

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 Item 19, for example, by providing information about a possible performance at a particular location or under particular circumstances.

The following tables show Gross Sales and Job Size for Franchisees by Service Line and/or number of Service Lines.

As of December 31, 2025, there were (a) 31 Franchisees operating 67 Franchises offering Electronic Services, (b) 32 Franchisees operating 65 Franchises offering Art Services, and (c) 28 Franchisees operating 55 Franchises offering Textile Services. Of those (a), (b), and (c), 8 locations operate a single Primary Service Line, and 31 offer two or more Primary Service Lines. One location was excluded from Table 1 because they were operating for less than one full calendar year. All locations can offer Document Services.

Notes:

"Gross Sales" is the total revenue collected and derived from selling restoration services, less tax, discounts, allowances, returns, or refunds. Gross Sales are as reported to us in the software. It does not include any referral fees paid to them or revenue from other sources.

"Average" is the sum of all jobs that comprise the Gross Sales above, divided by the number of jobs in that set.

"Median" is found by taking the total number of jobs that make up the Gross Sales above and finding the middle number in that set.

All numbers are as reported by the Franchisees to us in the Software. In 2025, twenty-nine (29) Franchisees operate multiple Service Lines; all such results are consolidated for the tables that show revenue by number of Service Lines. In 2025, some Franchisees owned multiple franchises but reported their results to us through a single instance of the Software, including twenty-five (25) electronic locations, twenty-three (23) art locations, and nineteen (19) textile locations. As such, these Franchisee's results are consolidated in the tables below.

TABLE 1: AVERAGE AND MEDIAN ELECTRONIC GROSS SALES FOR LOCATIONS OPEN ONE OR MORE YEARS BY NUMBER OF PRIMARY SERVICE LINES

The table below identifies average and median Gross Sales information by the number of Primary Service Lines operated by a Franchisee during the 2025 calendar years. Note: For Franchisees that opened a second Primary Service Line mid-year, their Gross Sales for that newly opened Service Line are excluded for that year unless they did over \$200,000 in that Service Line, but their Gross Sales for any other Service Lines that had been open for one or more years are included. For 2025, this chart represents the results of the 8 Franchisees operating one Service Line, and 30 operating two or more Primary Service Lines and who had that Service Line open one or more years as of December 31, 2025.

**2025 AVERAGE AND MEDIAN GROSS SALES FOR FRANCHISEES
OPEN ONE OR MORE YEARS BY PRIMARY NUMBER OF SERVICE LINES**

2025	Average		Median	
# of Service Lines¹	Single Service Line	Multiple Service Lines	Single Service Line	Multiple Service Lines
Average/ Median	\$678,583	\$2,303,597	\$700,790	\$1,369,714
High	\$848,146	\$20,858,511	\$848,146	\$20,858,511
Low	\$380,282	\$110,539	\$380,282	\$413,571
Number of Locations	8	30	8	30
Number At or Above Average/ Median	4	7	4	15
Number Below Average/ Median	4	23	4	15
% Above Average/ Median	50%	23%	50%	50%
% Below Average/ Median	50%	77%	50%	50%

Note 1: Of those Franchisees that offered a single Service Line in 2025, 7 offered Art Approved Services and 1 offered Electronic Approved Services. Of those Franchisees that offered two or more Services Lines in 2025, 24 offered Art Approved Services, 30 offered Electronic Approved Services and 28 offered Textile Approved Services.

TABLE 2: JOB SIZE

The tables below identify information relating to job size by Primary Service Line during the 2025 calendar years. It represents the 32 Franchises operating the Electronic Service Line, 31 operating the Art Service Line, and 29 operating the Textile Service Line, and 15 operating the Document Service Line at any time in 2025.

Job Size is the average and median of all gross sales of jobs performed in the Service Lines indicated below. The results include only revenue generated for the Service Lines indicated and do not include revenue from any other line of business.

TABLE 2
AVERAGE AND MEDIAN JOB SIZE BY SERVICE LINE

	Average				Median			
Service Line	Art	Elec	Tex	Doc	Art	Elec	Tex	Doc
Average/Median	\$6,855	\$7,692	\$8,016	\$7,337	\$5,405	\$4,762	\$6,794	\$549
High	\$18,951	\$49,332	\$34,147	\$70,206	\$18,951	\$49,332	\$34,147	\$70,206
Low	\$962	\$1,847	\$0	\$82	\$962	\$1,847	\$0	\$82
Number of Locations	31	32	30	16	31	32	30	16
Number At or Above Average/Median	12	7	10	3	16	16	15	8
Number Below Average/Median	19	25	20	13	15	16	15	8
% Above Average/Median	39%	22%	33%	19%	52%	50%	50%	50%
% Below Average/Median	61%	78%	67%	81%	48%	50%	50%	50%

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

Written substantiation for the financial performance representation will be made available to the prospective franchisee upon reasonable request.

Other than the preceding financial performance representation, we do not make any financial performance representations. 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 Justin Ghadery at 6700 Forum Dr. Ste 150, Orlando, Florida 32821-8013, or 1-888-826-9429, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20: OUTLETS AND FRANCHISEE INFORMATION
Table No. 1A - Systemwide Outlet Summary for Years 2023 to 2025

ART SERVICE LINE ONLY

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchisee	2023	60	58	-2
	2024	58	60	+2
	2025	60	65	+5
Company-Owned	2023	1	1	0
	2024	1	0	-1
	2025	0	0	0
Total Outlets	2023	61	59	-2
	2024	59	60	+1
	2025	60	65	+5

Table No. 1B - Systemwide Outlet Summary for Years 2023 to 2025

ELECTRONIC SERVICE LINE ONLY

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchisee	2023	68	64	-4
	2024	64	65	+1
	2025	65	67	+2
Company-Owned	2023	1	1	0
	2024	1	0	-1
	2025	0	0	0
Total Outlets	2023	69	65	-4
	2024	65	65	0
	2025	65	67	+2

Table No. 1C - Systemwide Outlet Summary for Years 2023 to 2025

TEXTILE SERVICE LINE ONLY

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchisee	2023	30	32	+2
	2024	32	40	+8
	2025	40	55	+15
Company-Owned	2023	1	1	0
	2024	1	0	-1
	2025	0	0	0
Total Outlets	2023	31	33	+2
	2024	33	40	+7
	2025	40	55	+15