

| PROVISION | SECTION IN FRANCHISE AGREEMENT | SUMMARY |
|---|--------------------------------|--|
| s. Modification of the Agreement | 24 | The Franchise Agreement may only be modified by written agreement signed by both parties. |
| t. Integration/merger clause | 24 | Subject to applicable state law, only the terms of the Franchise Agreement are binding. Any representations or promises outside of the Disclosure Document and Franchise Agreement may not be enforceable. Notwithstanding the foregoing, nothing in the Franchise Agreement or any related agreement is intended to disclaim the representations made in the Franchise Disclosure Document. |
| u. Dispute resolution by arbitration or mediation | 26.2 and 26.3 | Subject to applicable state law and except as otherwise provided, all disputes and claims relating to the Franchise Agreement must be settled by mediation and arbitration at the JAMS Resolution Center that is nearest to our principal business address according to the then-current JAMS Comprehensive Arbitration Rules and Procedures and the Federal Arbitration Act. |
| v. Choice of forum | 26.4 | Subject to applicable state law, Suffolk County, Massachusetts. |
| w. Choice of law | 26.1 | Subject to applicable state law, the Franchise Agreement will be interpreted and construed under the laws of Massachusetts. |

Some states have enacted statutes which may supersede certain provisions of the Franchise Agreement, including provisions concerning termination, transfer, and renewal of your franchise, choice of forum, or choice of law. See the applicable state addendum for additional information.

ITEM 18

PUBLIC FIGURES

There are no public figures involved in the sale of 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.

Historical Financial Performance Representations

This Item 19 provides anonymized historical Gross Revenue information for 58 franchised and 2 company-owned AMRAMP® Businesses (57 in the United States and 3 in Canada) that were open during the majority of the 2024 fiscal year (January 1, 2024 to December 31, 2024). This information was collected from our internal accounting and point of sale system. As noted in Item 6 above, "Gross Revenue" means all revenues generated from the sale, lease, or provision of 4% Products, 6% Products, 9% Products, and/or 12% Products, and any other revenue derived from operating the AMRAMP® Business, or from or with respect to the AMRAMP® Business, whether such sales are evidenced by cash, check, credit, charge, account, barter, or exchange. Gross Revenue includes all monies or credit received from the sale of products

or services, from the proceeds from any business interruption or similar insurance policies, and from tangible property of every kind and nature, promotional or otherwise. Gross Revenue does not include good faith refunds, adjustments, credits, and allowances actually made by your AMRAMP® Business in compliance with the Operations Manual. Gross Revenue also excludes any sales taxes or other taxes collected from customers and paid directly to the appropriate taxing authority, or any amounts paid to employees as approved compensation for meals.

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

2024 Gross Revenue By AMRAMP® Business/Territory

| Outlet | Franchised (“F”) or Company-Owned (“CO”) | <u>Owner Information</u> ¹ | Gross Revenue |
|-----------------|--|---------------------------------------|---------------|
| 1 | CO | Owner J | \$2,791,553 |
| 2 | F | | \$1,876,712 |
| 3 | F | Owner A | \$1,844,163 |
| 4 | F | Owner C | \$1,670,801 |
| 5 | F | Owner I | \$1,516,607 |
| 6 | CO | Owner J | \$1,461,638 |
| 7 | F | | \$1,427,843 |
| 8 | F | | \$1,352,483 |
| 9 | F | | \$1,285,489 |
| 10 | F | Owner B | \$1,156,675 |
| 11 | F | Owner C | \$1,155,633 |
| 12 | F | Owner B | \$1,007,429 |
| 13 | F | | \$990,165 |
| 14 | F | | \$960,114 |
| 15 | F | | \$949,412 |
| 16 | F | | \$905,839 |
| 17 | F | | \$891,421 |
| 18 ² | F | | \$878,218 |
| 19 | F | | \$832,605 |
| 20 | F | Owner F | \$732,373 |
| 21 | F | | \$713,798 |
| 22 | F | Owner A | \$618,914 |
| 23 | F | Owner I | \$572,602 |
| 24 | F | | \$515,119 |
| 25 | F | | \$505,993 |
| 26 | F | | \$449,357 |
| 27 | F | | \$398,942 |
| 28 | F | Owner I | \$371,722 |
| 29 | F | | \$362,278 |
| 30 | F | Owner D | \$349,289 |
| 31 | F | | \$345,866 |
| 32 | F | Owner G | \$344,775 |
| 33 | F | Owner E | \$321,068 |
| 34 | F | | \$313,967 |

| Outlet | Franchised (“F”) or Company-Owned (“CO”) | Owner Information ¹ | Gross Revenue |
|-----------------|--|--------------------------------|---------------|
| 35 | F | Owner D | \$298,432 |
| 36 | F | | \$278,227 |
| 37 | F | Owner E | \$269,440 |
| 38 | F | | \$266,980 |
| 39 | F | | \$266,543 |
| 40 | F | | \$244,661 |
| 41 | F | | \$239,789 |
| 42 | F | Owner I | \$230,504 |
| 43 | F | Owner F | \$223,511 |
| 44 | F | Owner F | \$168,275 |
| 45 | F | | \$168,243 |
| 46 | F | | \$165,099 |
| 47 | F | Owner I | \$129,985 |
| 48 | F | Owner A | \$125,669 |
| 49 | F | Owner D | \$125,549 |
| 50 ² | F | | \$122,061 |
| 51 | F | | \$112,338 |
| 52 | F | | \$104,094 |
| 53 | F | Owner I | \$81,222 |
| 54 ² | F | Owner H | \$74,516 |
| 55 | F | | \$71,957 |
| 56 | F | Owner I | \$71,514 |
| 57 ² | F | Owner H | \$69,205 |
| 58 | F | Owner G | \$57,866 |
| 59 | F | Owner I | \$52,174 |
| 60 ³ | F | | \$29,489 |

¹ AMRAMP® Businesses with anonymized “Owner Information” in column 3 are operated by franchisee owners that own multiple AMRAMP franchises. There are ten (10) owners that fell into this category as of December 31, 2024.

² The noted AMRAMP® Businesses are “Tier 2” franchises, which operate in smaller territories, and are likely to have lower sales. We no longer offer Tier 2 franchises.

³ The noted AMRAMP® Business closed the business and retired in 2024. Accordingly, the reported revenue reflects a partial year.

Written substantiation for the financial performance representations in this Item 19 will be made available to you 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 records 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 Justin Gordon, 358 North Street, Randolph, MA 02368, (800) 649-5215, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20

OUTLETS AND FRANCHISEE INFORMATION

**Table No. 20.1
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 | 50 | 51 | +1 |
| | 2023 | 51 | 55 | +4 |
| | 2024 | 55 | 52 | -3 |
| Company-Owned* | 2022 | 2 | 2 | 0 |
| | 2023 | 2 | 2 | 0 |
| | 2024 | 2 | 2 | 0 |
| Total Outlets | 2022 | 52 | 53 | +1 |
| | 2023 | 53 | 57 | +4 |
| | 2024 | 57 | 54 | -3 |

*Our affiliate, Gordon Industries, also operates businesses in Massachusetts and Rhode Island that sell products similar to those offered by AMRAMP® franchisees.

**Table No. 20.2
TRANSFERS OF OUTLETS FROM FRANCHISEES TO NEW OWNERS
(OTHER THAN THE FRANCHISOR)
FOR YEARS 2022 TO 2024**

| State | Year | Number of Transfers |
|----------------|-------------|----------------------------|
| Georgia | 2022 | 0 |
| | 2023 | 2 |
| | 2024 | 0 |
| Illinois | 2022 | 0 |
| | 2023 | 0 |
| | 2024 | 1 |
| North Carolina | 2022 | 0 |
| | 2023 | 1 |
| | 2024 | 0 |
| Virginia | 2022 | 1 |
| | 2023 | 1 |
| | 2024 | 0 |
| Total | 2022 | 1 |
| | 2023 | 4 |
| | 2024 | 1 |