

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 Item 19, for example, by providing information about a possible performance at a particular location or under particular circumstances.

The following tables show Gross Sales and Job Size for Franchisees by Service Line and/or number of Service Lines.

As of December 31, 2023, there were: (a) thirty-one (31) Franchisees operating 65 Franchises offering Electronic Services; (b) 30 Franchisees operating 59 Franchises offering Art Services; and (c) 28 Franchisees operating 32 Franchises offering Textile Services. Of those (a) (b) (c), 11 locations operate a single Primary Service Line, and 29 offer two or more Primary Service Lines. All charts exclude Franchises that were not open for a full 12-month period. In 2023, results were excluded for one location that was signed but not opened (1 Textile); for 8 locations that closed (4 Electronics, 2 Art, and 2 Textile); for 1 Textile location that was not open for a full 12-month period.

As of December 31, 2024, there were (a) 31 Franchisees operating 65 Franchises offering Electronic Services, (b) 31 Franchisees operating 60 Franchises offering Art Services, and (c) 28 Franchisees operating 40 Franchises offering Textile Services. Of those (a), (b), and (c), 9 locations operate a single Primary Service Line, and 29 offer two or more Primary Service Lines.

All charts exclude Franchises that were not open for a full 12-month period.

We have not included the Large Loss revenue from a former company store that converted into a Franchise in June 2024, because a substantial amount of their revenue is from other Franchisees who referred work to them, which is different from the scope of work that will be performed by the businesses described in this Disclosure Document, their revenue that is the same scope of work is included.

Notes:

"Gross Sales" is the total revenue collected and derived from selling restoration services, less tax, discounts, allowances, returns, or refunds. Gross Sales are as reported to us in the software. It does not include any referral fees paid to them or revenue from other sources.

"Average" is the sum of all jobs that comprise the Gross Sales above, divided by the number of jobs in that set.

"Median" is found by taking the total number of jobs that make up the Gross Sales above and finding the middle number in that set.

All numbers are as reported by the Franchisees to us in the Software. In 2023, some Franchisees owned multiple franchises but reported their results to us through a single instance of the Software, including twenty-five (25) electronic locations, twenty-two (22) art locations, and twenty-four (24) textile locations. As such, these Franchisee's results are consolidated in the tables below. In both 2023 and 2024, twenty-nine (29) Franchisees operate multiple Service Lines; all such results are consolidated for the tables that show revenue by number of Service Lines. In 2024, some Franchisees owned multiple franchises but reported their results to us through a single instance of the Software, including twenty-five (25) electronic locations, twenty-two (22) art locations, and twenty-six (26) textile locations. As such, these Franchisee's results are consolidated in the tables below.

TABLE 1: AVERAGE AND MEDIAN ELECTRONIC GROSS SALES FOR LOCATIONS OPEN ONE OR MORE YEARS BY NUMBER OF PRIMARY SERVICE LINES

The table below identifies average and median Gross Sales information by the number of Primary Service Lines operated by a Franchisee during the 2023 and 2024 calendar years. Note: For Franchisees that opened a second Primary Service Line mid-year, their Gross Sales for that newly opened Service Line are excluded for that year unless they did over \$200,000 in that Service Line, but their Gross Sales for any other Service Lines that had been open for one or more years are included. For 2023, this chart represents the results of the 11 Franchisees operating one Service Line, and 29 operating two or more Primary Service Lines, and had that Service Line open for one or more years as of December 31, 2023. For 2024, this chart represents the results of the 9 Franchisees operating one Service Line, and 29 operating two or more Primary Service Lines, and who had that Service Line open one or more years as of December 31, 2024.

2024 - AVERAGE AND MEDIAN GROSS SALES FOR FRANCHISEES

OPEN ONE OR MORE YEARS BY PRIMARY NUMBER OF SERVICE LINES

2024	Average		Median	
# of Service Lines	Single	Two or more	Single	Two or more
Average/ Median	\$638,698	\$1,660,695	\$591,310	\$1,383,001
High	\$1,013,646	\$5,182,134	\$1,013,646	\$5,182,134
Low	\$347,892	\$269,865	\$347,892	\$269,865
Number of Locations	9	29	9	29
Number At or Above Average/ Median	3	11	5	15
Number Below Average/ Median	6	18	4	14
% Above Average/ Median	33%	38%	56%	52%
% Below Average/ Median	67%	62%	44%	48%

2023 AVERAGE AND MEDIAN GROSS SALES FOR FRANCHISEES

OPEN ONE OR MORE YEARS BY PRIMARY NUMBER OF SERVICE LINES

2023	Average		Median	
# of Service Lines	Single Service Line	Multiple Service Lines	Single Service Line	Multiple Service Lines
Average/ Median	\$637,051	\$1,604,450	\$574,135	\$1,317,539
High	\$1,488,281	\$4,442,287	\$1,488,281	\$4,442,287
Low	\$175,783	\$445,596	\$175,783	\$445,596
Number of Locations	11	30	11	30
Number At or Above Average/ Median	5	12	6	15
Number Below Average/ Median	6	18	5	15
% Above Average/ Median	45%	40%	55%	50%
% Below Average/ Median	55%	60%	45%	50%

TABLE 2: JOB SIZE

The tables below identify information relating to job size by Primary Service Line during the 2024 calendar years. It represents the 31 Franchises operating the Electronic Service Line, 31 operating the Art Service Line, and 28 operating the Textile Service Line as of December 31, 2024.

Job Size is the average and median of all gross sales of jobs performed in the Service Lines indicated below. The results include only revenue generated for the Service Lines indicated and do not include revenue from any other line of business.

TABLE 2
AVERAGE AND MEDIAN JOB SIZE BY SERVICE LINE

	Average			Median		
Service Line	Art	Electronics	Textiles	Art	Electronics	Textiles
Avg/Median Job Size	\$6,679	\$5,528	\$6,862	\$6,146	\$4,592	\$6,115
High	\$26,680	\$18,934	\$17,071	\$26,680	\$18,934	\$17,071
Low	\$1,390	\$2,381	\$0	\$1,390	\$2,381	\$0
Number of Locations	31	31	28	31	31	28
Number At or Above Average/Median	13	10	13	16	16	14
Number Below Average/Median	18	21	15	15	15	14
% Above Average/Median	42%	32%	46%	52%	52%	50%
% Below Average/Median	58%	68%	54%	48%	48%	50%

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

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, 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 David Wells at 6700 Forum Dr. Ste 150, Orlando, Florida 32821-8013, or 1-888-826-9429, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20: OUTLETS AND FRANCHISEE INFORMATION
Table No. 1A - Systemwide Outlet Summary for Years 2022 to 2024

ART SERVICE LINE ONLY

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchisee	2022	60	60	0
	2023	60	58	-2
	2024	58	60	+2
Company-Owned	2022	1	1	0
	2023	1	1	0
	2024	1	0	-1
Total Outlets	2022	61	61	0
	2023	61	59	-2
	2024	59	60	+1

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

ELECTRONIC SERVICE LINE ONLY

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchisee	2022	70	68	-2
	2023	68	64	-4
	2024	64	65	+1
Company-Owned	2022	1	1	0
	2023	1	1	0
	2024	1	0	-1
Total Outlets	2022	71	69	-2
	2023	69	65	-4
	2024	65	65	0

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

TEXTILE SERVICE LINE ONLY

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchisee	2022	22	30	+8
	2023	30	32	+2
	2024	32	40	+8
Company-Owned	2022	1	1	0
	2023	1	1	0
	2024	1	0	-1
Total Outlets	2022	23	31	+8
	2023	31	33	+2
	2024	33	40	+7