

Provision	Section in Franchise Agreement	Summary
		right to trial by jury and the right to seek punitive damages. These provisions are subject to state law in your state.
w. Choice of law	32.11	Arizona law applies (subject to state law).

ITEM 18

PUBLIC FIGURES

We have “Brand Ambassador” agreements with Dr. Vernard Hodges and Dr. Terrence Ferguson under which they receive compensation for promoting the PETSMART VETERINARY SERVICES brand, including our franchise opportunity. Dr. Hodges and Dr. Ferguson are well-known veterinary practitioners who are featured on the Nat Geo WILD television program called “Critter Fixers: Country Vets.” Dr. Hodges and Dr. Ferguson, through one or more entities, have also signed Franchise Agreements with PVS. Dr. Hodges and Dr. Ferguson do not manage or own an interest in PVS. We currently do not use any other public figures to promote our franchises.

ITEM 19

FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC’s Franchise Rule permits a Franchisor to provide information about the actual or potential financial performance of its franchised and/or franchisor-owned outlets, if there is a reasonable basis for the information, and if the information is included in the disclosure document. Financial performance information that differs from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet you are considering buying; or (2) a franchisor supplements the information provided in this Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

This Item presents certain results of operations of franchised PVS Hospitals in the fiscal year ending February 1, 2026, as reported to us by the franchisees. As of the end of our fiscal year on February 1, 2026, we had 43 franchised PVS Hospitals open and in operation.

Table 1 below presents 2025 fiscal year Hospital Revenue for 23 franchised PVS Hospitals that were open and operating for the entire 2025 fiscal year and that had operated for at least 12 months prior to the start of the 2025 fiscal year. Excluded from Table 1 are 6 franchised Hospitals that closed during the 2025 fiscal year (2 of which had been in operation for less than 12 months before closing), 12 Hospitals that opened during the 2025 fiscal year, and 3 Hospitals operating in Puerto Rico.

Table 1: FY 2025 Hospital Revenue

Group	Highest Hospital Revenue in Group (note 1)	Lowest Hospital Revenue in Group	Median	Average	Number & Percent Achieving Average
Top 10% (3 Centers)	\$1,555,631	\$1,243,621	\$1,286,884	\$1,362,045	1 of 3 (33.3%)
Middle 80% (17 Centers)	\$1,146,406	\$502,331	\$826,432	\$821,174	9 of 17 (52.9%)
Bottom 10% (3 Centers)	\$423,843	\$230,816	\$404,344	\$353,001	2 of 3 (66.7%)
All Franchised Centers (23 Centers)	\$1,555,631	\$230,816	\$826,432	\$830,656	11 of 23 (47.8%)

Note 1: “Hospital Revenue” means all revenues generated and collected from services and products sold by or through FRANCHISEE and all other income of every kind related to the Hospital or FRANCHISEE, net of any discounts or refunds to customers. If FRANCHISEE makes a claim for business interruption insurance, “Hospital Revenue” includes the amount of revenue used to determine FRANCHISEE’s loss. “Hospital Revenue” does not include any sales taxes or other taxes FRANCHISEE collects from customers and pays directly to the appropriate taxing authority. PVS may determine Hospital Revenue from data in the practice information management system (PIMS). PVS reserves the right to modify this definition consistent with industry practices regarding revenue recognition and revenue reporting as circumstances, business practices, and technology change.

Some outlets have earned this amount. Your individual results may differ. There is no assurance that you’ll earn as much.

The financial information we utilized in preparing the preceding financial performance representations was based on information reported to us by franchisees.

Written substantiation for the financial performance representations included in this Item 19 will be made available to the prospective franchisee upon reasonable request.

Other than the foregoing financial performance representations, we do not make any representations about a franchisee’s future financial performance or the past financial performance of company-owned or franchised outlets. We also do not authorize our employees or representatives to make any such representations either orally or in writing. If you are purchasing an existing outlet, however, we may provide you with the actual records of that outlet. If you receive any other financial performance information or projections of your future income, you should report it to the franchisor’s management by contacting our Vice President – Veterinary Health Services at 19601 N. 27th Ave., Phoenix, AZ, tel. 623-587-2030 or vetownership@petsmart.com, the Federal Trade Commission, and the appropriate state regulatory agencies.

**ITEM 20
OUTLETS AND FRANCHISEE INFORMATION**

**Table 1
System-Wide Outlet Summary
For Years 2023 to 2025⁽¹⁾**

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year⁽²⁾	Net Change
Franchised	2023	11	38	+27
	2024	38	37	-1
	2025	37	43	+6
Company	2023	0	0	0
	2024	0	0	0
	2025	0	0	0
Total	2023	11	38	+27
	2024	38	37	-1
	2025	37	43	+6

Note 1: Our fiscal year is the 52- or 53-week period ending on the Sunday closest to January 31st. Our 2025 fiscal year was a 52-week period ending on February 1, 2026.

Note 2: Does not include Hospitals in Puerto Rico.

**Table 2
Transfers of Outlets from Franchisees to New Owners (Not Franchisor)
For Years 2023 to 2025**

State	Year	Number of Transfers
Pennsylvania	2023	1
	2024	0
	2025	0
Texas	2023	0
	2024	0
	2025	1
Total	2023	1
	2024	0
	2025	1