



# WORK OF HUMAN HANDS

RETURNS INSTRUCTIONS • SPRING/SUMMER 2010

QUESTIONS? CALL CUSTOMER SERVICE AT 1.800.685.7572

## STEP 1 TOTAL THE UNSOLD HANDCRAFTS

The enclosed **Spring/Summer 2010 Consignment Returns Worksheet** lists all of the consignment handcrafts that are in our current catalog and can be returned for credit to your account. They are listed by sku and product name, and you can find the sku on the price stickers on each product or box. Right after your sale, use the Worksheet to tally any returnable handcrafts that were not sold. If you have a consignment handcraft which is not listed on the Worksheet, you can write it in the blank areas on the last page.

If you have a handcraft which is not listed on the Worksheet, it may not be returnable for credit to your account. Please check the product description in our catalog or on our web site, or call us with questions. You will not receive credit to your account for any food items or for handcrafts that were not available for consignment, nor will they be returned to you.

## STEP 2 CALCULATE PAYMENT DUE

Use the Consignment Returns Worksheet to calculate your payment due to SERRV.

Consignment Price x Quantity Returned = Value of Goods Returned. Add these values and then subtract this total and any adjustments from the grand total printed at the end of your original Invoice to find the amount you owe SERRV.

## STEP 3 MAIL A CHECK MADE PAYABLE TO SERRV WITHIN 10 DAYS

After you have used the Consignment Returns Worksheet to calculate your payment due, send one final check in the envelope provided with your order within 10 days after your sale. If you have multiple sale dates, please help us by sending in a check for what you have sold on each date.

Do not wait for your returns to be credited before making your payment. Receiving your payment promptly is crucial to our organization! Write your Customer Number and the Order Number on your check (these numbers can be found on your Invoice). **We cannot accept payment from multiple parties.** Your customers should make payments to you or your organization, and you should send us ONE check.

If you have prepaid for your items, do not send in another payment. Your credit card will be credited for the value of your returns once they have been processed, OR your account statement will show a credit if you originally paid by check.

## STEP 4 PACK UP AND SEND IN YOUR RETURNS WITHIN 10 DAYS

Prompt return of your unsold, returnable handcrafts enables us to replenish our stock for waiting customers.

Pack carefully and snugly using packing material from the original order. Bag small items so they do not get lost, and please pack jewelry carefully. You are responsible for the quality of the products until they are received back at our warehouse.

Make sure the top section of the Consignment Return Worksheet is completed, and make a copy for your records. Place the original Consignment Return Worksheet in the last box.

Write your Customer Number on the Return Address Labels provided in your order and place them over the original shipping labels on the cartons. Make sure you cover the original shipping labels.

Send the cartons back to us. **You are responsible for the cost of shipping.** Consider insuring packages returned by US Postal Service. SERRV Returns Dept, P.O. Box 365, 601 Main St, New Windsor, MD 21776

## STEP 5 CHECK YOUR MONTHLY STATEMENTS

If you have sent in your payment and returns, but the credits do not yet appear on your statement, please disregard the statements until credit is shown. Because of the volume of returns we receive, it can take up to 8 weeks to process your returns.