SERRV™ WHOLESALE • BUYERS GUIDE

4 WAYS TO PLACE YOUR ORDER:

1 ONLINE serrv.org/login

2 BY EMAIL orders@serrv.org

3 BY PHONE 1.800.423.0071

4 BY FAX* 1.888.294.6376

*For faxed orders, please call Customer Care to ensure your fax was received.

HELPFUL WEB PAGES

- **serrv.org/login** : Login here before starting your online order to ensure your pricing and account are properly used. After you log in, you will also find password information to log in to our inventory file.
- **serrv.org/wholesaleinfo** : Forms, helpful links, and more
- **serrv.org/artisanstories** : Information about our artisan partners
- **youtube.com/SERRVTube**: Our Youtube channel with a variety of artisan and technique videos

WHOLESALE TERMS SUMMARY

- Submit the Sales Agreement form to set up your account and apply for net-30 terms, if desired. We require six months of pre-payment prior to terms. Sales Agreements must be re-submitted if business ownership changes.
- You'll receive wholesale pricing on all SERRV products. This is a 50% discount off the Suggested Retail Price for most items, and a 25% discount on select items (most food items, domestic items, and gift baskets). Items with a 25% discount are flagged with red font on the product pages after online login. There are no further discounts on Final Sale and promotional items.
- Minimum order requirement is $200 wholesale of in-stock items.

PROMOTIONAL MATERIALS

- Feel free to pull story jpgs from our emails and click+save artisan and product images from our website.
- If you need high-resolution artisan photos for print, to promote sales of SERRV products, contact our marketing department at marketing@serrv.org after you place your first order.

EASY ONLINE ORDERING

- Order online for fastest service and to see your pricing and product availability,. You must login first at **serrv.org/login** to receive your discount. Contact Customer Care to set up your online account.
- You can shop online by category or use our quick order form.
- Category pages show prices and SKUs.
- Items with nonstandard pricing will show a red warning message on the product page.
- Want to save your cart and finish later? Click the Save to Cart button on the View Cart page and all items will be saved for two weeks.

ABOUT BACKORDERS...

- We strive to keep our products in stock, but sometimes it's not possible given our fair trade commitment to working with marginalized communities and global shipping fluctuations.
- You may backorder items which are out of stock and on reorder. Each item must be $25 wholesale, or a multiple of the same item must total $25 wholesale. We cannot guarantee back order delivery dates.

Wholesale Shipping Rates

ORDER VALUE	GROUND
$200.00 to $349.99	$28
$350.00 to $499.99	$33
$500.00 to $749.99	$44
$750.00 to $999.99	$56
$1,000.00 to $1,249.99	$68
$1,250.00 to $1,499.99	$80
$1,500.00 to $1,749.99	$90
$1,750.00 to $1,999.99	$100
$2,000.00 to $2,249.99	$110
$2,250.00 to $2,499.99	$120
$2,500.00 to $2,749.99	$130
$2,750.00 to $2,999.99	$140
$3,000.00 to $3,249.99	$150
$3,250.00 to $3,499.99	$160
$3,500.00 to $3,999.99	$170
$4,000.00 to $5,999.99	$185
$6,000.00 to $7,999.99	$225
$8,000.00 and up	$275

2nd day rates are charged at actual cost

CONTACT US

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