

Provisions	Article in Franchise Agreement; Small-Market Franchise Addendum	Summary
		third party.
o. Franchisor's option to purchase franchisee's business	XVI.I.	We do not have the option to buy your Franchised Business.
p. Death or disability of franchisee	IX.D.	Your executor can assign your Franchise Agreement, but we must approve the new owner and the Franchise Agreement must be assigned within six months of the date of death or permanent disability.
q. Non-competition covenants during the term of the franchise	XIII.A and Nondisclosure and Noncompetition Agreement	You, your principals, partners, and their spouses cannot be involved in a business that competes with Franchised Businesses (subject to state law).
r. Non-competition covenants after the franchise is terminated or expires	XIII.B and Nondisclosure and Noncompetition Agreement	You, your principals, partners, and their spouses cannot be involved in a business that competes with Franchised Businesses in the lesser of adjacent counties of the Territory or 75 miles from the outside border of the Territory for two years (subject to state law).
s. Modification of the license	XVI.H.	We may adopt and use new or modified Marks, copyrighted materials, products, equipment or techniques without liability to you and you agree to comply with the modifications even if such modifications.
t. Integration/merger clause	XVI.J.	Only the terms of the Franchise Agreement and other related written agreements are binding (subject to state law). Any representations or promises outside of the Disclosure Document and Franchise Agreement may not be enforceable. Notwithstanding the foregoing, nothing in the franchise agreement or any related agreement is intended to disclaim the representations made in the Franchise Disclosure Document.
u. Dispute resolution by arbitration or mediation	XV.	All disputes must be resolved by arbitration except those set forth in Article XV.B, and where prohibited by your state's law (subject to state law).
v. Choice of forum	XV	Subject to applicable state law, all claims must be arbitrated or litigated in the city in which our principal place of business is located.
w. Choice of law	XV.J	Subject to applicable state laws, Georgia law applies.

### Item 18: Public Figures

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

### 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.

In 2024, eight Furniture Medic franchisees converted their franchises to Renew Medic franchises, all of which are Traditional Franchises. Four of these eight Furniture Medic franchisees transferred their businesses to our corporate affiliates prior to the Renew Medic conversion. These eight franchisees had developed their Furniture Medic businesses, and particularly their specialty restoration and insurance business, to a level where their business no longer resembled a Furniture Medic business. Specifically, Furniture Medic businesses are smaller operations where furniture repair work can be performed on site at customer locations as well as in small shops, including home offices or garages. By contrast, the eight Renew Medic franchisees that were converted from Furniture Medic franchisees operate their businesses in large, industrial-size warehouses that contain a minimum of 5,000 - 7,500 square feet of warehouse and office space. Likewise, where Furniture Medic franchisees provide services that restore furniture, wood, and fabric for customers directly and through insurance carriers, the Renew Medic business is limited to cabinet and wood repair and provides services mostly through insurance carriers.

In 2024, there were eight Renew Medic franchisees, all of which had converted their businesses from Furniture Medic franchised businesses in 2024. This includes the four conversion franchises that are now operated by our corporate affiliates. All of these previous Furniture Medic businesses opened before 2024. Table 1 below shows the Gross Sales these franchisees generated in the calendar year 2024, both before and after their conversion. While the Gross Sales included in Table 1 below includes pre-conversion revenue, the pre-conversion revenue only includes Gross Sales derived from services that the Renew Medic business offers. The information presented is not a forecast of future potential performance.

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TABLE 1: 2024 Gross Sales for All Markets				
Franchisee	Market	Conversion Date	# of Territories from which Revenue was derived	2024 Revenue
<b>CORPORATE LOCATIONS</b>				
1	Memphis	3/1/2024	1	\$554,276
2	Chicago	7/1/2024	2	\$1,702,250
3	Phoenix	10/1/2024	2	\$3,061,449
4	Northern California	10/24/2024	3	\$3,560,459
<b>FRANCHISE LOCATIONS</b>				
5	Denver	8/7/2024	2	\$5,366,283
6	Houston	9/12/2024	1	\$1,041,925
7	Las Vegas	8/8/2024	1	\$487,906
8	Detroit	9/11/2024	1	\$649,016

Notes to Table 1:

1. The franchisees listed in Table 1 may own more Territories than the number of Territories presented in Table 1. This is because some franchisees own Territories that they have not yet developed, and therefore produce little to no revenue from those Territories.
2. The Gross Sales listed in Table 1 comes from sales reports the franchisees provided to their franchisor, which formed the basis for their calculation of royalties. We have not audited the franchisees' sales reports.

Table 2 below shows the following data for five of the eight Renew Medic franchisees that operated in 2024: (i) total number of jobs, (ii) average ticket price, (iii) highest ticket price, (iv) lowest ticket price and (v) median ticket price. Three of the franchised Renew Medic franchisees are not included in Table 2 because they were on different operating systems in 2024 and we do not have this data available for those three franchisees.

TABLE 2: 2024 Job and Ticket Data					
Market	Total Jobs	Average Ticket	Highest Ticket	Lowest Ticket	Median Ticket
<b>FRANCHISE LOCATIONS</b>					
Denver	1,342	\$3,999	\$45,560	\$10	\$1,850
<b>CORPORATE LOCATIONS</b>					
Memphis	148	\$3,756	\$22,792	\$175	\$2,839
Chicago	1,302	\$1,267	\$21,775	\$50	\$525
Phoenix	821	\$3,993	\$60,184	\$82	\$2,020
Northern California	818	\$4,346	\$58,080	\$25	\$1,175

Notes to Table 2:

1. Tickets include jobs for providing estimates only (where franchisees may not have ultimately performed the estimated work), jobs for doing emergency cabinet removal only (where franchisees may not have performed the repair work), and jobs where all of the needed work was completed.
2. The data in Table 2 comes from our operating systems in use by these franchisees in 2024. We have not audited this data.

Table 3 provides the total 2024 Gross Sales and expenses from the Renew Medic franchisee who operates in the Denver, Colorado Territory. Unlike Table 1 (which shows only Gross Sales derived from services that Renew Medic provides), Table 3 shows all of the Denver Franchisee's Gross Sales, including revenue derived prior to conversion to a Renew Medic franchise from providing services that Renew Medic does not offer. In addition, Table 3 shows all of the Denver franchisee's expenses, including expenses associated with offering non-Renew Medic services prior to conversion. The data in Table 3 comes from the Denver Franchisee's P&L which was prepared by the Denver Franchisee and provided to us. We have not audited this data. We are not providing expenses for the other three Renew Medic franchisees because we do not have reliable P&Ls from those franchisees for the entire 2024 calendar year. And we do not provide expense breakdowns for our company-owned locations because the corporate location operations model and business practices are currently different from those of our franchised locations. Our company-owned locations have different expense models, staffing structures, and/or marketing strategies compared to franchised locations. Therefore, the expense breakdowns of our company-owned locations may not be indicative of the financial performance that a franchisee can expect.

<b>TABLE 3: 2024 Gross Sales &amp; Expense Information from Denver Franchisee</b>	
Total Income	\$5,836,696
Contractors & Production Labor	\$2,245,628
Job Supplies	\$438,548
Advertising & Promotion	\$47,940
Rent	\$237,316
Royalties	\$418,158
Management/Clerical Payroll	\$628,545
Insurance	\$130,580
Auto & Fuel	\$120,558
Repair & Maintenance	\$168,086
Professional Services	\$31,832
Utilities	\$32,966
Other Expenses	\$320,234

<b>TABLE 3: 2024 Gross Sales &amp; Expense Information from Denver Franchisee</b>	
Total Expenses	\$4,820,391
EBITDA	\$1,016,305
	17%

Notes for Table 3:

1. There is a difference in the Royalty Fee and NAF Contribution paid by the Denver Franchisee during 2024 and your Royalty Fee and NAF Contribution. Prior to converting to a Renew Medic franchise, the Denver franchisee paid Furniture Medic a minimum Royalty Fee that was the greater of \$250/month or 7% of monthly Gross Sales, and a minimum NAF Contribution that was the greater of \$150/month or 2% of Gross Sales. For Renew Medic, the minimum Royalty Fee is the greater of 7% of monthly Gross Sales or an amount determined on a sliding scale described in the Franchise Agreement, which begins at \$1,500, and the minimum NAF Contribution is the greater of 2% or an amount determined on a sliding scale described in the Franchise Agreement, which begins at \$500. Depending on your Gross Sales, you could be paying a Royalty Fee and NAF Contribution at higher rates than the Denver Franchisee was during 2024.

**Your individual results may differ. There is no assurance you will sell as much.**

Characteristics of the franchisees presented in this Item 19 may differ substantially from your Franchised Business depending on your previous business or management experience, competition in your area, and length of time that the presented franchisees have operated compared to your Franchised Business. The sales, profits and earnings of an individual franchisee may vary greatly depending on these and a wide variety of other factors, including the location of the Franchised Business, population, demographics in your market area, economic and market conditions, labor, and product costs, etc.

We have written substantiation in our possession to support the information appearing in this financial performance representation. Written substantiation will be made available to you on reasonable request. We recommend that you make your own independent investigation to determine whether or not the franchise may be profitable and consult with an attorney and other advisors prior to executing the franchise agreement. We suggest that you develop and review with your own professional advisors a pro forma cash flow statement, balance sheet and statement of operations, and that you make your own financial projections regarding sales, costs, customer base, and business development for your own outlet before you sign any agreement with us.

Other than the preceding financial performance representation, we do not make any financial performance 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 our management by contacting our team at [franchisesales@tcbfranchising.com](mailto:franchisesales@tcbfranchising.com) or by using our mailing address at 57 Germantown Ct., Suite 201, Cordova, TN 38018 or by telephone at 844-326-5292, the Federal Trade Commission, and the appropriate state regulatory agencies.

## Item 20: Outlets and Franchisee Information

An outlet as used in these Item 20 Tables is defined as a franchise territory.

**Table No. 1**  
**Systemwide Outlet Summary for Years 2022 to 2024**

<b>Outlet Type</b>	<b>Year</b>	<b>Outlets at the Start of the Year</b>	<b>Outlets at the End of the Year</b>	<b>Net Change</b>
<b>Franchised</b>	<b>2022</b>	0	0	0
	<b>2023</b>	0	0	0
	<b>2024</b>	0	4	4
<b>Company-Owned</b>	<b>2022</b>	0	0	0
	<b>2023</b>	0	0	0
	<b>2024</b>	0	4	4
<b>Total Outlets</b>	<b>2022</b>	0	0	0
	<b>2023</b>	0	0	0
	<b>2024</b>	0	8	8

**Table No. 2**  
**Transfer of Franchised Outlets for Years 2022 to 2024**

<b>State</b>	<b>Year</b>	<b>Number of Transfers</b>
<b>All states</b>	<b>2022</b>	0
	<b>2023</b>	0
	<b>2024</b>	0