





**ETHICAL  
TRADE**



**COMMUNITY ORDERS  
ACCOUNT INFORMATION &  
SALES AGREEMENT**

CUSTOMER NUMBER \_\_\_\_\_

**HOW TO SUBMIT  
THIS FORM:**

**BY MAIL**

CRS Ethical Trade, c/o Serrv  
PO Box 365 • New Windsor, MD 21776

**SCAN & EMAIL**

orders@serrv.org

**BY FAX\***

1.888.294.6376

\*For faxed forms, please call  
Customer Care at 1.800.685.7572 to  
confirm your fax was received.

This Sale is a project of Catholic Relief Services in partnership with Serrv and your Parish. As part of the project, Serrv and the Customer agree to the following Terms of Sale:

**I. CUSTOMER ACCOUNT**

- a. A signed Account Information & Sales Agreement Form are required annually or we will be unable to ship your order.
- b. With a sponsoring organization (nonprofit, community group, church, etc.) that will be financially responsible, you may be able to establish a net-90 account. If applicable, a net-90 account will be created upon receipt of these forms.
- c. Individuals without a sponsoring organization must prepay.

**II. ORDERING**

- d. Customer receives a 20% discount off the current catalog price excluding promotional items.
- e. Orders must be total at least \$300 at catalog price (before your discount is applied).
- f. Serrv pays for ground shipping to one address within the contiguous United States. Additional rates may apply for shipments to Alaska, Hawaii, and U.S. Territories. We do not ship outside the United States. At least 50% of your order value must be handcrafts in order to receive free shipping.
- g. Out-of-stock products will not be backordered.
- h. If you are pre-ordering for an event, please submit your order 2-3 weeks before the event. We may have to refuse your order if there is not sufficient time to process and ship by ground before your event.
- i. We will gladly credit your account if you submit an Adjustment Form within 30 days of receiving your order for any damaged or defective items, or items shipped in error. We may request that you return items at our expense before credit is given.
- j. For organizations with a net-90 account, payment in full must be received within 90 days from the date of invoicing (Shipping Document). We cannot accept payment from multiple parties. Interest will be charged a 1% per month on all overdue accounts. New orders will not be processed on overdue accounts.
- k. A monthly statement will be mailed to you showing your account balance, if applicable. The Shipping Document is your invoice.
- l. Serrv will donate a portion of all net sales from the program to Catholic Relief Services at the end of the program period.

**III. USE OF NAME**

- m. Customers are permitted to refer to 'Catholic Relief Services' and 'Serrv' in advertising or other promotions related to the Sale.
- n. Customers must credit Serrv for any product or artisan images and text used from Serrv catalogs or serrv.org.

**IV. MARYLAND AND WISCONSIN CUSTOMERS**

We are required to charge sales tax on items provided to you unless you are a tax-exempt organization or hold a Resale Certificate. Please provide the following information to confirm your status:

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): \_\_\_\_\_

*Serrv is a 501(c)3 nonprofit organization.*

**Thank you for standing in solidarity with our brothers and sisters around the world!**