

us the right, but not the obligation, to assume your rights in the event of expiration or termination of the Franchise Agreement. (New Construction Addendum, Conversion Addendum)

**In addition to the indemnification provision noted in Item 9, there are certain other important provisions of the Franchise Agreement, the POS Software License Agreement and the Hardware Support Agreement:**

	<b>Provision</b>	<b>Section in Agreement</b>	<b>Summary</b>
a.	Disclaimer of warranties	§7 POS Software License Agreement, <b>EXHIBITS B</b> ; §6, <b>EXHIBIT A</b> to Hardware Support, Agreement <b>EXHIBITS B</b>	We disclaim or limit most warranties concerning the POS software.
b.	Disclaimer of consequential damages	§16.11.8, Franchise Agreements; §10, <b>EXHIBIT A</b> , Hardware Support Agreement, <b>EXHIBITS B</b>	We disclaim consequential damages in the named agreements.
c.	Limitation of actions	§16.11.6, Franchise Agreements	Claims relating to the relationship between the parties must be brought within 2 years of the occurrence of the facts giving rise to the claim.
d.	Waiver of jury trial	§16.11.7, Franchise Agreement	The parties waive their right to a jury trial of disputes between them.
e.	Waiver of punitive damages	§16.11.8, Franchise Agreement	The parties waive their right to claim punitive damages in any dispute between them.

## **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 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 FDD. Financial performance information that differs from that included in this Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet that you are considering buying; or (2) a franchisor supplements the information provided in Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

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On your reasonable request, we will make available written substantiation of the data used in preparing the following information.

This Item 19 sets forth certain historical data. The following tables show sales and vehicle counts of franchised stores for each of the full 2024, 2023, and 2022 calendar years. All franchised service centers which were open for 12 full months in each respective year are included in the tables below. Certain franchised service centers participated in optional programs, such as the Jiffy Lube Multicare model.

The sales reported are Gross Sales, which means all receipts for goods and services sold in the ordinary course of business, excluding sales tax, coupons, discounts, proceeds of sales of recovered materials and amounts refunded to customers. This number is the basis for payment of royalty fees. Vehicle count reported is the total number of separate customer transactions experienced by a store. Although a store may have serviced the same vehicle on multiple occasions during the calendar year, each occasion would be reported as one vehicle. All data for all stores is reported daily through a point of sale computer system. These figures have not been audited, although we believe them to be reliable.

The Sales Tables and Vehicles Count Tables are broken into four quartiles. Each quartile displays ranges of “High,” “Average,” “Low,” and “Median” annual Gross Sales vehicle counts, and the number and percentage of franchised service centers that exceeded the average in each quartile. The total system is also displayed with the ranges of High, Average, Low and Median for each and the percentage of service centers that exceeded the average.

For purposes of this Item 19, “**Net Adjusted Sales**” are calculated as Gross Sales minus promotions, warranty, non-royalty income, and any national billed fleet discounts.

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

### COMPARATIVE ANNUAL SALES

2022				2023		2024	
Range		Net Adjusted Sales	# of stores	Net Adjusted Sales	# of stores	Net Adjusted Sales	# of stores
First Quartile	Low	\$135,538.19	490	\$139,217.68	504	\$183,195.48	501
	Avg	\$526,995.47		\$528,006.12		\$524,612.04	
	High	\$677,494.26		\$688,471.71		\$681,743.45	
	Median	\$546,292.04		\$559,638.46		\$545,131.84	
Number/Percent above Avg			284/ 58%		293/ 58.1%		283/ 56.5%
Second Quartile	Low	\$677,964.54	489	\$689,862.85	503	\$682,345.61	501
	Avg	\$796,507.38		\$817,616.35		\$814,774.87	
	High	\$916,952.69		\$940,261.63		\$939,649.21	
	Median	\$794,342.59		\$811,036.32		\$816,383.12	
Number/Percent above Avg			241/ 49.3%		240/ 47.7%		253/ 50.5%
Third Quartile	Low	\$916,962.87	491	\$940,936.70	502	\$942,054.01	500
	Avg	\$1,053,274.49		\$1,084,334.21		\$1,092,565.49	
	High	\$1,215,543.68		\$1,263,813.32		\$1,282,242.00	
	Median	\$1,040,965.38		\$1,071,410.78		\$1,084,222.12	
Number/Percent above Avg			225/ 45.8%		233/ 46.4%		240/ 48%
Fourth Quartile	Low	\$1,215,547.81	505	\$1,204,157.77	505	\$1,285,385.08	501
	Avg	\$1,637,906.38		\$1,728,692.10		\$1,770,710.15	
	High	\$3,850,421.22		\$4,723,993.96		\$5,564,791.13	
	Median	\$1,543,071.57		\$1,606,817.16		\$1,646,764.25	
Number/Percent above Avg			189/ 37.4%		203/ 40.2%		191/ 38.1%
System	Low	\$135,538.19	1,975	\$139,217.68	2,014	\$183,195.48	2,003
	Avg	\$1,008,617.92		\$1,040,070.20		\$1,050,644.72	
	High	\$3,850,421.22		\$4,723,993.96		\$5,564,791.13	
	Median	\$923,290.81		\$940,599.17		\$939,649.21	
Number/Percent above Avg			815/ 41.3%		807/ 40.1%		813/ 40.6%

### COMPARATIVE ANNUAL VEHICLE COUNT\*

2022				2023		2024	
Range		Vehicle Count	# of stores	Vehicle Count	# of stores	Vehicle Count	# of stores
First Quartile	Low	1,546	490	1,524	504	1,635	501
	Avg	5,142		4,846		4,602	
	High	6,594		6,269		5,959	
	Median	5,379		5,062		4,797	
Number/Percent above Avg			290/ 59.2%		287/ 56.9%		284/ 56.7%

Second	Low	6,607		6,278		5,960	
Quartile	Avg	7,690	491	7,306	504	6,977	502
	High	8,694		8,367		8,010	
	Median	7,696		7,256		6,964	
Number/Percent above Avg			248/ 50.5%		239/ 47.4%		245/ 48.8%
Third	Low	8,703		8,370		8,011	
Quartile	Avg	10,069	492	9,700	502	9,270	499
	High	11,562		11,116		10,691	
	Median	10,016		9,701		9,209	
Number/Percent above Avg			241/ 49%		251/ 50%		242/ 48.5%
Fourth	Low	11,579		11,118		10,711	
Quartile	Avg	15,123	502	14,723	504	14,154	501
	High	30,852		29,038		29,757	
	Median	13,958		13,714		13,145	
Number/Percent above Avg			196/ 39%		194/ 38.5%		195/ 38.9%
System	Low	1,546		1,524		1,635	
	Avg	9,540	1,975	9,143	2,014	8,749	2,003
	High	30,852		29,038		29,757	
	Median	8,742		8,367		8,010	
Number/Percent above Avg			835/ 42.3%		845/ 42%		842/ 42%

\* Note: The quartiles are calculated independently for both vehicle count and sales.

### **NEW STORE HISTORY**

Except as described below, the following tables describe sales and vehicle counts of all new service centers established in each of the 2022, 2023 and 2024 calendar years. A new service center is a service center that is newly constructed, and not converted from a pre-existing service center or similar automotive service business. The first horizontal set of figures in each chart (which provides information for each of 2022, 2023 and 2024) describes new service centers which had their first full year of operations in 2022. The second horizontal set of figures in each chart (which provides information for each of 2023 and 2024) describes new service centers which had their first full year of operations in 2023. The third horizontal set of figures in each chart (which provides information for 2024) describes new service centers which had their first full year of operations in 2024. The charts provide sales and vehicle information only for those new service centers which were in operation for all of a particular calendar year.

### **COMPARATIVE ANNUAL SALES OF NEW STORES**

2022	2023	2024
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Range	Net Adjusted Sales	# of Stores	Net Adjusted Sales	# of Stores	Net Adjusted Sales	# of Stores
Low	\$387,853.42		\$260,050.73		283,969.06	
Avg	\$749,300.81	42	\$882,080.40	42	910,381.17	42
High	\$1,868,747.49		\$1,518,610.32		1,734,575.36	
Median	\$661,686.13		\$803,434.86		799,726.31	
Percent above Avg		11/ 28.2%		16/ 38.1%		16/ 38.1%
			<b>2023</b>		<b>2024</b>	
			<b>Net Adjusted Sales</b>	<b># of Stores</b>	<b>Net Adjusted Sales</b>	<b># of Stores</b>
Low			\$271,197.66		324,170.43	
Avg			\$619,107.80	43	685,825.18	43
High			\$1,130,162.73		1,203,024.61	
Median			\$646,016.87		689,825.33	
Percent above Avg				24/ 55.8%		22/ 51.2%
					<b>2024</b>	
					<b>Net Adjusted Sales</b>	
Low					357,962.47	
Avg					789,038.42	26
High					1,544,467.22	
Median					726,497.59	
Percent above Avg						12/ 46.2%

### COMPARATIVE ANNUAL VEHICLE COUNT OF NEW STORES

2022			2023		2024	
Range	Vehicle Count	# of Stores	Vehicle Count	# of Stores	Vehicle Count	# of Stores
Low	3,218		2,847		2,704	

Avg	6,427	42	7,263	42	7,491	42
High	15,019		15,697		16,377	
Median	5,505		6,347		6,396	
Percent above Avg		13/ 33.3%		16/ 38.1%		16/ 38.1%
			2023		2024	
			Vehicle Count	# of Stores	Vehicle Count	# of Stores
Low			2,855		2,796	
Avg			4,897	43	5,465	43
High			8,583		9,911	
Median			4,792		5,347	
Percent above Avg				21/ 48.8%		18/ 41.9%
					2024	
					Vehicle Count	
Low					2,679	
Avg					6,383	26
High					11,794	
Median					5,853	
Percent above Avg						12/ 46.2%

### **JIFFY LUBE MULTICARE**

Beginning in 2014, Jiffy Lube began offering Brakes and Services. This was followed by the deployment of a new store layout to support the implementation of the full Jiffy Lube Multicare business model. The new store layout features a minimum of four bays, an expanded service offering, and enhanced customer lounges. Some of the expanded services include repairs such as brakes, suspension, spark plugs and tires. Stores adopting the Jiffy Lube Multicare model have shown that these additional services added to existing quick lube services yielded an increase in store sales versus our unit average. The 2024 financial metrics measured from these stores are provided below.

### **NEW JIFFY LUBE MULTICARE SERVICE CENTERS**

Beginning in 2014, Jiffy Lube began offering Brakes and Services. This was followed by the deployment of a new store layout to support the implementation of the full Jiffy Lube Multicare business model. These new service center prototypes featured a minimum of four bays, an expanded service offering, and enhanced customer lounges. The net sale of these new stores is as follows:

# of Months Open	# of Stores	Average Year 1 Sales Net Adjusted Sales	Average Year 2 Sales Net Adjusted Sales	Average Year 3 Sales Net Adjusted Sales	Average Year 4 Sales Net Adjusted Sales	Average Year 5 Sales Net Adjusted Sales
7+ months	197	\$673,234 High: \$1,318,469 Low: \$264,352 Median: \$640,741	n/a	n/a	n/a	n/a
18+ months	184	\$672,684 High: \$1,318,469 Low: \$264,352 Median: \$641,195	\$812,823 High: \$1,905,548 Low: \$269,942 Median: \$764,115	n/a	n/a	n/a
30+ months	149	\$680,567 High: \$1,318,469 Low: \$264,352 Median: \$641,952	\$830,406 High: \$1,905,548 Low: \$269,942 Median: \$777,640	\$921,181 High: \$2,102,114 Low: \$271,448 Median: \$853,395	n/a	n/a
42+ months	107	\$704,696 High: \$1,311,830 Low: \$264,352 Median: \$680,632	\$863,760 High: \$1,905,548 Low: \$269,942 Median: \$846,878	\$977,530 High: \$2,102,114 Low: \$271,448 Median: \$936,014	\$1,133,519 High: \$2,153,498 Low: \$290,181 Median: \$963,382	n/a
54+ months	67	\$735,235 High: \$1,262,130 Low: \$265,698 Median: \$741,351	\$893,995 High: \$1,783,752 Low: \$437,094 Median: \$883,962	\$1,009,251 High: \$2,069,053 Low: \$499,611 Median: \$982,405	\$1,1085,471 High: \$2,153,498 Low: \$496,323 Median: \$1,093,846	\$1,145,876 High: \$2,326,860 Low: \$553,775 Median: \$1,072,557
66+ months	49	\$762,790 High: \$1,262,130 Low: \$405,298 Median: \$752,066	\$893,497 High: \$1,603,537 Low: \$469,246 Median: \$892,394	\$989,840 High: \$1,560,870 Low: \$507,329 Median: \$1,038,799	\$1,082,246 High: \$1,798,305 Low: \$502,891 Median: \$1,122,114	\$1,152,425 High: \$1,929,119 Low: \$563,599 Median: \$1,132,039
78+ months	35	\$765,269 High: \$1,262,130 Low: \$405,298 Median: \$748,888	\$910,247 High: \$1,603,537 Low: \$469,246 Median: \$897,559	\$977,398 High: \$1,560,870 Low: \$507,329 Median: \$1,038,799	\$1,084,209 High: \$1,653,392 Low: \$502,891 Median: \$1,192,127	\$1,173,072 High: \$1,929,119 Low: \$580,924 Median: \$1,237,33
90+ months	17	\$752,052 High: \$1,156,530 Low: \$454,284	\$879,620 High: \$1,265,398 Low: \$469,246	\$947,786 High: \$1,289,806 Low: \$540,545	\$998,067 High: \$1,528,077 Low: \$502,891 Median: \$1,071,807	\$1,078,287 High: \$1,716,265 Low: \$617,694

# of Months Open	# of Stores	Average Year 1 Sales Net Adjusted Sales	Average Year 2 Sales Net Adjusted Sales	Average Year 3 Sales Net Adjusted Sales	Average Year 4 Sales Net Adjusted Sales	Average Year 5 Sales Net Adjusted Sales
		Median: \$734,112	Median: \$892,394	Median: \$982,405		Median: \$1,090,320
102+ months	10	\$855,603 High: \$1,156,530 Low: \$514,930 Median: \$875,822	\$997,062 High: \$1,265,398 Low: \$552,507 Median: \$1,011,835	\$1,074,990 High: \$1,289,806 Low: \$540,545 Median: \$1,136,400	\$1,157,431 High: \$1,528,077 Low: \$564,163 Median: \$1,214,154	\$1,198,593 High: \$1,468,531 Low: \$617,694 Median: \$1,261,890
114+ months	4	\$1,030,554 High: \$1,156,530 Low: \$891,761 Median: \$1,036,963	\$1,061,973 High: \$1,159,353 Low: 889,096 Median: \$1,099,720	\$1,114,458 High: \$1,289,806 Low: \$935,329 Median: \$1,116,350	\$1,126,685 High: \$1,528,077 Low: \$981,557 Median: \$1,198,552	\$1,252,623 High: \$1,468,531 Low: \$1,041,775 Median: \$1,250,094

If a store has been open for the full 12 months of any one-year period, the sales amount used in the calculation of the average net adjusted sales in the above chart is the store's actual sales for the store.

If a store has been open for less than a full 12 months of any one-year period, the sales amount used in the calculation of the average net adjusted sales in the above chart is derived by subtracting sales from the first month the store was open from total sales, dividing the remaining number of full months the store was open, multiplied by twelve.

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 Ruth Mendez, Esq., 150 N. Dairy Ashford, 6<sup>th</sup> Floor, Houston, Texas 77079, (832) 762-2967, the Federal Trade Commission, and the appropriate state regulatory agencies.

## ITEM 20: OUTLETS AND FRANCHISEE INFORMATION

**TABLE NO. 1**  
**SYSTEMWIDE OUTLET SUMMARY**  
**FOR FISCAL 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	1950	1683	-267
	2023	1683	1710	+27
	2024	1710	1721	+11