

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.

Average Gross Sales of Franchises in 2024

This representation is an historic performance representation about subsets of our existing Franchises. This analysis sets forth average monthly and annual gross sales for 78 Franchised Grout Doctor® units located in the United States that were open and operating for at least 12 months for the year ended December 31, 2024, based on sales as reported by the individual Standard and Non-Standard Franchises as defined below.

The average monthly and annual gross sales, based on the numbers franchisees reported to us for determining Royalty payments due to us, provided below is for: (a) 67 of the 78 were standard Franchises open and operating for more than two years; (b) 8 of the 78 Grout Doctor® units were open and operating for 12-24 months; and (c) 3 of the 78 were Non-Standard Franchises open and operating for more than two years. 3 Grout Doctor® units were open and operating for less than 12 months as of the end of 2024, because these franchises were either new, transferred, or closed locations, and therefore have not been included.

The basis of accounting used by the Franchisees is determined by the individual Franchisee, but generally the Franchisees use cash basis accounting. You must estimate your own costs and expenses including, but not limited to, advertising, insurance, royalties, materials, vehicle maintenance, gas, wages, payroll taxes and professional fees.

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



STANDARD FRANCHISES

A Standard Franchise is defined by us as meeting all of the following criteria:

- a. The geographic location is such that a target of 150,000 owner occupied households is reasonably available.
- b. The demographics of the location meet our standard criteria (based on the number of owner occupied households (generally 150,000) and household incomes (average of \$50,000+) from census data).
- c. Franchisee operates their Grout Doctor® Franchise as a full-time business.

A. Standard Franchises Open and Operating More than Two Years

Average Gross Sales*, from January 2024 through December 2024, as reported by the 67 Standard Grout Doctor® Franchises that have been open and operating more than two years, was \$13,176 per month or \$158,112 per year.

26 of 67, or 38.81%, of this group of standard franchises attained or surpassed this average.

2024 Average Monthly Sales Level – Standard Franchises Open and Operating for More than 2 years*	Number	Percent
\$12,501 or above	28	41.79%
\$10,001 to \$12,500	9	13.43%
\$7,501 to \$10,000	5	7.46%
\$5,001 to \$7,500	13	19.40%
\$2,501 to \$5,000	8	11.94%
\$2,500 or below	4	5.97%

High Monthly Sales: \$105,220; Low Monthly Sales: \$0

Median Gross Sales*, from January 2024 through December 2024, as reported by the 67 Standard Grout Doctor® Franchises that have been open and operating for more than two years, was \$10,235 per month or \$122,820 per year.

34 of 67, or 50.75%, of this group of standard franchises attained or surpassed this median.

2024 Median Monthly Sales Level – Standard Franchises Open and Operating for More than 2 years*	Number	Percent
\$12,501 or above	27	40.30%
\$10,001 to \$12,500	9	13.43%
\$7,501 to \$10,000	6	8.96%
\$5,001 to \$7,500	12	17.91%
\$2,501 to \$5,000	7	10.45%
\$2,500 or below	6	8.96%

B. Standard Franchises Open and Operating for All of 2023 but Less than 2 Years (12 – 24 Months)

Average Gross Sales*, from January 2024 through December 2024, as reported by the 8 Standard Grout Doctor® Franchises that have been open and operating for 12-24 months, was \$4,664 per month or \$55,698 per year.

4 of 8 or 50.00% of this group of standard franchises attained or surpassed this average.

2024 Average Monthly Sales Level – Standard Franchises Open and Operating for 12-24 Months*	Number	Percent
\$12,501 or above	0	0%
\$10,001 to \$12,500	2	25.00%
\$7,501 to \$10,000	0	0%
\$5,001 to \$7,500	1	12.50%
\$2,501 to \$5,000	4	50.00%
\$2,500 or below	1	12.50%

High Monthly Sales: \$25,280; Low Monthly Sales: \$0

Median Gross Sales*, from January 2024 through December 2024, as reported from the 8 Standard Grout Doctor® Franchises open and operating for 12-24 months, was \$2,948 per month or \$35,376 per year.

4 of 8 or 50.00% of this group of standard franchises attained or surpassed this median.

2023 Median Monthly Sales Level – Standard Franchises Open and Operating for 12-24 Months*	Number	Percent
\$12,501 or above	0	0%
\$10,001 to \$12,500	1	12.50%
\$7,501 to \$10,000	0	0%
\$5,001 to \$7,500	0	0%
\$2,501 to \$5,000	3	37.50%
\$2,500 or below	4	50.00%

NON-STANDARD FRANCHISES

A Non-Standard Franchise is defined by us as meeting at least one of the following criteria:

- a. The geographic location is such that a target of 150,000 owner occupied households is not reasonably available.
- b. The demographics of the location do not meet our usual criteria but there is other evidence that the location is viable.
- c. The Franchisee has declared their intent to operate their Grout Doctor® Franchise as a part-time business.



C. Non-Standard Franchises Open and Operating for More than Two Years

Average Gross Sales*, from January 2024 through December 2024, as reported by the 3 Non-Standard Grout Doctor® Franchise, was \$2,530 per month or \$30,360 per year.

1 of 3, or 33.33%, of our reporting non-standard franchises attained or surpassed this average.

2024 Average Monthly Sales - Non-Standard Franchise*	Number	Percent
\$2,501 and above	1	33.33%
\$2,500 or below	2	66.67%

High Monthly Sales: \$11,305; Low Monthly Sales: \$0

Median Gross Sales*, from January 2024 through December 2024, as reported by the 3 Non-Standard Grout Doctor® Franchise, was \$1,425 per month or \$17,100 per year.

2 of 3, or 66.67%, attained or surpassed this average.

2024 Median Monthly Sales Level - Non-Standard Franchise*	Number	Percent
\$2,501 and above	1	33.33%
\$2,500 or below	2	66.67%

* The average and median gross sales figures included in the above charts and additional statistics below are based on sales reports submitted to us by 67 Standard Franchisees open and operating more than two years, 8 Standard Franchisees open and operating 12-24 months, and the 3 Non-Standard Franchisee open and operating more than two years. The figures in the sales reports have not been audited and we have not undertaken to otherwise independently verify the accuracy of such information.

STANDARD AND NON-STANDARD FRANCHISES

The following tables show the average and median job prices by the Standard and Non-Standard Grout Doctor® franchisees, open at least one year, between January 1, 2024 and December 31, 2024.

	# of Grout Doctors	Total Number of Jobs	Average Job Price	# of Grout Doctors Met or Exceeding Average	% Met or Exceeding Average
Standard Franchises Open and Operating 2 Years or More	67	11,825	\$895.84	30	44.78%
Standard Franchises Open and Operating 12-24 Months	8	578	\$774.62	2	25.00%
Non-Standard Franchise	3	180	\$505.90	2	66.67%



	# of Grout Doctors	Number of Jobs	Median Job Price **	# of Grout Doctors Met or Exceeding Median	% Met or Exceeding Median
Standard Franchises Open and Operating 2 Years or More	67	11,825	\$874.43	34	50.75%
Standard Franchises Open and Operating 12-24 Months	8	578	\$733.12	4	50.00%
Non-Standard Franchise	3	180	\$506.72	2	66.67%

**Median job price determined using average job price from the franchisees.

The following tables show the average and median number of jobs completed by the Standard and Non-Standard Grout Doctor® franchisees, open and operating at least one year, between January 1, 2024 and December 31, 2024.

	# of Grout Doctors	Average Number of Job Per Grout Doctor	# of Grout Doctors Met of Exceeding Average	% Met or Exceeding Average
Standard Franchises Open and Operating 2 Years or More	67	176	27	38.81%
Standard Franchises Open and Operating 12-24 Months	8	72	4	50.00%
Non-Standard Franchise	3	60	1	33.33%

	# of Grout Doctors	Median Number of Job Per Grout Doctor	# of Grout Doctors Met of Exceeding Median	% Met or Exceeding Median
Standard Franchises Open and Operating 2 Years or More	67	148	35	52.24%
Standard Franchises Open and Operating 12-24 Months	8	72	4	50.00%
Non-Standard Franchise	3	35	2	66.67%

The information above was obtained from our Grout Doctor® Franchise Management Software as entered by each individual Grout Doctor® Franchisee. Every Grout Doctor® Franchisee is required to enter this information in the Franchise Management Software system. This represents the average and

median of 67 Standard Franchisees, the 8 Standard Franchisees open and operating 12-24 months, and 3 Non-Standard Franchisee open and operating for two years or more as of December 31, 2024.

The financial performance representations do not reflect the 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 franchised business. Franchisees or former franchisees, listed in this disclosure document, may be one source of this information.

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

Other than the preceding financial performance representation, Grout Doctor Global Franchise Corp. does not make any financial performance representations. We also do not authorize our employees or representations to make any such representations either orally or in writing. However, if you are purchasing an existing outlet, we may provide you with 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 Christina Phelps at 2150 South 1300 East, Suite 500, Salt Lake City Utah 84106, 877-476-8800, the Federal Trade Commission and the appropriate state regulatory agency.

ITEM 20 **OUTLETS AND FRANCHISEE INFORMATION**

Table No. 1
SYSTEMWIDE OUTLET SUMMARY
FOR YEARS 2022 TO 2024

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	83*	84	+1*
	2023	84	82	-2
	2024	82	81	-1
Company or Affiliate-Owned	2022	0	2	+2
	2023	2	0	-2
	2024	0	2	+2
Total Outlets	2022	83*	86	+3*
	2023	86	82	-4
	2024	82	83	+1

* Historical numbers adjusted to correct reporting errors.

