

<b>Provision</b>	<b>Section in Franchise Agreement (unless otherwise specified)</b>	<b>Summary</b>
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 averages and medians derived from historical operating results of the Glass Doctor® franchised businesses indicated for the time period covered. We obtained these sales figures from information provided to us by our franchisees using our software program for the period from January 1, 2023 through December 31, 2023 (the “Reporting Period”). Franchisees are not required to use generally accepted accounting principles when reporting these figures.

As of December 31, 2023, there were 165 Glass Doctor® businesses in operation in the United States, (15 operating under the Auto Option; 12 operating under the Home and Business Option; and the remaining 138 operating under both options), all of which were franchised businesses. This Item 19 includes data from 153 businesses (the “Reporting Businesses”), 7 of which operated under the Auto Option, 8 of which operated under the Home and Business Option, and the remaining 138 of which operated under both options. All Reporting Businesses were in operation and reported sales for all of the Reporting Period. The information provided in this Item 19 does not include data from 12 franchised businesses (8 operating under the Auto Option; and 4 operating under the Home and Business Option) that opened during the year 2023 and were therefore not in operation for the entire Reporting Period.

Nine franchised businesses closed during the Reporting Period, and so they did not report data to us for the entire Reporting Period and therefore their data is also excluded from this Item 19. Of the 9 businesses that closed during the Reporting Period, no business closed after being open for less than 12 months.

Almost all (i.e., 138 out of 153) of the Reporting Businesses included in the figures in this Item 19 were granted the right to operate under both, the Home and Business Option and the Auto Option. As noted throughout this Franchise Disclosure Document, unless you are an existing Glass Doctor® franchisee that qualifies to renew under both options or you are a qualified transferee purchasing an existing Glass Doctor® business that operates under both options, you will receive the right to operate under only one option (Home and Business Option or Auto Option) but not both. In order to address this distinction, we have separated the Gross Sales data in this Item 19 based on whether the Gross Sales were earned as a result of the provision of services and products that fall under the Auto Option or under the Home and Business Option. The tables below set forth the Gross Sales data, for the Reporting Period, for the Reporting Businesses, separated based on the type of services the Gross Sales originated from, i.e.: (a) installation, repair and/or replacement of residential and commercial flat glass and shower enclosures and related products and services provided under the Home and Business Option (such products and services, the “HB Jobs” and the Gross Sales arising from the HB Jobs, the “HB Gross Sales”); or (b) installation, repair and/or replacement of auto glass and related products and services under the Auto Option (such products and services, the “Auto Jobs” and the Gross Sales arising from the Auto Jobs, the “Auto Gross Sales”).

136 of the Reporting Businesses had at least 25% of their total Gross Sales for the Reporting Period derived from the provision of HB Jobs (“HB Businesses”). Table 1A presents the Gross Sales per HB Job data for the Reporting Period for 127 of the HB Businesses (“HB Reporting Businesses”). Table 1A excludes data from 9 HB Businesses that did not properly report data to us for the Reporting Period such that we were unable to calculate reliable Gross Sales per HB Job data for such businesses. 90 of the Reporting Businesses had at least 25% of their total Gross Sales for the Reporting Period derived from the provision of Auto Jobs (“Auto Businesses”). Table 1B presents the Gross Sales per Auto Job data for the Reporting Period for 84 of the Auto Businesses (“Auto Reporting Businesses”). Table 1B excludes data from 6 Auto Businesses that did not properly report data to us for the Reporting Period such that we were unable to calculate reliable Gross Sales per Auto Job data for such businesses.

Table 2A presents the annual Gross Sales data for the Reporting Period for all HB Businesses except for one business that failed to properly report data to us, and Table 2B presents the annual Gross Sales data for the Reporting Period for all Auto Businesses. Table 3A separates the annual Gross sales data for the Reporting Period for the HB Businesses (included in Table 2A) into quartiles and percentages based on the level of Gross Sales achieved by the business during the Reporting Period, and Table 3B separates the annual Gross Sales data for the Reporting Period for all Auto Businesses into quartiles and percentages based on the level of Gross Sales achieved by the business during the Reporting Period. In other words, Reporting Businesses that had at least 25% of their total Reporting Period Gross Sales derived from Auto Jobs and at least 25% of their total Reporting Period Gross Sales derived from HB Jobs are included in all tables in this Item 19. Tables 1A, 2A and 3A exclude data from Reporting Businesses that derived less than 25% of their total Gross Sales for the Reporting Period from HB Jobs, and Tables 1B, 2B and 3B exclude data from Reporting Businesses that derived less than 25% of their total Gross Sales for the Reporting Period from Auto Jobs.

**“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 Glass Doctor® 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.**

**Table 1A**  
**Gross Sales per HB Job - Home and Business Jobs Only**  
**January 1, 2023 through December 31, 2023**

Percentage or Quartile Rank (in Terms of Level of Average Gross Sales Per Job) of HB Reporting Businesses <sup>1</sup>	Average Gross Sales Per HB Job Attained by Group <sup>2</sup>	Highest Gross Sales Per HB Job Attained by Group <sup>3</sup>	Lowest Gross Sales Per HB Job Attained by Group <sup>4</sup>	Median Gross Sales Per HB Job Attained by Group <sup>2</sup>	Number of HB Reporting Businesses in Group <sup>1</sup>	Number and Percent in Group that Attained the Average or Greater <sup>5</sup>
Top 10%	\$2,358	\$11,593	\$1,299	\$1,584	13	1 / 0.8%
1st Quartile	\$1,634	\$11,593	\$1,001	\$1,239	32	6 / 18.8%
2nd Quartile	\$862	\$988	\$785	\$861	32	16 / 50.0%
3rd Quartile	\$699	\$784	\$604	\$711	32	18 / 56.3%
4th Quartile	\$514	\$600	\$307	\$543	31	22 / 70.9%
Bottom 10%	\$433	\$523	\$307	\$461	13	6 / 46.2%
100%	\$930	\$11,593	\$307	\$785	127	36 / 28.3%

<sup>1</sup>This is the number of HB Reporting Businesses included in this analysis (i.e., businesses that were open and reporting for the entire Reporting Period and derived at least 25% of total Reporting Period Gross Sales from HB Jobs). The HB Reporting Businesses are divided into groups based on the level of Individual Business Average Gross Sales Per HB Job (as defined below) achieved during the Reporting Period (i.e., top 10%, 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> quartile, bottom 10%, and all (100%)).

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

<sup>3</sup>This is the actual highest Individual Business Average Gross Sales Per HB Job during the Reporting Period, based on information provided by the HB Reporting Businesses to us through our Software System.

<sup>4</sup>This is the actual lowest Individual Business Average Gross Sales Per HB Job during the Reporting Period, based on information provided by the HB Reporting Businesses to us through our Software System.

<sup>5</sup> This is the number and percent of the HB Reporting Businesses in the group that achieved or exceeded during the Reporting Period the group’s average Gross Sales per HB Job.

**Table 1B**  
**Gross Sales per Auto Job - Auto Jobs Only**  
**January 1, 2023 through December 31, 2023**

Percentage or Quartile Rank (in Terms of Level of Average Gross Sales Per Job) of Auto Reporting Businesses <sup>1</sup>	Average Gross Sales Per Auto Job Attained by Group <sup>2</sup>	Highest Gross Sales Per Auto Job Attained by Group <sup>3</sup>	Lowest Gross Sales Per Auto Job Attained by Group <sup>4</sup>	Median Gross Sales Per Auto Job Attained by Group <sup>2</sup>	Number of Auto Reporting Businesses in Group <sup>1</sup>	Number and Percent in Group that Attained the Average or Greater <sup>5</sup>
Top 10%	\$563	\$696	\$491	\$537	9	3 / 33.3%
1st Quartile	\$510	\$696	\$446	\$486	21	6 / 28.6%
2nd Quartile	\$405	\$445	\$379	\$404	21	9 / 42.9%
3rd Quartile	\$350	\$374	\$322	\$354	21	12 / 57.1%
4th Quartile	\$287	\$320	\$234	\$287	21	12 / 57.1%
Bottom 10%	\$264	\$284	\$234	\$265	9	5 / 55.6%
100%	\$388	\$696	\$234	\$381	84	38 / 45.2%

<sup>1</sup>This is the number of Auto Reporting Businesses included in this analysis (i.e., businesses that were open and reporting for the entire Reporting Period and derived at least 25% of total Reporting Period Gross Sales from Auto Jobs). The Auto Reporting Businesses are divided into groups based on the level of Individual Business Average Gross Sales Per Auto Job (as defined below) achieved during the Reporting Period (i.e., top 10%, 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> quartile, bottom 10%, and all (100%)).

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

<sup>3</sup>This is the actual highest Individual Business Average Gross Sales Per Auto Job during the Reporting Period, based on information provided by the Auto Reporting Businesses to us through our Software System.

<sup>4</sup>This is the actual lowest Individual Business Average Gross Sales Per Auto Job during the Reporting Period, based on information provided by the Auto Reporting Businesses to us through our Software System.

<sup>5</sup> This is the number and percent of the Auto Reporting Businesses in the group that achieved or exceeded during the Reporting Period the group’s average Gross Sales per Auto Job.

**Table 2A – Annual HB Gross Sales Data**  
**for HB Businesses**  
**Open and Reporting for full 12 Months from**  
**January 1, 2023 through December 31, 2023**

Average Annual HB Gross Sales	High <sup>1</sup>	Low <sup>2</sup>	Median Annual HB Gross Sales	Number of Businesses <sup>3</sup>	# / % at or above Average <sup>4</sup>
\$1,076,833	\$11,198,958	\$11,379	\$651,681	135	40/29.6%

<sup>1</sup>This is the actual highest annual HB Gross Sales (i.e., annual Gross Sales arising from HB Jobs) during the Reporting Period, based on information provided by the HB Businesses (i.e., businesses that were open and reporting for the entire Reporting Period and derived at least 25% of total Reporting Period Gross Sales from HB Jobs) to us through our Software System. One HB Business was excluded from this table because it failed to properly report data to us.

<sup>2</sup>This is the actual lowest annual HB Gross Sales during the Reporting Period, based on information provided by the HB Businesses to us through our Software System.

<sup>3</sup>This is the number of the HB Businesses included in the analysis.

<sup>4</sup>This is the number and percent of the HB Businesses that achieved or exceeded during the Reporting Period the average HB Gross Sales reported in the table.

**Table 2B – Annual Auto Gross Sales Data**  
**for Auto Businesses**  
**Open and Reporting for full 12 Months from**  
**January 1, 2023 through December 31, 2023**

Average Annual Auto Gross Sales	High <sup>1</sup>	Low <sup>2</sup>	Median Annual Auto Gross Sales	Number of Businesses <sup>3</sup>	# / % at or above Average <sup>4</sup>
\$801,456	\$11,998,895	\$47,038	\$415,688	90	28/31.1%

<sup>1</sup>This is the actual highest annual Auto Gross Sales (i.e., annual Gross Sales arising from Auto Jobs) during the Reporting Period, based on information provided by the Auto Businesses (i.e., businesses that were open and reporting for the entire Reporting Period and derived at least 25% of total Reporting Period Gross Sales from Auto Jobs) to us through our Software System.

<sup>2</sup>This is the actual lowest annual Auto Gross Sales during the Reporting Period, based on information provided by the Auto Businesses to us through our Software System.

<sup>3</sup>This is the number of the Auto Businesses included in the analysis.

<sup>4</sup>This is the number and percent of the Auto Businesses that achieved or exceeded during the Reporting Period the average Auto Gross Sales reported in the table.

**Table 3A -- 2023 HB Gross Sales Data by Quartile**  
**January 1, 2023 through December 31, 2023**

Quartile	Average Annual HB Gross Sales	High <sup>1</sup>	Low <sup>2</sup>	Median Annual HB Gross Sales	Number of Businesses <sup>3</sup>	Number/ Percent at or above Average <sup>4</sup>
1	\$2,764,303	\$11,198,958	\$1,214,685	\$2,126,690	34	10/29.4%
2	\$849,586	\$1,212,831	\$651,681	\$770,776	34	16/47.1%
3	\$487,953	\$628,979	\$361,681	\$483,198	34	17/50.0%
4	\$179,086	\$357,271	\$11,379	\$165,058	33	15/45.5%

<sup>1</sup>This is the actual highest annual HB Gross Sales, in the applicable quartile, during the Reporting Period, based on information provided by the HB Businesses to us through our Software System. One HB Business was excluded from this table because it failed to properly report data to us.

<sup>2</sup>This is the actual lowest annual HB Gross Sales, in the applicable quartile, during the Reporting Period, based on information provided by the HB Businesses to us through our Software System.

<sup>3</sup>This is the number of HB Businesses included in the analysis, in the applicable quartile (based on the level of Gross Sales achieved).

<sup>4</sup> This is the number and percent of HB Businesses in the applicable quartile that achieved or exceeded during the Reporting Period the average HB Gross Sales reported in the table.

**Table 3B -- 2023 Auto Gross Sales Data by Quartile**  
**January 1, 2023 through December 31, 2023**

Quartile	Average Annual Auto Gross Sales	High <sup>1</sup>	Low <sup>2</sup>	Median Annual Auto Gross Sales	Number of Businesses <sup>3</sup>	Number/Percent at or above Average <sup>4</sup>
1	\$2,027,392	\$11,998,895	\$881,466	\$1,277,875	23	6/26.1%
2	\$623,731	\$879,322	\$415,005	\$597,951	23	11/47.8%
3	\$341,129	\$412,493	\$251,854	\$346,876	22	11/50.0%
4	\$165,925	\$247,267	\$47,038	\$183,501	22	13/59.1%

<sup>1</sup>This is the actual highest annual Auto Gross Sales, in the applicable quartile, during the Reporting Period, based on information provided by the Auto Businesses to us through our Software System.

<sup>2</sup>This is the actual lowest annual Auto Gross Sales, in the applicable quartile, during the Reporting Period, based on information provided by the Auto Businesses to us through our Software System.

<sup>3</sup>This is the number of Auto Businesses included in the analysis, in the applicable quartile (based on the level of Gross Sales achieved).

<sup>4</sup> This is the number and percent of Auto Businesses in the applicable quartile that achieved or exceeded during the Reporting Period the average Auto Gross Sales reported in the table.

Written substantiation for these financial performance representations will be made available to a 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 Jeramy Sibley, 1010 N. University Parks Drive, Waco, Texas 76707, (254) 759-5859, the Federal Trade Commission, and the appropriate state regulatory agencies.

## ITEM 20

### OUTLETS AND FRANCHISEE INFORMATION

**Table No. 1A**

#### Combination Services - Systemwide Outlet<sup>1,2</sup> Summary for Years 2021 to 2023

Outlet Type	Year	Outlets at Start of Year	Outlets at End of Year	Net Change
Franchised	2021	165	158	-7
	2022	158	144	-14
	2023	144	138	-6
Company Owned	2021	0	0	0
	2022	0	0	0
	2023	0	0	0
Total Outlets	2021	165	158	-7
	2022	158	144	-14
	2023	144	138	-6

**Table No. 1B**

#### Auto Option - Systemwide Outlet<sup>1,2</sup> Summary for Years 2021 to 2023

Outlet Type	Year	Outlets at Start of Year	Outlets at End of Year	Net Change
Franchised	2021	1	4	+3
	2022	4	8	+4
	2023	8	15	+7
Company Owned	2021	0	0	0
	2022	0	0	0
	2023	0	0	0