

Name _____ Customer Number _____

This Sale is a program of Catholic Relief Services in partnership with Serrv and your parish. We agree to the following terms:

I. CUSTOMER ACCOUNT

- a. A signed Account Information & Sales Agreement Form are required annually.
- b. With a sponsoring organization that will be financially responsible, you may be able to establish an account and pay after your event. If applicable, an open account will be created upon receipt of these forms.
- c. Individuals without a sponsoring organization must prepay.

II. ORDERING

- d. Only handcrafts listed on the current Consignment Order Form and in the Consignment section of our website are returnable for credit. Out-of-stock items cannot be placed on backorder.
- e. Customer receives a **10% discount** off the current catalog price (excluding clearance and promotional items). This discount is reflected on the website after account login, on the Consignment Order Form, and on your invoice.
- f. First order must be at least **\$300** of in-stock merchandise at current catalog price.
- g. **Serrv pays for ground shipping to you within the contiguous U.S. for handcraft orders of \$300 catalog price or more. Customer pays shipping charges on orders less than \$300 or that include more than 50% food.**
- h. Orders should be placed 2-3 weeks before your Sale date. Serrv cannot be held responsible for delayed orders.
- i. **Do not remove price tags from products or write on boxes.** We may charge a restocking fee of 5% of the returned value of products with tags removed.

III. POST-SALE (RETURNS AND PAYMENT)

- j. Unsold returnable products must be sent back to Serrv within 10 days after your last Sale date. **Customer is responsible for the condition of these products until they are received back at our warehouse.** Please pack and return unsold items in the condition in which they were received.
- k. **Customer must use Fedex return labels provided by Serrv and deliver boxes to a FedEx location to be eligible for free return shipping on consignment orders.** Further instructions will be enclosed with your order. Additionally, returned items must be currently returnable per Serrv documentation, packed per Serrv guidelines, ordered on a consignment account, and returned within 10 days of your last informed Sale date. **For free return shipping, fall items must be returned no later than January 15 and spring items must be returned no later than August 15th.**
- l. For customers who have informed us of ongoing sales, all spring catalog merchandise you wish to return for credit must reach us by November 30 and fall merchandise must reach us by April 30 - deadlines for free shipping still apply.
- m. **Payment for all items sold must be sent within 10 days after each Sale. Do not wait for your returns to be credited before paying for items that were sold or you may be charged interest.** If you overpay, we will refund the difference. Mail one check by first-class mail in the envelope provided.
- n. It may take several weeks to process your returns. We will send you a statement after your returns are processed if you have any credit or amount due. Interest charges may be assessed on the entire invoice for balances not paid within terms.

IV. USE OF CATHOLIC RELIEF SERVICES AND SERRV NAMES

- o. Customers are permitted to refer to 'Catholic Relief Services' and 'Serrv' in advertising or other promotions related to the sale of Serrv products. Customer may not use those names in the official title of the organization.
- p. Customers must credit Serrv for any product or artisan images and text used from Serrv catalogs or serrv.org.

V. MARYLAND AND WISCONSIN CUSTOMERS

We are required to charge sales tax unless you are a tax-exempt organization or hold a Resale Certificate.

If taking possession of crafts in Maryland, please provide MD Sales & Use Exemption Certificate Number or MD Sales & Use Registration Number (submit a blanket Resale Certificate) _____

If taking possession of crafts in Wisconsin, please provide WI Certificate of Exempt Status Number or Seller's Permit/Use Tax Certificate Number (submit a WI Sales & Use Tax Exemption Certificate) _____