

Provision	Section in Franchise Agreement (unless otherwise specified)	Summary
v. Choice of venue	14(H)	Unless state law supersedes this provision, venue for mediation, arbitration, and litigation is in McLennan County, Texas.
w. Choice of law	14(G)(1)	Texas law applies unless state law supersedes this provision.

SEE THE ATTACHED STATE ADDENDA (Exhibit N) FOR ADDITIONAL DISCLOSURES.

ITEM 18

PUBLIC FIGURES

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

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.

The sales figures listed below are average and median Gross Sales per Job data derived from historical operating results of the Mr. Appliance® franchised businesses indicated for the period from January 1, 2024 to December 31, 2024 (the “Reporting Period”). We obtained these sales figures from information provided to us by our franchisees. Franchisees are not required to use generally accepted accounting principles when reporting these figures.

As of December 31, 2024, there were 310 Mr. Appliance businesses in operation in the United States, all of which were franchised businesses. The information provided in this Item 19 is based on data reported to us from a total of 289 franchised businesses that were in operation and reported sales to us for all or any portion of the Reporting Period, including franchised businesses that opened or closed during the Reporting Period. This Item 19 does not include data from (a) 9 franchised businesses that opened during the Reporting Period and therefore didn’t operate and report data for all of the Reporting Period and (b) 12 franchised businesses that underwent a transfer during the Reporting Period and as a result did not operate and report data for all of the Reporting Period.

“Gross Sales” means the total revenues and receipts from whatever source (whether in the form of cash, credit, agreement to pay, barter, trade or other consideration) that arise, directly or indirectly, from the operation of — or in connection with — a Mr. Appliance business whether under any of the Marks or

otherwise. Gross Sales exclude sales taxes collected from customers and paid to the appropriate taxing authority and any other bona fide refunds, rebates or discounts that we authorize in writing. Gross Sales also exclude sales from any Excluded Services (as defined in a mutually executed Excluded Services Addendum (see Schedule I to the Franchise Agreement)).

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

Written substantiation for these financial performance representations will be made available to a prospective franchisee upon reasonable request.

**Average and Median Gross Sales Per Job for Franchised Businesses
Open and Reporting for any portion of the Reporting Period**

Percentage or Quartile Rank (in Terms of Level of Average Gross Sales Per Job) of Franchised Businesses 2024¹	Average Gross Sales Per Job Attained by Group²	Highest Gross Sales Per Job Attained by Group³	Lowest Gross Sales Per Job by Attained by Group³	Median Gross Sales Per Job Attained by Group²	Number in Group¹	Number and Percentage that Attained at least Average⁴
1st Quartile	\$368	\$603	\$323	\$351	72	25 / 34.7%
2nd Quartile	\$303	\$323	\$286	\$302	72	37 / 51.4%
3rd Quartile	\$274	\$286	\$261	\$274	72	37 / 51.4%
4th Quartile	\$236	\$261	\$179	\$241	73	42 / 57.5%
100%	\$295	\$603	\$179	\$286	289	141 / 48.7%

¹ This is the number of franchised businesses included in this analysis (i.e., open and reporting for any part of the Reporting Period) (the “Reporting Businesses”). The Reporting Businesses are divided into groups based on the level of Individual Business Average Gross Sales Per Job (as defined below) achieved during the Reporting Period (i.e., 1st, 2nd, 3rd and 4th quartile, and all (100%)).

² We calculated the average and median Gross Sales Per Job as follows: (i) first, we calculated the average Gross Sales Per Job during the Reporting Period for each Reporting Business, based on information provided by the Reporting Businesses to us through our Software System (the “Individual Business Average Gross Sales Per Job”) and (ii) then we calculated the average and median of all Reporting Businesses’ Individual Business Average Gross Sales Per Job (as determined in clause (i)) during the Reporting Period.

³ This is the range between the Reporting Businesses’ lowest Individual Business Average Gross Sales Per Job and the highest Individual Business Average Gross Sales Per Job during the Reporting Period, based on information provided by the Reporting Businesses to us.

⁴ This is the number and percentage of Reporting Businesses within the applicable group that achieved or exceeded the Average Gross Sales Per Job applicable to the group.

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 Glenn Lewis, 1010 N. University Parks Drive, Waco, Texas 76707, (254) 745-2400, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20

OUTLETS AND FRANCHISEE INFORMATION

Table No. 1

Systemwide Outlet Summary for Years 2022 to 2024

Outlet Type	Year	Outlets at Start of Year	Outlets at End of Year	Net Change
Franchised	2022	315	325	+10
	2023	325	325	0
	2024	325	310	-15
Company-Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total Outlets	2022	315	325	+10
	2023	325	325	0
	2024	325	310	-15

¹ Included in "outlets" are all Businesses that have opened an operating location. Neither sale of a new territory to an existing franchisee where a separate operating location will not be opened nor execution of a franchise agreement for a new location where the location is not yet open are included.

Table No. 2

**Transfers¹ of Outlets From Franchisees to New Owners
(Other than the Franchisor)**

State	Year	Number of Transfers
AZ	2022	0
	2023	1
	2024	1
CA	2022	0
	2023	1
	2024	0