

	Provision	Section in Franchise Agreement	Summary
			intended to disclaim the express representations made in this Disclosure Document, its exhibits and amendments.
u .	Dispute resolution by arbitration or mediation	18.2	Before bringing an action in court, the parties must first submit the dispute to non-binding mediation (except for injunctive relief) in Erie County, New York. The Franchise Agreement contains several provisions that may affect your legal rights, including a waiver of a jury trial, limitations on when claims may be raised, and a waiver of punitive or exemplary damages. See Sections 18.8, 18.9 and 18.10 in the Franchise Agreement.
v .	Choice of forum	18.3	If we ever litigate, you must do so in the courts that have jurisdiction over Erie County, New York (subject to state law).
w .	Choice of law	18.1	The Franchise Agreement is governed by the laws of New York (subject to state law).

## ITEM 18 PUBLIC FIGURES

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

## ITEM 19 FINANCIAL PERFORMANCE REPRESENTATION

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.

### BACKGROUND

This Item 19 provides historical Gross Sales information for the Franchised Businesses that were open and in operation (the "Open Franchisees") as of the end of each of the last three of our fiscal years (fiscal years ended May 31, 2023, May 31, 2024 and May 31, 2025). The average net revenue information presented in this Item was provided by the Open Franchisees through sales reports that those Open Franchisees provided to us. Written substantiation for this financial performance representation will be provided to a prospective franchisee upon reasonable request.

Fiscal Year (ended May 31)	Total # of Open Franchisees	Total # of Open Franchised Units	Average Net Revenue	Number & Percentage of Franchises that Attained or Exceeded Average	Median Net Revenue	High Amount	Low Amount	% Increase of Avg. Net Revenue from prior year
2025	9	27	\$852,618	3 (33%)	\$330,000	\$2,913,355	\$105,613	32%
2024	10	22	\$647,614	3 (30%)	\$238,071	\$2,689,905	\$18,985	0%
2023	8	24	\$646,457	3 (38%)	\$519,828	\$1,944,962	\$71,430	0%

**Notes:**

1. “Net Revenue” includes all revenues generated from all business during the relevant years, including amounts received from the sale and delivery of services, products, merchandise, and tangible property of any nature whatsoever, whether in cash or for credit, and whether collected or uncollected. “Net Revenue” does not include the amount of any applicable sales tax imposed by any federal, state, municipal or other governmental authority.
2. The Open Franchisees included in the results entered into between one and four Franchise Agreements (each, a “unit”) with us. Additional Franchise Agreements grant a franchisee additional areas (“Territories”) within which to expand and operate their Franchised Business in a single market. All Open Franchisees included in the results operate from a single location and in a single market, with similarly sized staff, regardless of the number of units. Typically, the longer a franchisee remains in our System the more Franchise Agreements they sign with us in order to expand and grow their Franchised Business with more units, but there is no obligation to do so.
3. There were a total of 15 Franchised Businesses and no company or affiliate-owned Qualicare Businesses that existed during the 2025 fiscal year. For the period from June 1, 2024 to May 31, 2025, we did not include six Franchised Businesses in the results because they were not open and in operation for the full period. There were a total of 16 Franchised Businesses and no company or affiliate-owned Qualicare Businesses that existed during the 2024 fiscal year. For the period from June 1, 2023 to May 31, 2024, we did not include five Franchised Businesses in the results because they were not open and in operation for the full period. There were a total of 18 Franchised Businesses and no company or affiliate-owned Qualicare Businesses that existed during the 2023 fiscal year. For the period from June 1, 2022 to May 31, 2023, we did not include 10 Franchised Businesses in the results because they were not open and in operation for the full period.
4. The results do not contain information concerning the operating costs and expenses that you will incur in operating your Franchised Business, including royalties, Brand Development Fund contributions, local marketing, Software Fees, rent, payroll, payroll taxes, credit card processing fees, owner compensation/salary, healthcare, employee benefits, office supplies, postage, travel and entertainment expenses, utilities and telephone charges, late fees, training fees, professional fees, and other fees and operating expenses which you may incur as a franchisee.
5. Interest expense, interest income, depreciation, amortization and other income or expenses will vary substantially from business to business, depending on the amount and kind of financing you obtain to establish your Franchised Business. You should consult with your tax advisor regarding depreciation and amortization schedules and the period over which assets of your Franchised Business may be amortized or depreciated, as well as the effect, if any, of any recent or proposed tax legislation.
6. **Some outlets have earned these amounts. Your individual results may differ. There is no**

**assurance you will earn as much.**

7. We recommend that you make your own independent investigation to determine whether or not the franchise may be profitable to you. You should use the above information only as a reference in conducting your analysis and preparing your own projected income statements and cash flow statements. We suggest strongly that you consult your financial advisor or personal accountant concerning financial projections and federal, state and local income taxes and any other applicable taxes that you may incur in operating a Franchised Business.

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 Tony Valle, Qualicare of America, Inc., 91 Skyway Ave, Unit 104, Etobicoke, Ontario, M9W 6R5, Canada, Telephone: (888) 561-0616.

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

**TABLE 1**  
**System-Wide Outlet Summary**  
**For Fiscal Years Ending May 31, 2023, 2024 and 2025**

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
<b>Franchised</b>	2023	26	36	+10
	2024	36	28	-8
	2025	28	33	+5
<b>Company-Owned</b>	2023	0	0	0
	2024	0	0	0
	2025	0	0	0
<b>Total Outlets</b>	2023	26	36	+10
	2024	36	28	-8
	2025	28	33	+5

**TABLE 2**  
**Transfers of Outlets from Franchisees to New Owners (other than Franchisor)**  
**For Fiscal Years Ending May 31, 2023, 2024 and 2025**

State	Year	Number of transfers
Texas	2023	0
	2024	1
	2025	0
<b>TOTALS</b>	2023	0
	2024	1
	2025	0

**TABLE 3**  
**Status of Franchised Outlets**  
**For Fiscal Years Ending May 31, 2023, 2024 and 2025**

State	Year	Outlets at the Start of the Year	New Outlets Opened	Terminations	Non-Renewals	Re-acquired by Franchisor	Ceased operations other reasons	Outlets at End of the Year
Arizona	2023	0	0	0	0	0	0	0
	2024	0	0	0	0	0	0	0
	2025	0	9	0	0	0	0	9