

Provision	Section in franchise or other agreement	Summary
u. Dispute resolution by arbitration or mediation	20.2 of Franchise Agreement; 7 and 8 of Non-Competition Agreement; 13(j) of iShip Subscription Agreement	Under the Franchise Agreement, you must offer to mediate any disputes you have with us before you may initiate any suit or action against us. We accept the mediation offer or not. The Non-Competition Agreement does not contain a provision regarding mediation or arbitration. If you remain a franchisee during dispute resolution, you must, during the dispute resolution process, continue to comply with all of your contractual duties.
v. Choice of forum	20.1(b) of Franchise Agreement; 8 and 10 of Non-Competition Agreement; 13(i) of iShip Subscription Agreement	All Franchise Agreement and iShip Subscription Agreement disputes (not resolved through mediation) must be litigated in San Diego, California. Disputes involving the Non-Competition Agreement must be litigated in courts of state where Center is located. Where applicable, subject to state-specific law (see FDD Exhibit 5).
w. Choice of law	20.1(a) of Franchise Agreement; 10 of Non-Competition Agreement; 13(i) of iShip Subscription Agreement	Franchise Agreement is subject to California law and federal law for intellectual property issues; iShip Subscription Agreement is subject to California law; Non-Competition Agreement is governed by law of state where franchised Center is located. Where applicable, subject to state-specific law (see FDD Exhibit 5).

**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: (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.

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 Stephen Chambers, The UPS Store, Inc., 9350 Waxie Way, Suite 520, San Diego, California 92123; Phone: 858-455-8970; the Federal Trade Commission, and the appropriate state regulatory agencies.

**ITEM 20
OUTLETS AND FRANCHISEE INFORMATION**

All year-end numbers appearing in the tables below are as of December 31 in each year. The tables below list all Centers in our system, regardless of the type of site at which they operate. Of the 5,503 Centers operating as of our 2025 fiscal year end, 267 operated at or within Non-Traditional locations, including 45 in hotels, 8 at convention centers, 32 at colleges and universities, 26 on military bases, 115 store in store locations, 8 Self Storage locations, and 33 in other types of Non-Traditional locations.

Table No. 1

**Systemwide Outlet Summary
For years 2023 to 2025**

Column 1 Outlet Type	Column 2 Year	Column 3 Outlets at the Start of the Year	Column 4 Outlets at the End of the Year	Column 5 Net Change
Franchised	2023	5,138	5,232	+94
	2024	5,232	5,350	+118
	2025	5,350	5,487	+137
Company- Owned	2023	2	2	0
	2024	2	15	+13
	2025	15	16	+1
Total Outlets	2023	5,140	5,234	+94
	2024	5,234	5,365	+131
	2025	5,365	5,503	+138

Table No. 2

**Transfers of Outlets from Franchisees to New Owners (other than the Franchisor)
For years 2023 to 2025**

Column 1 State	Column 2 Year	Column 3 Number of Transfers
Alabama	2023	4
	2024	3
	2025	3