



TERMS OF USE

Last Updated: April 2026

These Terms of Use ("**Terms**") govern your access to and use of the website located at <https://connect.surewerx.com/en-us> (the "**Site**"), operated by SureWerx USA Inc. ("**SureWerx**", "**we**", "**us**", or "**our**"). By accessing, browsing, creating an account, or placing an order through the Site, you represent that you are authorized to bind the business on whose behalf you are acting (and all references to "you" or "your" in these Terms shall include you and such business), and that such business agrees to be bound by these Terms. If you do not agree, do not use the Site.

1. Company Information

SureWerx USA Inc.

Address: 325 Corporate Drive, Elgin, IL 60123

Email: feedback@surewerx.com

Phone: 1-800-323-7402

2. About This Site

This Site is a business-to-business ordering portal through which authorized representatives of companies ("**Customers**") may create accounts, browse SureWerx's product catalog, place orders, and view order history. Access to the Site is restricted to authorized business representatives. SureWerx reserves the right to verify eligibility and to deny or revoke access at any time.

3. Changes to These Terms

We may modify these Terms at any time. Updated Terms will be posted with a revised "Last Updated" date. Continued use of the Site after changes become effective constitutes acceptance of the revised Terms.

4. Privacy Policy

Your use of the Site is also governed by our Privacy Policy, available at <https://connect.surewerx.com/en-us>. By using this Site, you acknowledge that your personal information will be collected, used, and disclosed in accordance with the Privacy Policy.

5. Eligibility

Access to and use of this Site is restricted to authorized representatives of businesses acting on behalf of and with authority to bind their respective organizations. By registering for an account or placing an order, you represent and warrant that: (a) you are of legal age in your jurisdiction; (b) you are authorized to act on behalf of the business you represent; and (c) your use of the Site complies with all applicable laws and regulations.

6. Account Registration and Security

To access the Site, you must register for an account on behalf of your organization. You agree to provide accurate and complete information about yourself and your organization, to keep such information current, and to maintain the confidentiality of your account credentials. You are responsible for all activity that occurs under your account. SureWerx may suspend or terminate accounts for misuse, fraud, unauthorized use, or violation of these Terms.

7. Products, Orders, and Purchases

All prices are listed in U.S. dollars (USD). Prices, availability, and product descriptions are subject to change without notice. Orders placed through the Site constitute an offer to purchase and are subject to SureWerx's acceptance. SureWerx reserves the right to accept or reject any order in its sole discretion.

Payment may be made by credit card or such other payment methods as SureWerx makes available. For approved Customers, SureWerx may issue an invoice upon shipment of the applicable products, in which case payment is due within thirty (30) days of the invoice date. SureWerx reserves the right to determine, in its sole discretion, whether to permit purchases by credit card and/or extend invoice-based payment terms to any Customer. Late payments may be subject to interest up to the maximum rate permitted by applicable law. SureWerx reserves the right to suspend or terminate access to the Site for any Customer with outstanding overdue amounts.

8. Shipping, Returns, and Refunds

Shipping terms and costs, along with returns and refunds, are governed by SureWerx's Standard Terms & Conditions, available at <https://connect.surewerx.com/en-us>

9. Permitted and Prohibited Use

You agree to use the Site only for lawful business purposes and in accordance with these Terms. Without limiting the foregoing, you agree not to: (a) use the Site for any personal, non-commercial purpose; (b) access the Site using credentials that were not issued to you or your organization; (c) attempt to gain unauthorized access to any portion of the Site or any systems or networks connected to the Site; (d) engage in scraping, automated data collection, reverse engineering, or similar activities without SureWerx's prior written consent; (e) use the Site in any manner that could damage, disable, overburden, or impair

the Site or interfere with any other party's use of the Site; or (f) use the Site in violation of any applicable law or regulation.

10. Intellectual Property

All Site content is owned by SureWerx or its licensors and is protected by applicable intellectual property laws. A limited, non-exclusive, revocable license is granted for your internal business use only. No other use is permitted without SureWerx's prior written consent.

11. User Submissions

If you submit reviews, feedback, or other content, you grant SureWerx a perpetual, worldwide, royalty-free license to use such submissions for business purposes. You represent that your submissions are lawful and non-infringing.

12. Third-Party Links

SureWerx is not responsible for third-party websites, content, or policies. Access to third-party sites is at your own risk.

13. Safety Products — Important Notice

Certain products available on this Site may be certified to applicable safety standards. It is your responsibility to ensure that any product you select meets the safety requirements of your workplace. SureWerx makes no representation that any particular product is appropriate for your specific workplace conditions or meets your organization's specific requirements.

14. Disclaimers

THE SITE AND ALL PRODUCTS AVAILABLE THROUGH THE SITE ARE PROVIDED "AS IS" AND "AS AVAILABLE." TO THE FULLEST EXTENT PERMITTED BY LAW, ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, ARE DISCLAIMED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

15. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS OR LOSS OF DATA, ARISING OUT OF OR RELATING TO THESE TERMS OR THE USE OF THE SITE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SUREWERX'S TOTAL LIABILITY TO YOU FOR ANY CLAIM ARISING OUT OF OR RELATING TO THESE TERMS OR YOUR USE OF THE SITE SHALL NOT EXCEED THE AMOUNTS PAID OR PAYABLE BY YOU FOR THE APPLICABLE PRODUCT(S) WITHIN THE PRIOR TWELVE (12) MONTHS.

16. Indemnification

You agree to indemnify and hold harmless SureWerx and its affiliates, officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses (including reasonable attorneys' fees) arising out of or relating to your use of the Site or your violation of these Terms.

17. Termination

We may suspend or terminate your account or access at our discretion. Provisions that by their nature should survive termination will do so, including Sections 10, 14, 15, 16, 17, 18, 19 and 20.

18. Dispute Resolution

Before initiating any formal legal proceeding, the parties agree to attempt to resolve any dispute informally. The party raising the dispute shall provide written notice to the other party describing the dispute and the relief sought. The parties shall negotiate in good faith for a period of thirty (30) days from the date of such notice. If the dispute is not resolved within that period, either party may pursue, in accordance with Section 19, the remedies available to it under these Terms or applicable law.

Nothing in this Section shall prevent either party from seeking emergency injunctive or other equitable relief from a court of competent jurisdiction to prevent actual or threatened infringement, misappropriation, or violation of intellectual property rights or confidential information.

19. Governing Law; Venue

These Terms are governed by the laws of the State of Illinois, without regard to its conflict of laws principles. Each party irrevocably submits to the exclusive jurisdiction of the state and federal courts located in Cook County, Illinois for the resolution of any dispute arising out of or relating to these Terms or the use of the Site. Each party waives any objection to the laying of venue in such courts and waives any objection that such courts are an inconvenient forum.

20. Miscellaneous

These Terms, together with the Privacy Policy and other referenced policies, constitute the entire agreement between you and SureWerx regarding the Site. If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect. SureWerx's failure to enforce any right or provision shall not constitute a waiver of such right or provision. You may not assign these Terms without our prior written consent. SureWerx may assign these Terms in connection with a merger, sale, or reorganization.

21. Contact Us

Questions regarding these Terms should be directed to the contact information listed in the Company Information section of this document, or to feedback@surewerx.com