

ITEM 18 PUBLIC FIGURES

We do not use any public figures to promote this franchise.

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.

The franchisee-operated Stores for which information is included in this Item 19 are substantially similar to your Store in the products and services offered. Virtually all Stores participate in our National Accounts programs. Total Revenue reflected in this Item 19 includes revenue derived from National Accounts. Some of the franchisee-operated Stores for which information is included in this Item 19 are located in metropolitan markets where expenses are frequently higher than in non-metropolitan markets, and those stores generally have to achieve relatively higher revenue to cover higher expenses.

In this Item 19, we report information on Total Revenue, Total Cost of Goods Sold (“COGS”) and Gross Profits (as those terms are defined below). The reported information excludes all other expenses that you will incur in operating your Store and Mobile Unit(s), including, without limitation: (a) general and administrative expenses related to the day-to-day operation of a Store, bank service charges, insurance expenses, shipping costs, accounting/professional fees, security costs, and other miscellaneous cost; (b) interest, income taxes, depreciation, and amortization; (c) Store occupancy rental payments, Mobile Unit rental payments, common area maintenance charges (C.A.M), and other lease payments; (d) property taxes and real estate insurance premiums; (e) internet, telephone, general supplies, electric, water and gas costs; (f) personnel and payroll costs, including salaries and hourly pay for full-time and part-time employees, employee and employer contributions for F.I.C.A. taxes, federal unemployment taxes, state unemployment taxes, worker's compensation insurance premiums, group health insurance premiums (if any), and payroll processing fees; and (g) fees and charges payable to us as detailed in Item 6, including Continuing Royalties, Advertising Fees, National Account Administrative Fees, Dispatch Fees, Referral Commissions, Internet Referral Source Administrative Fees, and Customer Service Fees.

Total Revenue Defined: Total Revenue is the sum of all income received from the sale of repair services and accessories. It also includes Fifty-Five Dollars (\$55.00) for each sale of a connected home product on behalf of one of our National Accounts. The connected home sales incentive amount is determined on a quarterly basis and can periodically change. At times, these incentives are greater than Fifty Dollars (\$55.00) per sale. However, at no time during the reporting periods were these incentive payments less than Fifty Dollars (\$55.00) per sale. This amount also includes any Sales Tax amount collected.

VARIANCES FOR FRANCHISEE: Due to price sensitivity in the marketplace, we have outlined recommended maximum pricing. Within our guidelines, you will determine the retail sales price for repair services and accessories. We have established National Accounts which could have an impact on your Total Revenue and Gross Profit (See Item 6 of this disclosure document). Systemwide National Accounts volume fluctuates over time, accounting for 46.4% of our System's Total Revenue in 2022 and 54.2% in 2023. In 2024, National Accounts comprised 60.3% of the System's Total Revenue. Some National Accounts require you to use best efforts not to exceed their suggested retail pricing. All National Accounts pay a set contractual amount for you to provide services to the customers of the National Account partner. Your net profit on the services performed for National Accounts may be impacted by fluctuations in the cost of labor and COGS.

Cost of Goods Sold (COGS) Defined: COGS is the sum of the cost of all parts and materials consumed in performing repair services and the purchase of inventory for the sale of accessories, less any credit applicable for parts or materials returned for refurbishment.

VARIANCES FOR FRANCHISEE: The cost of parts and materials includes all expenses associated with inventory, including: the cost of accessories, parts, materials and the cost of shipping inventory to the store. This cost is the sum of all these expenses less any credits given for merchandise returned for refurbishment ("BuyBacks"). Many repair services offered at Stores include opportunities for BuyBacks, as the original part or material on a device may contain inherent value. uBreakiFix Repair Parts Co. offers credit for purchase of new parts and materials to franchisee-operated stores that return the original parts from the repair for refurbishment.

Gross Profit Defined: Gross Profit is calculated as Total Revenue less COGS. It does not reflect net profit. Store and Mobile Units incur additional costs and expenses that must be deducted from Gross Profit to determine net profit.

VARIANCES FOR FRANCHISEE: See comments in Variances for Franchisee for Total Revenue and COGS.

The information in this Item 19 is compiled from unaudited data supplied by the franchisees, which we have not audited or independently verified.

Written substantiation for the financial performance representations in this Item 19 will be made available to you upon reasonable request.

Total Revenue, COGS and Gross Profit of Franchisee-Operated Stores in the United States

As of December 31, 2024, there were 551 franchisee-operated (not corporate owned) Stores in the United States. This section of Item 19 only includes financial information on United States based stores. The table below show Total Revenue, COGS, and Gross Profit numbers for Stores in operation in the United States on December 31, 2024. This does not include any Total Revenue, COGS, and Gross Profit for Mobile Unit operations.

Stores that were Open 3+ years (as of 12/31/2024) (416 Stores)				
	High Business	Average Business	Median Business	Low Business
2024 Total Revenue	\$1,748,683.51	\$604,142.89	\$597,830.52	\$183,999.10
Cost of Goods Sold (COGS)	\$690,252.05	\$248,933.46	\$240,629.22	\$83,881.80
Gross Profit	\$1,058,431.46	\$355,209.52	\$346,195.54	\$100,117.30
Stores that were Open 1-3 years (as of 12/31/2024) (109 Stores)				
	High Business	Average Business	Median Business	Low Business
2024 Total Revenue	\$989,924.66	\$502,166.38	\$493,442.61	\$229,459.18
Cost of Goods Sold (COGS)	\$311,792.13	\$220,832.09	\$208,065.81	\$92,616.61
Gross Profit	\$678,132.53	\$281,334.29	\$267,510.24	\$136,842.57

This section of Item 19 includes information only on the Stores operating one year or longer with no extended period of closure (one month or longer) and Stores who were operating under Franchisee ownership for one year or longer. The table excludes the results of 58 Stores that did not operate the entirety of the year, 9 Stores that had an extended period of closure (one month or longer), and 10 Stores that did not operate under Franchisee ownership for the entirety of the year.

For Stores open 3+ years, there were 196 Stores higher than group average. For Stores open 3+ years, there were 47% Stores higher than group average. For Stores open 1-3 years, there were 51 Stores higher than group average. For Stores open 1-3 years, there were 46% Stores higher than group average.

While the averages indicate a general increase in Total Revenue in the Stores' years of operation, the Total Revenue of each Store did not increase every year, and not all Stores experienced the same pace or level of growth, or any year-over-year growth. Some Stores experienced year-over-year reductions in Total Revenue. Numbers are not adjusted for inflation.

General

Some franchises have earned these amounts. Your individual results may differ. There is no assurance that you will earn or sell as much

Other than the preceding financial performance representation, 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 Theresa Madonia at 4000 Millenia Blvd, Orlando, FL 32839, 877-224-4349, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20
OUTLETS AND FRANCHISEE INFORMATION

Table No. 1
Systemwide Outlet Summary
For Years 2022 through 2024

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2022	337	443	+106
	2023	443	557	+114
	2024	557	551	-6
Company- and Affiliate-Owned	2022	361	321	-40
	2023	321	164	-157
	2024	164	131	-33
Total Outlets	2022	698	764	+66
	2023	764	721	-43
	2024	721	682	-39

* As of December 31, 2024, there were 30 Mobile Unit-only businesses in operation.

Table No. 2
Transfers of Outlets from Franchisee to New Owners (other than the Franchisor)
For Years 2022 through 2024

State	Year	Number of Transfers
Alabama	2022	0
	2023	0
	2024	4
California	2022	1
	2023	4
	2024	3
Colorado	2022	0
	2023	0
	2024	1
Florida	2022	0
	2023	3
	2024	5
Georgia	2022	0
	2023	0
	2024	2
Idaho	2022	0
	2023	0
	2024	1
Illinois	2022	3
	2023	0
	2024	3