Website Terms and Conditions

Terms governing the public website and Sherway-operated reporting portal

Effective date	October 21, 2026
Applies to	1003274 ONTARIO LIMITED O/A Rock City Cartage, Sherway Logistics Inc. & Sherway Warehousing Inc.

These Website Terms and Conditions (the "Terms") govern access to and use of the public website and any Sherway-operated reporting portal linked from it (collectively, the "Services") operated by 1003274 ONTARIO LIMITED O/A Rock City Cartage, Sherway Logistics Inc. & Sherway Warehousing Inc. (collectively, "Sherway," "we," "our," or "us").

By accessing or using the Services, you agree to these Terms. If you do not agree, do not use the Services.

1. Purpose of the Public Website

The public website provides general information about Sherway's warehousing, transportation, logistics, and related services. Public website content is informational only and does not constitute a binding offer, service commitment, quotation, contract, guarantee, or professional advice.

2. Permitted Use

You may use the Services only for lawful purposes and in accordance with these Terms. You must not:

- Use the Services in violation of applicable law, regulation, contract, or third-party right.
- Attempt to gain unauthorized access to any account, system, server, network, report, document, or information.
- Probe, scan, test, disrupt, overload, damage, or circumvent the security or availability of the Services.
- Introduce malware, malicious code, automated scraping tools, or other harmful technologies.
- Copy, reproduce, modify, distribute, republish, or commercially exploit website content except with Sherway’s prior written permission or as permitted by law.

3. Sherway-Operated Reporting Portal

A link on the public website may direct authorized customers to a separate reporting portal hosted and operated by Sherway. The portal provides customer-specific operational reporting and may include shipment history, inventory levels, orders, invoices, proof-of-delivery records, related documents, and analytics.

Portal access is restricted to users who have been issued Sherway-managed credentials. The permissions assigned to each account determine the reports and information available. Users are permitted to access only information associated with their own organization and within their assigned authorization level.

4. User Accounts and Credentials

Portal users are responsible for all activity conducted through their accounts and must:

- Keep usernames and passwords confidential and secure.
- Not share credentials or permit another person to use their account.
- Use portal information only for authorized business purposes.
- Promptly notify Sherway if credentials may have been lost, disclosed, compromised, or used without authorization.
- Comply with any customer agreement, security requirement, or additional portal instruction that applies to their access.

Sherway may restrict, suspend, modify, or revoke portal access where access is no longer required, a business relationship has ended, security concerns exist, or these Terms or another applicable agreement have been violated.

5. Customer Information and Data Segregation

Information available through the portal is intended solely for the authorized business purposes of the customer to which it relates. Users must not attempt to access, infer, obtain, disclose, or use information belonging to another customer or organization. Sherway uses account permissions and access controls designed to segregate customer information.

6. Intellectual Property

Unless otherwise stated, the Services and their content, including text, graphics, logos, trademarks, images, layouts, reports, software, and other materials, are owned by or licensed to Sherway and are protected by applicable intellectual property laws. No ownership right is transferred to a user by access to the Services.

7. Accuracy and Availability

Sherway makes reasonable efforts to keep information accurate and current. However, information may contain errors, omissions, delays, or inaccuracies. Reports and website content may be changed, corrected, suspended, or removed without notice. Portal data should be interpreted together with any governing customer agreement and official business records.

8. Third-Party Links

The Services may contain links to websites or services operated by third parties. Sherway does not control or endorse third-party content, availability, security, or privacy practices. Access to third-party services is at the user’s own risk and may be subject to separate terms.

9. Security

Sherway maintains reasonable administrative, technical, and physical safeguards for the Services. No internet transmission, website, or electronic storage system can be guaranteed to be completely secure. Users must not rely on the Services as the sole repository for information they are required to retain.

10. Disclaimer of Warranties

To the fullest extent permitted by law, the Services are provided on an “as is” and “as available” basis without warranties, representations, or conditions of any kind, whether express, implied, statutory, or otherwise, including merchantability, fitness for a particular purpose, non-infringement, accuracy, uninterrupted availability, or freedom from harmful components.

11. Limitation of Liability

To the fullest extent permitted by law, Sherway and its affiliates, officers, directors, employees, agents, and service providers will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, loss of profits, loss of data, business interruption, or loss arising from use of or inability to use the Services. Nothing in these Terms excludes liability that cannot lawfully be excluded or limited.

12. Privacy

Sherway's collection, use, disclosure, retention, and protection of personal information associated with the Services is described in the Sherway Website Privacy Policy. Users should review that policy before using the Services.

13. Governing Law and Jurisdiction

These Terms are governed by the laws of the Province of Ontario and the federal laws of Canada applicable in Ontario. Subject to any mandatory legal rights, disputes relating to the Services or these Terms will be submitted to the courts of Ontario.

14. Changes to These Terms

Sherway may update these Terms from time to time. The revised version will be posted with a new effective date and will take effect when posted unless otherwise stated. Continued use of the Services after an update constitutes acceptance of the revised Terms.

15. Contact

Questions about these Terms may be directed to:

Information Security Officer
1003274 ONTARIO LIMITED O/A Rock City Cartage, Sherway Logistics Inc. & Sherway Warehousing Inc.
Phone: 905-364-3300
Email: enquiries@sherwaygroup.com

16. Entire Agreement

These Terms govern use of the Services but do not replace any separate warehousing, transportation, logistics, confidentiality, service, or customer agreement. If there is a conflict, the applicable signed agreement will govern to the extent of the conflict.