

## **ITEM 19** **FINANCIAL PERFORMANCE REPRESENTATIONS**

The FTC's Franchise Rule permits us to provide information about the actual or potential financial performance of our 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) we provide the actual records of an existing outlet you are considering buying; or (2) we supplement the information provided in this Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

As of December 31, 2024, there were 128 franchised outlets operating. As discussed further below, a total of 67 franchised outlets are included in the following representations.

Reported Gross Sales From Existing Stand-Alone Novus Glass®  
Mobile Repair and Replacement Franchisees  
(January 1, 2024 to December 31, 2024)

Table 1(a)  
33 Franchisees with 1 Mobile Repair and Replacement Franchise:

<b>12 Month Gross Sales</b>	<b>Number of Franchise Owners</b>	<b>Percentage of Total Mobile Repair and Replacement Franchisees Reporting</b>
\$100,000 or less	6	18.2%
\$100,001 to \$200,000	6	18.2%
\$200,001 to \$300,000	5	15.2%
\$300,001 to \$400,000	1	3.0%
More than \$400,000	15	45.5%

Table 1(b)  
33 Franchisees with 1 Mobile Repair and Replacement Franchise:

	<b>12 Month Gross Sales</b>	<b>Number at or Above</b>	<b>Percentage at or Above</b>
Average Reported Gross Sales	\$427,168	11	33.3%
Median Reported Gross Sales	\$276,856	17	51.5%

The highest reported Gross Sales for the year from a franchisee with 1 stand-alone mobile repair and replacement franchise was \$1,773,255, and the lowest reported Gross Sales for the year was \$0.

Gross Sales indicated in Tables 1(a) and 1(b) above are based on reports we received from 33 franchisees who have 1 mobile franchise from which they offer repair and replacement services and were open during the entire 12-month period ended December 31, 2024. These tables do not include information for: 2 franchisees who had opened 1 mobile repair and replacement franchise before 2024 and permanently closed that franchise during 2024; 3 franchisees who opened a new mobile repair and replacement franchise during 2024, but did not operate the entire year; and 1 franchisee who opened a mobile repair and replacement franchise before 2024, but did not operate the entire year. In addition, there were 4 franchisees who operated a mobile repair and replacement franchise during the entire 12-month period ended December 31,

2024, who had not, as of March 3, 2025, provided complete Gross Sales figures to us for the entire 12-month period.

Further, these tables, as well as Table 2 below, do not include information for 3 franchisees who operated 1 retail location repair and replacement franchise and a total of 5 mobile repair and replacement franchises during all of 2024, and 2 franchisees who owned and operated 2 retail location repair and replacement franchises and a total of 5 mobile repair and replacement franchises during all of 2024. Information for these 5 franchisees' mobile repair and replacement franchises is combined with information for their retail location repair and replacement franchises and included in Tables 3 and 4 below, as applicable. Finally, we did not have any franchisees that opened and closed a mobile repair and replacement franchise in 2024.

Table 2  
1 Franchisees with 2 Mobile Repair and Replacement Franchises:

	<b>12 Month Gross Sales Total for Both Franchises</b>	<b>Number at or Above</b>	<b>Percentage at or Above</b>
Average Reported Gross Sales	\$731,007	1	100.0%
Median Reported Gross Sales	\$731,007	1	100.0%

The highest reported Gross Sales for the year from a franchisee with 2 stand-alone mobile repair and replacement franchises was \$731,007, and the lowest reported Gross Sales for the year was \$731,007.

Gross Sales indicated in Table 2 are based on reports we received from 1 franchisee who has 2 mobile franchises from which they offer repair and replacement services and were open during the entire 12-month period ended December 31, 2024. Gross Sales numbers are based on the combined total of both of the mobile repair and replacement franchises operated by each franchisee. These tables do not include information from 1 franchisee who has 2 mobile franchises from which they offer repair and replacement services who opened during 2024, but did not operate the entire year. No franchisees who had opened 2 or more mobile repair and replacement franchises before 2024 closed those franchises during 2024. There were no franchisees who operated 2 mobile repair and replacement franchises during the entire 12-month period ended December 31, 2024, who had not, as of March 03, 2025, provided complete Gross Sales figures.

Reported Gross Sales From Existing Stand-Alone Novus Glass®  
Retail Location Repair and Replacement Franchisees  
(January 1, 2024 to December 31, 2024)

Table 3(a)  
21 Franchisees with 1 Retail Location Repair and Replacement Franchise:

<b>12 Month Gross Sales</b>	<b>Number of Franchise Owners</b>	<b>Percentage of Total Retail Location Repair and Replacement Franchisees Reporting</b>
\$200,000 or less	1	4.8%
\$200,001 to \$300,000	2	9.5%

\$300,001 to \$500,000	4	19.0%
\$500,001 to \$1,000,000	8	38.1%
More than \$1,000,000	6	28.6%

Table 3(b)  
21 Franchisees with 1 Retail Location Repair and Replacement Franchise:

	<b>12 Month Gross Sales</b>	<b>Number at or Above</b>	<b>Percentage at or Above</b>
Average Reported Gross Sales	\$791,251	10	47.6%
Median Reported Gross Sales	\$702,787	10	47.6%

The highest reported Gross Sales for the year from a franchisee with 1 stand-alone retail repair and replacement franchise was \$1,695,714, and the lowest reported Gross Sales for the year was \$68,157.

Gross Sales indicated in Tables 3(a) and 3(b) above are based on reports we received from 21 franchisees who have 1 retail location franchise from which they offer repair and replacement services and were open during the entire 12-month period ended December 31, 2024. These tables do not include information for: 3 franchisees who opened a new retail location repair and replacement franchise during 2024, but did not operate the entire year; and 7 franchisees who operated a retail location repair and replacement franchise each during the entire 12-month period of 2024, but who had not, as of March 3, 2025, provided complete Gross Sales figures to us for the entire 12-month period, 1 of whom in addition operates 2 mobile locations, and their results are not included in these tables. There were no franchisees who had opened 1 retail location repair and replacement franchise before 2024 and closed that franchise during 2024. Finally, we did not have any franchisees that opened and closed a retail location repair and replacement franchise in 2024. 3 of the franchisees included in these tables also operated a total of 5 mobile repair and replacement franchises during all of 2024. For these 3 franchisees, information for their mobile repair and replacement franchises was combined with information for their retail location franchises.

Table 4  
12 Franchisees with 2 Retail Location Repair and Replacement Franchises:

	<b>12 Month Gross Sales Total for Both Franchises</b>	<b>Number at or Above</b>	<b>Percentage at or Above</b>
Average Reported Gross Sales	\$1,501,431	5	41.7%
Median Reported Gross Sales	\$1,338,360	6	50%

The highest reported Gross Sales for the year from a franchisee with 2 stand-alone retail location repair and replacement franchises was \$2,541,791, and the lowest reported Gross Sales for the year was \$881,445.

Gross Sales indicated in Table 4 are based on reports we received from 12 franchisees who have 2 retail location franchises from which they offer repair and replacement services and were open during the entire

12-month period ended December 31, 2024. No franchisee who had opened 2 or more retail location repair and replacement franchises before 2024 permanently closed those franchises during 2024. There were no franchisees who operated 2 retail location repair and replacement franchises during the entire 12-month period ended December 31, 2024, who had not, as of March 3, 2025, provided complete Gross Sales figures to us for the entire 12-month period.

Gross Sales numbers are based on the combined total of both of the retail location repair and replacement franchises operated by each franchisee. In addition, 2 of the 12 franchisees included in Table 4 also operated a total of 5 mobile repair and replacement franchises during all of 2024. For these 2 franchisees, information for their mobile repair and replacement franchises was combined with information for their retail location repair and replacement franchises.

The following information applies to all of the tables above:

Gross Sales (also referred to as Gross Revenues in the Franchise Agreement) include sales/revenues from glass repair products and services, from glass replacement products and services, and from all other products and services sold in a Novus® business, excluding sales taxes and refunds. We have not verified these numbers.

Under older forms of franchise agreement, mobile repair and replacement franchisees and retail location repair and replacement franchisees were required to operate at least 1 vehicle and could operate up to 4 vehicles. Under our current forms of franchise agreement, mobile and retail location franchisees are required to have at least 1 vehicle, but are not restricted in the number of vehicles they may operate within their territories. The franchisees included in the tables above all operate at least 1 vehicle, but no more than 4 vehicles.

The sales levels, sales range and mean and median sales shown above do not include results from the 15 franchisees who operated “Repair Only” franchises in 2024, as we do not offer a “Repair Only” franchise to new franchisees (in 2024, 1 “Repair Only” franchisee closed, and no “Repair Only” franchisees opened a new location).

**Some outlets have sold this amount. Your individual results may differ. There is no assurance you'll sell as much.**

Note that the numbers in the tables above only represent the Gross Sales, or revenues, reported to us by our franchisees. These sales figures do not reflect the cost of sales, operating expenses or other costs or expenses that must be deducted from the 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 Novus Glass® business. Franchisees or former franchisees, listed in this Disclosure Document, may be one source for this information.

Written substantiation for the financial performance representation contained in this Item 19 will be made available to prospective franchisees 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 results 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 Scott Bridges at 650 Pelham Boulevard, Suite 100, St. Paul, Minnesota 55114, telephone: (952) 944-8000, the Federal Trade Commission, and the appropriate state regulatory agencies.

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

Table No. 1A

<b>Systemwide Outlet Summary for Years 2022 to 2024 (Notes 1, 2 and 3)</b>				
<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>
Franchised	2022	151	148	-3
	2023	148	125	-23
	2024	125	128	+3
Company- Owned	2022	2	2	0
	2023	2	0	-2
	2024	0	0	0
Total Outlets	2022	153	150	-3
	2023	150	125	-25
	2024	125	128	+3

- (1) All numbers are as of December 31 of each year.
- (2) Although we no longer offer bolt-on license franchises, the franchise businesses shown above in 2022 and 2023 include franchisees and bolt-on licensees.
- (3) None of these franchisees had signed Area Development Agreements.
- (4) As disclosed in Item 1, we have an affiliate that owns and operates similar businesses under the name “Speedy Auto Glass.” In previous years, their predecessors also offered franchises for those businesses. If we had included those businesses in this table, the table would have been as follows:

Table No. 1B

<b>Systemwide Outlet Summary for Years 2022 to 2024 (Notes 1 and 2)</b>				
<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>
Franchised	2022	151	148	-3
	2023	148	125	-23
	2024	125	128	+3
Company- Owned	2022	27	27	0
	2023	27	28	+1
	2024	28	27	-1
Total Outlets	2022	178	175	-3
	2023	175	153	-23
	2024	153	155	+2

- (1) All numbers are as of December 31 of each year.