\_

\*We are required to have the owner's social security number on file for all unincorporated stores.

### 1. Person responsible for paying invoices:

Name \_\_\_\_\_

Day Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_

Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

### 2. Person responsible for placing orders: (complete only if different from above)

Name \_\_\_\_\_

Day Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_

Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

### 3. Do you wish to apply for an open account with SERRV?

Yes If Yes, complete this section in full for consideration  No If No, all orders must be prepaid by check or credit card

How many years has your store/business been in operation? \_\_\_\_\_

Name of your bank \_\_\_\_\_ Account No. \_\_\_\_\_

Bank Address \_\_\_\_\_

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

Bank Fax: \_\_\_\_\_

Name and Address of two trade references (include any other Alternative Trade Organizations you have an account with):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Fax \_\_\_\_\_

Acct No. \_\_\_\_\_

Acct No. \_\_\_\_\_

### 4. I give permission to SERRV to verify the credit of the owner of the business including the information above:

Signature \_\_\_\_\_ Date \_\_\_\_\_

