



TERMS OF SERVICE

SYWAYS Inc.

Version 2.0 | Effective: July 9, 2026

1. Acceptance of Terms

These Terms of Service ("Terms") govern your use of the services provided by SYWAYS Inc. ("SYWAYS," "we," "us," or "our"). By engaging our services, you agree to be bound by these Terms. Where these Terms and a signed Engagement Letter conflict for a specific engagement, the Engagement Letter governs for that engagement.

2. Our Services

SYWAYS provides the following professional services. Each service is available on a stand-alone basis — no service requires you to engage any other:

- Business Registration & Startup Services
- Accounting & Bookkeeping
- Payroll Services
- Tax Services
- CRA Representation
- Minute Book Preparation
- Business Plan Preparation
- Business Advisory

The specific scope of work for each engagement is set out in a separate Engagement Letter agreed between SYWAYS and the client prior to commencement of services.

3. Nature of Our Services

SYWAYS Inc. provides bookkeeping, payroll, tax preparation, and related administrative services. SYWAYS is not licensed to provide services that require a public accounting licence under applicable provincial legislation, including audit, review, or compilation engagements requiring such a licence. All services delivered under these Terms are administrative and preparatory in nature and do not constitute public accounting services.

CRA Representation services are limited to administrative communication and authorized representation with the Canada Revenue Agency (CRA) on your behalf under proper authorization. They do not include formal objections, appeals, or representation before the Tax Court of Canada, which require a licensed legal representative.

4. Client Responsibilities

In order for SYWAYS to deliver services effectively, you agree to:

- Provide complete, accurate, and timely information and documentation as reasonably requested
- Promptly notify SYWAYS of any changes relevant to the services being delivered
- Disclose the existence of all corporations in which you, or any person not dealing at arm's length with you, holds a direct or indirect ownership or controlling interest
- Review documents prepared on your behalf before they are filed or submitted, where applicable
- Retain copies of original source documents for your own records

SYWAYS is not responsible for errors or omissions arising from incomplete, inaccurate, or untimely information provided by the client.

5. Fees and Payment

Fees for services provided under each engagement will be communicated to the client in writing prior to commencement of work and confirmed through the client's written or electronic approval. Where the scope of services evolves beyond what was initially identified, any additions will be quoted separately and confirmed in writing before proceeding. SYWAYS will not commence additional work without prior client approval.

Payment is due within 30 days of the invoice date unless otherwise specified in the written fee communication. For tax return preparation and electronic filing services, payment is due prior to transmission of the return to the Canada Revenue Agency. SYWAYS reserves the right to withhold transmission or delivery of completed work until payment in full has been received.

SYWAYS reserves the right to suspend services on accounts where payment is overdue.

6. Limitation of Liability

SYWAYS performs all services with reasonable skill and care. To the maximum extent permitted by applicable law:

- SYWAYS is not liable for any indirect, incidental, consequential, or special damages arising from or related to the services provided
- SYWAYS's total liability for any claim arising from a specific engagement is limited to the total fees actually paid by the Client for the specific engagement giving rise to the claim

- SYWAYS does not guarantee any particular outcome from any CRA filing, application, or submission, as outcomes rest with the relevant government authority

7. Confidentiality

SYWAYS treats all client information as confidential in accordance with our Privacy Policy, which is incorporated into these Terms by reference and available at syways.com.

8. Termination

Either party may terminate an engagement by providing reasonable written notice to the other. You remain responsible for all fees owed for work performed up to the effective date of termination. SYWAYS will return or securely destroy client documents and information upon written request following termination, subject to any statutory retention requirements under applicable law.

9. Governing Law

These Terms are governed by and construed in accordance with the laws of the Province of Ontario and the applicable federal laws of Canada. Any dispute arising under these Terms shall be subject to the jurisdiction of the courts of Ontario.

10. Amendments

SYWAYS may update these Terms from time to time. The current version will always be available at syways.com. Continued use of our services after updated Terms are posted constitutes acceptance of the revised Terms. For existing clients, material changes will be communicated by email before taking effect.

11. Contact Us

SYWAYS Inc.

Phone: (416) 998-4331

Email: info@syways.com

Website: www.syways.com