



February 13th, 2023

Dear Valued MEGAComfort Customer:

Re: SureWerx - MEGAComfort Integration for our Canadian Customers

Further to our last communication, we are pleased to confirm that effective February 16th, 2023, all MEGAComfort orders will be processed and fulfilled out of the SureWerx network, for our Canadian customers.

To minimize disruption or delay of orders processing and payments, please review the following to ensure that your systems reflect these important updates.

COMPANY NAME

- Effective February 16th, 2023,
 - All MegaComfort customers in Canada will be directly serviced by SureWerx (JET Equipment & Tools Ltd.).
 - All Invoices, Purchase Orders, Checks and other official company correspondences will begin to reflect SureWerx
 - Customers currently sending orders to both SureWerx and MegaComfort should consolidate POs and send them only to SureWerx
- Please update your systems to reflect this change in name.

SALES

- The MEGAComfort sales team is now a part of SureWerx.
- Your MegaComfort Canadian Sales representative will remain the same, but now a part of SureWerx sales organization.





CUSTOMER SERVICE CONTACTS

For inquiries and to place orders, please see the relevant information below:

Western Canada (BC – SK) - call 1-800-472-7685 and e-mail: sales@surewerx.com

Eastern Canada (MB – Atlantic) - call 1-800-387-3879 and e-mail: surewerxod@surewerx.com

- All shipping related emails can be sent to surewerxod@surewerx.com
- We have issued new SureWerx email addresses to all MegaComfort employees (e.g., jdoe@surewerx.com), however you can still use their old email addresses as all emails will be automatically directed to the new SureWerx email addresses.
- Please whitelist the **@surewerx.com** domain to ensure you continue to receive important updates from us.

PRODUCT INFORMATION

- Customers can now order the full line of MEGAComfort and SureWerx products from a single source.
- The MEGAComfort product codes will be changed to new product codes in our system and these codes will be shown in our product catalogues; however, you can continue to order products using either the existing product codes or new SureWerx codes, whatever suits you best. Please speak with your Sales or Customer Service representative if you have any questions or need help finding a product code or placing an order.
- Orders will now be shipped from SureWerx Canada/JET Equipment & Tools Ltd and particularly from our Vancouver and Toronto locations. In due time, products will be shipped from any of our six branch locations.

ACCOUNTS PAYABLE

- As of February 16th, all invoices will be sent to you from JET Equipment & Tools Ltd.
- Payments should be sent to the “remit to” name and address listed on the invoice:

JET Equipment & Tools Ltd.
Accounts Receivables
49 Schooner Street
Coquitlam, BC V3K 0B3
1-866-401-5335

- If you have already submitted payments under the previous MEGAComfort name and remittance, you do not need to resubmit them.
- If you have previously ordered from both MEGAComfort and SureWerx/JET, please update your vendor management systems to reflect JET Equipment & Tools Ltd. on all orders and payments starting February 16th, 2023.



Our customers are important to us, and we work hard to ensure these transitions are as seamless as possible. In the meantime, should you have any questions or concerns regarding the changes, transition process, or orders please contact Rishi Sharma or Michelle Khorshed, Inside Sales Manager, Canada, mkhorshed@surewerx.com.

We appreciate your confidence in us and look forward to being your single source for premium safety equipment and tools. To learn more about tools, equipment, and safety products portfolio, please visit us at www.surewerx.com

Sincerely,

A handwritten signature in black ink, appearing to read 'Rishi Sharma', is written over a horizontal line.

Rishi Sharma
VP of M&A