

Provision	Section in Franchise Agreement	Summary
w. Choice of law	32.11	Arizona law applies (subject to state law).

## ITEM 18

### PUBLIC FIGURES

We have “Brand Ambassador” agreements with Dr. Vernard Hodges and Dr. Terrence Ferguson under which they receive compensation for promoting the PETSMART VETERINARY SERVICES brand, including our franchise opportunity. Dr. Hodges and Dr. Ferguson are well-known veterinary practitioners who are featured on the Nat Geo WILD television program called “Critter Fixers: Country Vets.” Dr. Hodges and Dr. Ferguson, through one or more entities, have also signed Franchise Agreements with PVS. Dr. Hodges and Dr. Ferguson do not manage or own an interest in PVS. We currently do not use any other public figures to promote our franchises.

## 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 our Vice President – Veterinary Health Services at 19601 N. 27<sup>th</sup> Ave., Phoenix, AZ, tel. 623-587-2030 or [vetownership@petsmart.com](mailto:vetownership@petsmart.com), the Federal Trade Commission, and the appropriate state regulatory agencies.

**ITEM 20**  
**OUTLETS AND FRANCHISEE INFORMATION**

**Table 1**  
**System-Wide Outlet Summary**  
**For Years 2022 to 2024<sup>(1)</sup>**

<b>Outlet Type</b>	<b>Year</b>	<b>Outlets at the Start of the Year</b>	<b>Outlets at the End of the Year<sup>(2)</sup></b>	<b>Net Change</b>
Franchised	2022	0	11	+11
	2023	11	38	+27
	2024	38	38	0
Company	2021	0	0	0
	2022	0	0	0
	2023	0	0	0
<b>Total</b>	<b>2022</b>	<b>0</b>	<b>11</b>	<b>+11</b>
	<b>2023</b>	<b>11</b>	<b>38</b>	<b>+27</b>
	<b>2024</b>	<b>38</b>	<b>38</b>	<b>0</b>

Note 1: Our fiscal year is the 52- or 53-week period ending on the Sunday closest to January 31st. Our 2024 fiscal year was a 53-week period ending on February 2, 2025.

Note 2: Does not include Hospitals in Puerto Rico.

**Table 2**  
**Transfers of Outlets from Franchisees to New Owners (Not Franchisor)**  
**For Years 2022 to 2024**

<b>State</b>	<b>Year</b>	<b>Number of Transfers</b>
Pennsylvania	2022	0
	2023	1
	2024	0
<b>Total</b>	<b>2022</b>	<b>0</b>
	<b>2023</b>	<b>1</b>
	<b>2024</b>	<b>0</b>