JET Equipment & Tools Ltd. dba SureWerx Canada

Corporate Trade Agreement

Terms & Conditions of Sale

(Safety PPE / Tools & Equipment)

Effective July 2026

CONTACT INFORMATION:
JET Equipment & Tools Ltd.
49 Schooner Street
Coquitlam, BC V3K 0B3
www.surewerx.com

Phone: 800.472.7685
Email: sales@surewerx.com
surewerxod@surewerx.com

INTRODUCTION

This document outlines SureWerx Canada's sales terms and conditions of sale as well as respective business policies. This document acts as the main trade agreement for SureWerx Canada's Safety PPE/Tools and Equipment Division. Supplemental to this document are any additional or separate trade agreement documents specific to SureWerx's various business units. In the event a separate trade agreement contains a provision contrary to that contained here, said separate trade agreement's provision will apply. All dollar amounts in this agreement are in CAD currency and are prior to the application of any jurisdictional taxes.

QUOTES & PURCHASE ORDERS

- Turnaround times on orders vary depending on the size of the order, stock availability, shipping location, and warehouse capacity. Please speak to your sales representative about estimated delivery times.
- Orders are accepted via phone, email, EDI or through our website, SureWerx Connect.
    - Email address to submit your POs is sales@surewerx.com or surewerxod@surewerx.com.
- Dropship Purchase Orders are accepted and will be subject to the details listed within this document.
- Required/ship date will default to ship within 3 business days of the order entry date unless a specific required/ship date is listed on the purchase order.
- Purchase orders may contain a mix of products from our entire brand and product offering.
    - Exception –Detectable warning tile products cannot be combined and will require a separate PO submitted to orders.ci@surewerx.com for processing.
- Any Purchase Orders containing detectable tile products will be subject to separate freight policy.
    - Contact your detectable tile sales rep.

- Purchase orders with excessive or significant demand (greater than normal industry forecast) may require a minimum of 50% prepayment.
- $50 minimum order value is required. Orders placed at a value of less than $50 will be invoiced at $50.
    - *Repair parts are excluded from order minimums*
- Orders requiring pickup at our branches should be submitted at least **two (2) business hours** prior to the requested pickup time. Orders containing large quantities, multiple line items, special handling requirements, or palletized/skid shipments may require additional preparation time. All sales orders are subject to back orders by default unless the PO has specific instructions to SHIP COMPLETE.
    - SHIP COMPLETE orders are subject to inventory availability for all products at the quantities ordered.
    - SHIP COMPLETE orders are subject to shipping delays until entire quantities of all items are available at the same time, i.e., backorder and partial quantity availability.
- Cancellation request of sales orders is to be submitted no more than 24 hours from submission; any requests beyond 24 hours of submission may not be possible to cancel.
- SureWerx must be notified of mis-shipments, shortages, or overages within 5 business days of receipt of shipment.

CHANNEL POLICIES:

- **INTERNET DISTRIBUTOR RESELLER POLICIES**
    - The entire policy can be viewed on the SureWerx.com global website and is subject to change. The most recent policy is available here: https://media.surewerx.com/m/417d360222a53710/original/SWC-Internet-Distributor-Reseller-Policy.pdf?_gl=1*1kv1cx3*_gcl_au*MzAwOTExMDI0LjE3NzA3NTQ0MjA
    - SureWerx resellers, by purchasing SureWerx Canada products, agree to comply with all SureWerx Reseller Policies and agreements, including, but not limited to, self-reporting-owned sites, marketplace DBAs, and customer information upon request. These policies are designed to eliminate unauthorized sales of SureWerx products, provide clear standards for selling SureWerx products online, and encourage offers on websites and marketplaces which provide true added value to SureWerx end users and customers.

- **AUTHORIZED INTERNET MARKETPLACE RESELLER PROGRAM**
    - Unauthorized internet reselling activity on marketplaces is strictly prohibited. Resellers on Amazon, Walmart, or other marketplace-type ecommerce sites must apply, be approved for, and maintain the requirements and conditions in the Authorized Internet Marketplace Reseller Program.
    - Please self-report owned websites and activity to reseller@surewerx.com. For consideration to be an authorized marketplace reseller, please request an application from reseller@surewerx.com. Applications will be reviewed, and you will be notified if selected as an Authorized Reseller on a rolling basis.
    - SureWerx reserves the right to terminate, modify, or change the program at any time. Please see the Internet Distributor Reseller Policy and Authorized Internet Marketplace Reseller Agreement for more details or contact us at reseller@surewerx.com.

- **NORTH AMERICAN WHOLESALE DISTRIBUTOR POLICY**
    - Authorized wholesalers and distributors are required to identify, report and cooperate with stopping unauthorized internet reselling activity. We expect and require prompt action with any identified unauthorized activity. Please see the North American Wholesale Agreement for more details, or contact reseller@surewerx.com for more details.

- Distributors who purchase through wholesale will still be allowed to sell SureWerx products in their physical locations and owned online properties. If the wholesaler learns or we notify the wholesaler that any of our mutual customers are selling SureWerx Products on the Internet without Internet authorization, the wholesaler must stop supplying them with SureWerx products.

PRICING:

- Pricing is subject to change without notice.
- Every effort will be made to provide 30 days' advance notice.

PAYMENTS:

- SureWerx **does not** request banking information changes by email, text, or unexpected phone calls
  - If you get any such request, stop and call a known, trusted person at our company to confirm it's legitimate.
- All payments toward outstanding invoices must satisfy the invoice in full.
  - Any short payments must be accompanied by a full explanation along with supporting documentation and back-ups to credit@surewerx.com.
- For Credit or Payment-related matters, you may contact us at email address: credit@surewerx.com
- Where a Purchase Order is fulfilled through a credit card, SureWerx will process the payment prior to the release of the shipment:
  - SureWerx will pre-authorize the customer's credit card at the time the order is entered.
  - SureWerx will charge the Customer's credit card at the time we invoice their account.
- SureWerx accepts the following methods of payment (in order of preference):
  - EFT (Electronic funds transfer) / ACH
  - Cheque by courier/mail
  - Credit card
- SureWerx reserves the right to cancel credit privileges for customers who fail to comply with the terms and conditions mentioned.
- For orders which have "Cash in advance" as payment terms, customers will be required to remit payments either using ACH/EFT or Credit cards.
- Should you wish to mail us a payment via a cheque, you may send it to:
  JET Equipment & Tools Ltd.
  49 Schooner St
  Coquitlam, BC V3K 0B3
- Please be sure to allow 5 business days for the cheque to be received on the due date.

CREDIT & COLLECTIONS:

PAST DUE ACCOUNTS COLLECTION GUIDELINES

- Accounts receivables are considered PAST DUE when an unpaid amount remains on the customer account 1 day after the due date, as noted by the payment terms and invoice date listed on a sales invoice. An account that is past due (a) may be placed on credit hold with shipments suspended, (b) may be reported to credit reporting agencies, and (c) may lose any incentives for which it was otherwise qualified.

PAST DUE ACCOUNTS LATE FEES

- Past due customer accounts shall bear interest accruing as of the original due date at the rate of 1.5% per month (18% per annum) from and after the date of accrual.

FREIGHT:

- Prepaid freight limit is $1,500 at extended net value on shippable orders to BC, AB, SK, MB, ON, QC, NS, NB, PEI, and $1,750 for NWT, YK, NU, NFL.
- Purchase Orders that do not meet the Prepaid freight limit threshold of $1,500 / $1,750 will be charged freight (prepaid and charge) upon invoicing if preferred carrier collect account is not provided.
- Drop-ship fee to be applied to orders shipped direct to end-users or going to alternate shipping addresses is $50 for skid shipments and $20 for all other orders.
- Urgent and expedited orders will be subject to handling and freight charges where appropriate based on market conditions and costs.
    - Other applicable fuel and handling charges that are industry standard and related to Collect and Prepay/Charge shipments will be applied to the order invoice, including:
        - Surcharges for UPS shipments
        - Booking fees
        - PO Box address surcharge
        - Power tailgate
- Any additional services and accessorial charges will be billed as a “pass through” to the billing party on the purchase order, such as but not limited to:
    - Rural delivery
    - Reschedule delivery
    - Reroute delivery destination
- Back orders from Prepaid shipments will be shipped Prepaid when they arrive in the local shipping warehouse.
    - All back orders are shipped using the terms (Prepaid, Prepay & Charge, Collect) from the original order processed.
- Shipments are FOB origin.
- Damaged shipments are to be refused upon delivery, noting carrier to return to sender.
    - SureWerx must be notified of damaged product within 5 days of receipt of order.
- SureWerx is not responsible for carrier delays caused by weather events, labour disruptions, government actions, or other events beyond its reasonable control.

RETURNS & CREDITS:

- Items not eligible for return include:
    - Discontinued items
    - Obsolete items
    - Winter products
    - Certain abrasive products
    - Customized products
    - Any product shipped more than 14 months prior.
- Timeframe for return requests is limited to 2 weeks from invoice date.
- Goods shipped in error must be returned within 10 business days of receipt.
- All returns must be in original packaging and in original MOQs (no broken inner packs or case quantities will be accepted. Dirty, damaged, or broken boxes are not returnable). Returned products are subject to inspection upon receipt. Credit will only be issued for products deemed resalable by SureWerx. Returns must be shipped prepaid and are subject to a 15% restocking fee.
    - Excluding scenarios of mis-shipments, over-shipments, or due to a SureWerx error.
    - Claims for shortage and damage must be made 5 business days from the receiving date of the shipment.

- Contact Inside Sales or your local SureWerx sales representative on stock returns, warranty returns, and other returns to obtain a Return Good Authorization (RGA).
- All returns require an RGA prior to receipt. Products received without an RGA will be considered an unauthorized return, may not result in credit issuance, and may be returned to the customer freight collect.
- PeakWorks products and fall protection products are non-returnable six (6) months after the ship date.

CUSTOMIZED PRODUCTS / TECHNICAL SERVICES

- Customized products ordered must follow a process which includes review and authorization of proofs, price quotes subject to minimum ordering quantity, and approval prior to manufacturing. Examples include but are not limited to:
  - Custom imprint, logo, engraving, stitching, etc.
  - Custom Engineered Products/Systems, such as horizontal lifelines, ladder systems, permanent anchors and custom products specifically designed for a specific customer / end-user.
- Customized products and services may require partial or full prepayment.
- All customized & engineered products/technical services are non-returnable and non-refundable.
- Technical Services may vary in scope of work, which may require more specific and detailed contracts to be crafted and executed, in addition to this general trade agreement document.
- Information regarding technical services for Oberon products is to be sent to technicalservices@surewerx.com.

WARRANTY:

- Goods being sent back to a warranty depot or SureWerx warehouse must be shipped prepaid.
  - Repaired or replacement goods will be shipped Prepaid back once the warranty work or replacement is completed.
- Replacement Parts orders with a value under $350 will incur a shipping charge of $10 for Western Canada and $15 for Eastern Canada, which will be added to the invoice.
- Replacement Parts orders with a value of $350 or more will be shipped via our choice of couriers, prepaid.
- Warranty policy is that of an implied manufacturer's warranty and covers manufacturer's defects and workmanship.
- Warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, improper application, improper storage or maintenance, water, flood, fire, or other acts of nature or external causes; (iv) anticipated wear or damage due to use of the product in the application for which it is marketed; (v) damage to a product that has been modified or altered without the written permission of SureWerx.
- Warranty varies by brand and product category. Please contact our Inside Sales Team for specific warranty policies.
- If warranty service is not approved, the customer may elect to have the product repaired at their own expense. The repaired product will then be returned to the customer freight collect.