

u. Dispute resolution by arbitration or mediation	§16	Except as otherwise provided, all disputes and claims relating to your Franchise Agreement or the relationship of the parties must be settled by mediation or arbitration in New York in accordance with the rules of the American Arbitration Association (“AAA”) mediation and arbitration service. These provisions are subject to applicable state law.
	MDA: §14	Except as otherwise provided, all disputes and claims relating to your MDA or the relationship of the parties must be settled by mediation or arbitration in New York in accordance with the rules of the AAA mediation and arbitration service. These provisions are subject to applicable state law.
v. Choice of forum	§16	Arbitration in New York in accordance with the rules of the AAA service. These provisions are subject to applicable state law.
	MDA: §14	Arbitration in New York in accordance with the rules of the AAA service. These provisions are subject to applicable state law.
w. Choice of law	§25.1	Delaware law. These provisions are subject to applicable state law.
	MDA: §23.16	Delaware law. These provisions are subject to applicable state law

Applicable state law might require additional disclosures related to the information contained in this Item 17. These additional disclosures appear in Exhibit E.

Item 18: Public Figures

We do not use any public figure to promote our franchise.

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: (i) a franchisor provides the actual records of an existing outlet you are considering buying, or (ii) 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 19 shows the historic Net Sales information for calendar year 2024 for the Chatime franchise locations operating within the United States of America which have been operating more than 12 months in their current location and were operating as of December 31, 2024 under franchise agreements issued by us (Chatime Franchise LLC). Only stores open longer than a year

are included, since stores typically experience atypical results in the first few months due to ramp-up and opening promotions. Only stores with agreements issued by us (and not our affiliates La Kaffa or Chatime USA LLC) are included, since the agreements issued by us contain different terms than the agreements issued by our affiliates, and the stores with agreements issued by us are more representative of the support and training that you will receive from us.

Net Sales means all revenue from the sale of all products and sources, derived from, or originating from the relevant Chatime store minus any customer refunds, staff tips and/or sales taxes collected from customers and actually transmitted to the appropriate taxing authorities. This includes online sales fulfilled from the location. Net sales includes transactions, whether for cash, check, or credit, and regardless of collection in the case of check or credit, less any customer refunds, staff tips and/or sales taxes collected from customers and actually transmitted to the appropriate taxing authorities.

Net Sales information included in this Item 19 and the table below is obtained from store point-of-sale (POS) reports and other materials submitted by the retail locations and franchisee. Neither we, any of our affiliates nor an independent certified public accountant has independently audited or verified the information.

	Net Sales - 2024
Location 1	\$ 793,037
Location 2	\$ 476,602
Location 3	\$ 243,569
Location 4	\$ 210,709
Location 5	\$ 125,407

Some stores have sold this amount. Your individual results may differ. There is no assurance that you'll sell 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, Chatime Franchise LLC does 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 Steven Rothenstein, Head of US Development, at 8 The Green, Suite A, Dover, Delaware 19901, (516) 672-8763, email steven.rothenstein@chatime.com, the Federal Trade Commission, and the appropriate state regulatory agencies.

Item 20: Outlets and Franchisee Information

The tables below list all of the outlets operated by us, our affiliates, or our affiliates' franchisees, licensees, subfranchisors, or subfranchisees.