



# WORK OF HUMAN HANDS SALES AGREEMENT

in partnership with



To set up or update your account, please complete both sides of form, make a copy for your records and return. A new signed Sales Agreement and Account Information form are required each year.

Work of Human Hands is a project of Catholic Relief Services in partnership with SERRV and your Parish. As part of the project, SERRV and the Parish or Individual agree to the following Terms of Sale:

Customer Account:

- a. A signed Sales Agreement & Account Information Form are required annually or we will be unable to ship your order.
- b. The individuals establishing this account by signing below accept financial responsibility for the account.
  - 1. With a sponsoring organization (nonprofit, community group, church, etc.) that will be financially responsible, you may be able to establish an open account. If applicable, an open account will be created upon receipt of these forms.
  - 2. Individuals without a sponsoring organization must prepay.

Order:

- c. Handcrafts marked *No consignment*, food and gift baskets may not be returned unless damaged, defective, or shipped in error.
- d. Customer receives a 10% discount off the current catalog price (excluding Divine Chocolate cases and sets, and clearance items). This discount will be reflected on your invoice.
- e. First order must be at least \$300 catalog price (before your discount is applied).
- f. SERRV pays for ground shipping to you for handcraft orders of \$300 catalog price or more. Customer pays shipping fees on orders less than \$300. **Shipping will be charged on orders that only include chocolate and/or other food items.**
- g. Order should be placed 4 to 5 weeks before your sale date. If we are experiencing heavy volumes, we may need to refuse your order if it is not placed at least 4 weeks before your sale date. SERRV can not be held responsible for delayed orders.
- h. Do not remove the price tags. We charge a restocking fee of 5% of the returned value of products with tags removed.

Post-Sale:

- i. **Unsold returnable products must be sent back to SERRV within ten (10) days after your last sale.** Customer is responsible for the quality of these products until they are received back at our warehouse and for **return shipping fees.** We recommend insuring your shipment. For customers who have informed us of ongoing sales, all spring merchandise you wish to return for credit must reach us by November 30, 2010.
- j. **Payment for all items sold and all nonreturnable products must be sent within ten (10) days after each sale** (open accounts only). Interest charges will be assessed for balances not paid within terms. Do not wait for your returns to be credited before paying for items that were sold. If you overpay, we will refund the difference. Mail **one check** by first-class mail in the envelope provided in your shipment. Do not include your payment with your returns.
- k. It may take a few weeks to process your returns. If you've already sent your payment and your returns, please check the monthly statements until credit for all returned boxes is shown.
- l. SERRV will donate a portion of all net sales from the program to Catholic Relief Services at the end of the program period.
- m. Customers are permitted to refer to *Work of Human Hands*, *Catholic Relief Services*, and *SERRV* in advertising or other promotion related to the sale of Work of Human Hands products.

Maryland and Wisconsin Customers:

- n. We are required to charge tax on items provided to you unless you are a tax-exempt organization. Please provide the following information to confirm your status:  
 Maryland Customers: MD Sales & Use Exemption Certificate Number or MD Sales & Use Registration Number (submit a blanket resale certificate) \_\_\_\_\_  
 Wisconsin Customers: WI Certificate of Exempt Status Number or Seller's Permit/Use Tax Certificate Number (submit a WI Sales & Use Tax Exemption Certificate) \_\_\_\_\_

This agreement, and all the rights and obligations of the parties hereto, shall be governed by the Uniform Commercial Code as enacted and in force in the State of Maryland on the date of this agreement.

**Signature confirms acceptance of all terms and the individual financially responsible for payment.**

Accepted by: \_\_\_\_\_ Title: \_\_\_\_\_  
(Owner or authorized legal representative of organization)

Date: \_\_\_\_\_ Organization \_\_\_\_\_



Customer Number \_\_\_\_\_

# WORK OF HUMAN HANDS ACCOUNT INFORMATION FORM

To set up or update your account, please complete both sides of form, make a copy for your records and return. A new signed Sales Agreement and Account Information form are required each year.

Accounts may be created by a Corporation, Nonprofit Organization, Religious Institution, or Individual. Please complete the form accordingly.

**1. Name of Customer** \_\_\_\_\_

Is the customer a    \_\_\_ Church or other religious institution    \_\_\_ Corporation ( \_\_\_ for-profit or \_\_\_ nonprofit)  
                          \_\_\_ Individual            \_\_\_ Partnership

If a Corporation, date incorporated: \_\_\_\_\_

Contact Person (authorized to place orders) \_\_\_\_\_

Street Address (Shipping Address) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Day Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

Organization Denomination/Affiliation \_\_\_\_\_ Diocese \_\_\_\_\_

Organization's Federal Tax ID Number -or- Individual's Social Security No. \_\_\_\_\_

We are required to have either the Federal Tax ID (for a church or organization) or a Social Security Number (for an individual) on file for all customers. Churches have a Federal Tax ID number even though they are tax-exempt, ask your church accountant for it.

Do you hold a valid Resale Certificate?     Yes     No

Is the Sponsoring Organization Tax-Exempt?     Yes     No

If yes to above and based in Maryland or Wisconsin, please fill in section n. on the reverse side.

**2. Billing Address** (if different from above)

Name \_\_\_\_\_

Organization Name \_\_\_\_\_

Street Address or P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Day Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_

Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

**3. Signature confirms acceptance of all terms and individual or organizational financial responsibility for payment**

Accepted by: \_\_\_\_\_ Title: \_\_\_\_\_  
*(Owner or authorized legal representative of organization)*

Date: \_\_\_\_\_ Organization: \_\_\_\_\_

## WORK OF HUMAN HANDS

C/O SERRV

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