

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.

Background. This Item 19 sets forth certain historical data as provided by our franchisees. This data is for the period January 1, 2025 to December 31, 2025 for gross sales and gross window and patio door unit sales. Our franchisees have voluntarily submitted this data or the vendors from whom franchisees purchase window and patio doors have provided it to us. Franchisees use the accounting procedures they independently select. As used in this Item 19, "gross sales" means the total sales generated by the business without any deductions. "Gross sales" does not include deductions for sales tax paid to taxing authorities. As used in this Item 19, "gross window and patio door unit sales" refers to the number of windows and patio doors sold by the business. "Gross window and patio door unit sales" does not refer to the numbers of other exterior remodeling products a franchisee may sell, such as entry doors, siding, garage doors, roofing, etc.

The data are presented according to market size and type of owner. Territories are classified as: (1) small market; (2) medium market; (3) large market; or (4) metro market. Small-market territories have 150,000 or less owner-occupied households within the territory. Medium-market territories have between 150,001 and 250,000 owner-occupied households within the territory. Large-market territories have between 250,001 and 550,000 owner-occupied households within the territory. Metro-market territories have 550,001 or more owner-occupied households within the territory. The gross sales data of certain franchises owned by multi-unit franchisees are reported to us on a consolidated basis. For a different subset of franchises owned by multi-unit franchisees, gross window and patio door unit sales data are also reported to us on a consolidated basis. In each instance, for purposes of this Item 19, we refer to these franchises as "combined-market businesses." We display this data in separate paragraphs as we are unable to breakdown the data into distinct territories. The number of owner-occupied households in a territory is determined according to the most-recently-available data reported by the United States Census Bureau. We have a reasonable basis to believe this data reflects the current performance of the franchise system as a whole. We do not include any data from outlets which are owned or operated by our affiliate.

Franchisee Gross Sales – 2025. The following paragraphs present the annual gross sales reported by the 208 Window World franchises which were open and operating for the entire 2025 calendar year. 190 of those franchises share the common characteristic that they operate and report gross sales figures as a single licensed territory. 18 franchises operated and reported their gross sales as combined-market businesses for the 2025 calendar year. The outlets in this sample do not differ materially from those being offered in the disclosure document. The total gross sales reported by the 208 Window World franchises which were open and operating for the entire 2025 calendar year was \$1,198,124,563.65. The total systemwide gross sales of all our franchises for 2025

(including partial-year gross sales figures for those franchises which either opened or closed during the 2025 calendar year) was \$1,201,858,810.17.

Small-Market Franchisee Businesses

71 small-market businesses reported total gross sales for a single market for 2025. The total gross sales for these small-market businesses were \$231,029,903.27, ranging from a low of \$602,899.26 to a high of \$9,918,825.73. Average gross sales for the small-market businesses were \$3,253,942.30. Median gross sales for the small-market businesses were \$2,660,959.33. 29 small-market businesses, or 41% of reporting small-market businesses, attained or surpassed the average gross sales of the small-market businesses. 36 small-market businesses, or 51% of reporting small-market businesses, attained or surpassed the median gross sales of the small-market businesses.

Medium-Market Franchisee Businesses

55 medium-market businesses reported total gross sales for a single market for 2025. The total gross sales for these medium-market businesses were \$303,062,689.32, ranging from a low of \$1,049,129.98 to a high of \$21,291,987.41. Average gross sales for the medium-market businesses were \$5,510,230.71. Median gross sales for the medium-market businesses were \$4,736,584.50. 23 medium-market businesses, or 42% of reporting medium-market businesses, attained or surpassed the average gross sales of the medium-market businesses. 28 medium-market businesses, or 51% of reporting medium-market businesses, attained or surpassed the median gross sales for the medium-market businesses.

Large-Market Franchisee Businesses

44 large-market businesses reported total gross sales for a single market for 2025. The total gross sales for these large-market businesses were \$295,990,111.79, ranging from a low of \$517,965.19 to a high of \$15,798,384.09. Average gross sales for the large-market businesses were \$6,727,048.00. Median gross sales for the large-market businesses were \$5,278,521.04. 19 large-market businesses, or 43% of reporting large-market businesses, attained or surpassed the average gross sales of the large-market businesses. 22 large-market businesses, or 50% of reporting large-market businesses, attained or surpassed the median gross sales for the large-market businesses.

Metro-Market Franchisee Businesses

20 metro-market businesses reported total gross sales for a single market for 2025. The total gross sales for these metro-market businesses were \$241,352,189.72, ranging from a low of \$705,267.00 to a high of \$42,410,457.89. Average gross sales for the metro-market businesses were \$12,067,609.49. Median gross sales for the metro-market businesses were \$6,883,614.98. 6 metro-market businesses, or 30% of reporting metro-market businesses, attained or surpassed the average gross sales of the metro-market businesses. 10 metro-market businesses, or 50% of reporting metro-market businesses, attained or surpassed the median gross sales for the metro-market businesses.

Combined-Market Franchisee Businesses

18 franchises reported total gross sales as combined markets for 2025. These 18 franchises are owned by 5 franchisees and were reported as 7 combined-market businesses. The total gross sales for these 7 combined-market businesses were \$126,689,669.55, ranging from a low of \$4,061,269.33 to a high of \$32,774,328.69. Average gross sales for these 7 combined-market businesses were \$18,098,524.22. Median gross sales for these 7 combined-market businesses were \$18,664,819.98. 4 of the 7 (or 57%) of the reporting combined-market businesses attained or surpassed the average gross sales of the combined-market businesses. 4 of the 7 (or 57%) of the reporting combined-market businesses attained or surpassed the median gross sales for the combined-market businesses.

Franchisee Gross Window and Patio Door Unit Sales – 2025. The following paragraphs present the annual gross window and patio door unit sales reported by Window World’s approved window and patio door vendors for the 208 Window World franchises that were open and operating for the entire 2025 calendar year. 204 of those franchises share the common characteristic that they operated and had gross window and patio door unit sales reported as a single licensed territory. 4 franchises operated and had their gross window and patio door unit sales reported as combined-market businesses for the 2025 calendar year. The outlets in this sample do not differ materially from those being offered in the disclosure document. The total gross window and patio door unit sales reported for the 208 Window World franchises which were open and operating for the entire 2025 calendar year was 1,081,885. The total systemwide gross window and patio door unit sales of all our franchises for 2025 (including partial-year gross window and patio door unit sales figures for those franchises which either opened or closed during the 2025 calendar year) was 1,085,173.

Small-Market Franchisee Businesses

75 small-market businesses had total gross window and patio door unit sales reported for a single market for 2025. The total gross window and patio door unit sales for these small-market businesses were 219,770, ranging from a low of 614 to a high of 11,632. Average gross window and patio door unit sales for the small-market businesses were 2,930. Median sales for the small-market businesses were 2,544. 31 small-market businesses, or 41% of reported small-market businesses, attained or surpassed the average gross window and patio door unit sales of the small-market businesses. 38 small-market businesses, or 51% of reported small-market businesses, attained or surpassed the median gross window and patio door unit sales of the small-market businesses.

Medium-Market Franchisee Businesses

61 medium-market businesses had total gross window and patio door unit sales reported for a single market for 2025. The total gross window and patio door unit sales for these medium-market businesses were 299,369, ranging from a low of 481 to a high of 18,146. Average gross window and patio door unit sales for the medium-market businesses were 4,908. Median sales for the medium-market businesses were 4,283. 28 medium-market businesses, or 46% of reported medium-market businesses, attained or surpassed the average gross window and patio door unit sales of the medium-market businesses. 31 medium-market businesses, or 51% of reported

medium-market businesses, attained or surpassed the median gross window and patio door unit sales of the medium-market businesses.

Large-Market Franchisee Businesses

45 large-market businesses had total gross window and patio door unit sales reported for a single market for 2025. The total gross window and patio door unit sales for these large-market businesses were 258,483, ranging from a low of 730 to a high of 13,473. Average gross window and patio door unit sales for the large-market businesses were 5,744. Median sales for the large-market businesses were 4,229. 16 large-market businesses, or 36% of reported large-market businesses, attained or surpassed the average gross window and patio door unit sales of the large-market businesses. 23 businesses, or 51% of reported businesses, attained or surpassed the median gross window and patio door unit sales of the large-market businesses.

Metro-Market Franchisee Businesses

23 metro-market businesses had total gross window and patio door unit sales reported for a single market for 2025. The total gross window and patio door unit sales for these metro-market businesses were 247,014, ranging from a low of 907 to a high of 53,298. Average gross window and patio door unit sales for the metro-market businesses were 10,740. Median sales for the metro-market businesses were 5,441. 6 metro-market businesses, or 26% of reported metro-market businesses, attained or surpassed the average gross window and patio door unit sales of the metro-market businesses. 12 metro-market businesses, or 52% of reported metro-market businesses, attained or surpassed the median gross window and patio door unit sales of the metro-market businesses.

Combined-Market Franchisee Businesses

4 franchises reported total gross window unit and patio door sales using a combined-market reporting format for 2025. These 4 franchises are owned by 1 franchisee and were reported as 2 combined-market businesses. The total gross window unit and patio door sales for these 2 combined-market businesses were 57,249, ranging from a low of 16,895 to a high of 40,354. Average gross window unit and patio door sales for these 2 combined-market businesses were 28,625. Median gross window unit and patio door sales for these 2 combined-market businesses were 28,635. 1 of the 2 (or 50%) reported combined-market businesses attained or surpassed the average gross window unit and patio door sales of the combined-market businesses. 1 of the 2 (or 50%) reported combined-market businesses attained or surpassed the median gross window unit and patio door sales of the combined-market businesses.

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

The financial performance representations do not reflect the costs of sales, operating expenses, or other costs or expenses that must be deducted from the gross revenue or gross sales figures to obtain your net income or profit. You should conduct an independent investigation of the costs and expenses you will incur in operating your Window World franchise. Franchisees or former franchisees, listed in the Disclosure Document, may be one source of this information.

Some units have earned these amounts. Your individual results may differ. There is no assurance that you will earn as much.

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 our Legal Department, 118 Shaver Street, North Wilkesboro, North Carolina 28659, (336) 667-2100, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20: OUTLETS AND FRANCHISEE INFORMATION

**Table No. 1
SYSTEMWIDE OUTLET SUMMARY
For Years 2023, 2024, and 2025**

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2023	211	212	+1
	2024	212	208	-4
	2025	208	211	+3
Company-Owned	2023	0	0	0
	2024	0	2	+2
	2025	2	0	-2
Total Outlets	2023	211	212	+1
	2024	212	210	- 2
	2025	210	211	+1

**Table No. 2
TRANSFERS OF OUTLETS FROM FRANCHISEES TO NEW OWNERS
(OTHER THAN THE FRANCHISOR)
For Years 2023, 2024, and 2025**

State	Year	Number of Transfers
Arkansas	2023	0
	2024	1
	2025	0
Delaware	2023	0
	2024	0
	2025	1