

	Provision	Section in Franchise or Other Agreement	Summary
t.	Integration/merger clause	Sections 18 and 26.J	Only terms of the Franchise Agreement and other related written agreements are binding (subject to state law). Any representations or promises outside of the Disclosure Document and Franchise Agreement may not be enforceable. No term, condition or claim contained in any franchise agreement is intended to disclaim the express representations made in this Disclosure Document.
u.	Dispute resolution	Section 25	Either party may request non-binding mediation prior to a suit, action, or legal proceeding (subject to applicable state law).
v.	Choice of forum	Sections 25.A, 25.F, and 26.D	Your home state for non-binding mediation; Palm Beach County, Florida for litigation (subject to applicable state law).
w.	Choice of law	Section 26.F	Florida law applies (subject to applicable state law).

ITEM 18

PUBLIC FIGURES

We do not use any public figure to promote our franchise.

ITEM 19

FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC's Franchise Rule permits a franchisor to provide information about the actual financial performance of its franchises and/or franchisor-owned units, 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 financial performance representation information in this Item 19 includes certain financial performance information relating to our Stores' operation in calendar year 2024. We obtained 100% of the gross sales data for the Stores listed in the Store Sales Table and the other financial performance representations included in this Item 19 from monthly sales reported to us by the Stores. The monthly sales reports have

not been audited by certified public accountants nor have we sought to independently verify their accuracy for purposes of the financial performance representations. Not all Stores properly reported sales in 2024.

The financial performance representations include annual gross sales of Stores for the year 2024. “Gross sales” means all revenues from the sale of products or services, except sales taxes are excluded and refunds and credits are deducted (to the extent the refund or credit represents amounts previously included in gross sales).

Center Sales Study

In our Center Sales Study, we disclose the average and median gross sales in 2024 of Stores in the United States in operation for one (1) full year or more as of December 31, 2024, which properly reported their sales for twelve (12) months in 2024. They have been segmented into 2 categories: (1) Stores that employed at least one Full Time outside salesperson in 2024; and (2) Stores that did not employ a Full-Time outside salesperson in 2024. Of the 167 US locations, 129 were included in this table, while 20 were excluded for not being open for one full calendar year as of December 31, 2024, and 18 were excluded because they each failed to properly report their sales for all twelve (12) months in 2024.

Calendar Year 2024 Store Sales Tables

Centers	Number of Stores	Average Gross Sales	Stores that Met or Exceeded Average Sales	Median Gross Sales	Highest Gross Sale	Lowest Gross Sale
Stores with at least one (1) Full-Time Outside Salesperson	39	\$958,474	41.0%	\$767,595	\$4,068,765	\$29,234
Stores without a Full-Time Outside Salesperson	90	\$298,021	38.9%	\$228,656	\$1,788,240	\$7,808
Total Stores	129	\$497,693	34.1%	\$330,675	\$4,068,765	\$7,808

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Highest Volume - Lowest Volume Store Sales of Stores

In our Highest Volume – Lowest Volume Stores Sales financial performance representation, we disclose the gross sales of the Store which attained the highest sales volume and of the Store with the lowest sales volume in 2024. It is based on a population of 129 Stores that (1) are located in the United States and (2) reported their sales for twelve (12) months in 2024; (3) have been in operation for one (1) year or more as of December 31, 2024. Of the 167 US locations, 20 stores were excluded for not being open for one (1) full calendar year as of December 31, 2024 and 18 were excluded because they each failed to properly report their sales for all twelve (12) months in 2024.

Calendar Year 2024 Highest Volume – Lowest Volume Store Sales Table

	Number of Stores	Gross Sales	Length of Time Store Open
Highest Sales Volume Store	1	\$4,068,765	13 years
Lowest Sales Volume Store	1	\$7,808	1 year

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

Written substantiation of this financial performance representation will be made available to you upon reasonable request.

We do not make any representations about a franchisee's future financial performance. Except for the preceding financial performance representations, we do not make any representations about 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 Mark D. Nichols, General Counsel, 2121 Vista Parkway, West Palm Beach, FL 33411, 561-640-5570, the Federal Trade Commission, and the appropriate state regulatory agencies.

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ITEM 20

OUTLETS AND FRANCHISEE INFORMATION

Table 1
System-Wide 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	256	264	8
	2023	264	274	10
	2024	274	285	11
Company Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total	2022	256	264	8
	2023	264	274	10
	2024	274	285	11

* All numbers are as of December 31, 2022, 2023, and 2024. The numbers are for Stores in the United States and internationally.

Table 2
Transfers of Outlets from Franchisees to New Owners (Other Than the Franchisor)
For Years 2022 to 2024*

State	Year	Number of Transfers
Arizona	2022	0
	2023	1
	2024	1
California	2022	1
	2023	0
	2024	0
Florida	2022	0
	2023	1
	2024	0
Georgia	2022	1
	2023	0
	2024	0
Iowa	2022	1
	2023	0
	2024	0
Illinois	2022	0
	2023	0
	2024	1
Kentucky	2022	0
	2023	0
	2024	1