

# CONSIGNMENT RETURNS INSTRUCTIONS - PLEASE READ CAREFULLY!

## 1 Total the unsold handcrafts & calculate your payment

The enclosed **Serv Returns Worksheet** lists all of the consignment handcrafts that you ordered which can be returned for credit to your account. Items which are either not listed or that state 'NON-RETURN' may not be returned. Products are listed by item number (SKU) and product name. You can find the SKU on the price stickers on each product or box. After you have sold as many products as possible, use the Worksheet to tally any returnable handcrafts that were not sold.

Calculate your payment due to Serv by filling in the top section of the worksheet.

## 2 Mail a check to Serv within 10 days of your Sale

**Please do not wait for your returns to be credited before making your payment.** Due to the volume of returns, it can take an extended period of time to process all returns. Please mail your check separately from your product returns, in the envelope provided.

If you have multiple Sale dates, send a check for the items you have sold after each Sale date. Write your Customer Number and the Order Number on your check (both can be found on your Invoice/Shipping Document). We cannot accept payment from multiple parties for one order.

If you can't find our envelope, mail your check to:  
Serv, 532 Baltimore Blvd, Suite 409, Westminster, MD 21157

## 3 Pack your returns carefully

These products are valuable! Please consider the artisans, our staff, and future sales of these handcrafts when you pack your returns. The more carefully you can pack, the easier it is for us to sort and restock the items. Pack items in their original bag or box, bag small items so they do not get lost, and pack jewelry carefully so that it does not tangle or break. Refer to the Packing Guidelines for more information.

**You will not be credited for items rendered unsellable due to poor packaging.** Please be sure your volunteers understand how important repacking is.

Please pack your returns in as small of space as possible to save us shipping costs.

**Complete the top section of the Serv Returns Worksheet and make a copy for your records. Enclose the original and a preprinted Serv address sheet in each box of returns.**

## 4 Use the Enclosed Fedex Return Labels

**Customer must use the Fedex label(s) provided by Serv to be eligible for free return shipping.** Serv will pay return shipping for items that meet these criteria:

- Items are currently returnable per Serv documentation.
- Items were ordered on a consignment account.
- Items are neatly and securely packed in their original or new packaging.
- Items are shipped from a Fedex store.
- Items are returned within 10 days of your last informed sale date.

To ship your box(es):

- Deliver them to your nearest Fedex store (do not use a drop box or call for pick up).
- Be sure your box(es) are securely taped closed.
- **Keep a copy of your Fedex shipping receipt until Serv confirms they have received your boxes. We will confirm this by sending you a postcard indicating the number of boxes received.**
- If you do not use our Fedex Return labels, you will be responsible for the return shipping charges and we recommend you insure the shipment.

## 5 Check your monthly statements

If you have sent in your payment and returns, and we have confirmed receipt of your returns via postcard or email but the credits do not yet appear on your statement, please disregard the statements until credit is shown. It can take an extended period of time to process your return, depending on how many we receive.

*Thank you for supporting our nonprofit mission  
to eradicate poverty around the world!*

**Please sell as much of your order as possible before shipping returns. The more you sell, the more your community makes an impact on artisans worldwide. Aim to return less than 30% of your order value. If your primary event performs below expectations, look for other places to sell these beautiful handcrafted items: neighbors, workplace, friends, family and let us know that you need more time to sell more items.**