



MINIMUMS PER SKU

Serrv accepts bulk orders for items in our current assortment* of products that reach 100 units per SKU (wholesale \$9.99 or less) and 50 units per SKU (wholesale for \$10.00 or more).

**Current assortment refers to products that are active on our website. We will make exceptions and place orders for recently inactivate Serrv products, provided the producer group can still make the requested products at an equitable cost.*

TIMING OF ORDERS

Order inquiries must reach Kathy Harley* in our Customer Care department by July 15th (for end of January receipt of Spring products) and January 15th (for end of June receipt of Fall products). Order inquiries will be confirmed within 5-7 business days. Kathy must receive your Purchase Orders by August 1st for end of January (Spring) receipt and February 1st for end of June (Fall) receipt.

**Kathy Harley can be reached by phone at 1.410.635.8752 or by email at kathy.harley@serrv.org.*

RECEIPT OF ORDERS

Special orders will be shipped to your location, in full, within 7 days of arriving to our New Windsor, Maryland warehouse. We do not ship partial orders. Standard shipping rates apply.

PAYMENT TERMS

Standard payment terms apply. Serrv will require a 50% deposit for items that are no longer active on our website and for individual SKUs totaling 300 units or more.

SPECIAL NOTES

- If you wish to order product which has never been carried by Serrv, a 50% deposit is required on all orders at the time your Purchase Order is received.
- Serrv is able to order products from our current producer group catalogs if the order quantities reach 200 units (wholesale of \$9.99 or less), or 100 units (items with a wholesale of \$10.00 or more). A wholesale price will be provided to you within 5-7 days of your inquiry.
- If you require a physical sample prior to placing the order, you will be assessed shipping and handling fees associated with each SKU. Serrv will not make modifications to products shown in our producer's catalogs.