

FRANCHISE DISCLOSURE DOCUMENT

Patch Boys International, LLC
A Delaware Limited Liability Company
731 Fairfield Court
Ann Arbor, MI 48108
734-864-9799
info@belfrangroup.com
www.thepatchboys.com



The franchise offered is for the establishment and operation of a business offering light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement, utilizing THE PATCH BOYS business system, which is sometimes referred to below as the “Franchise” or “THE PATCH BOYS Business.”

The total investment necessary to begin operation of a THE PATCH BOYS Business is \$40,800 to \$72,950. This includes \$23,700 to \$29,950 that must be paid to the franchisor or its affiliates.

This disclosure document summarizes certain provisions of your franchise agreement and other information in plain English. Read this disclosure document and all accompanying agreements carefully. You must receive this disclosure document at least 14 calendar-days before you sign a binding agreement with, or make any payment to, the franchisor or an affiliate in connection with the proposed franchise sale. **Note, however, that no government agency has verified the information contained in this document.**

You may wish to receive your disclosure document in another format that is more convenient for you. To discuss the availability of disclosures in different formats, contact Ebony Idemudia at 731 Fairfield Court, Ann Arbor, MI 48108, 734-864-9774.

The terms of your contract will govern your franchise relationship. Don’t rely on the disclosure document alone to understand your contract. Read all of your contract carefully. Show your contract and this disclosure document with an advisor, like a lawyer or an accountant.

Buying a franchise is a complex investment. The information in this disclosure document can help you make up your mind. More information on franchising, such as “[A Consumer’s Guide to Buying a Franchise](#),” which can help you understand how to use this disclosure document, is available from the Federal Trade Commission. You can contact the FTC at 1-877-FTC-HELP or by writing to the FTC at 600 Pennsylvania Avenue, NW, Washington, D.C. 20580. You can also visit the FTC’s home page at www.ftc.gov for additional information. Call your state agency or visit your public library for other sources of information on franchising.

There may also be laws on franchising in your state. Ask your state agencies about them.

Issuance date: March 31, 2021

How to Use This Franchise Disclosure Document

Here are some questions you may be asking about buying a franchise and tips on how to find more information:

QUESTION	WHERE TO FIND INFORMATION
How much can I earn?	Item 19 may give you information about outlet sales, costs, profits or losses. You should also try to obtain this information from others, like current and former franchisees. You can find their names and contact information in Exhibits I and J.
How much will I need to invest?	Items 5 and 6 list fees you will be paying to the franchisor or at the franchisor's direction. Item 7 lists the initial investment to open. Item 8 describes the suppliers you must use.
Does the franchisor have the financial ability to provide support to my business?	Item 21 or Exhibit E includes financial statements. Review these statements carefully.
Is the franchise system stable, growing, or shrinking?	Item 20 summarizes the recent history of the number of company-owned and franchised outlets.
Will my business be the only THE PATCH BOYS Business in my area?	Item 12 and the "territory" provisions in the franchise agreement describe whether the franchisor and other franchisees can compete with you.
Does the franchisor have a troubled legal history?	Items 3 and 4 tell you whether the franchisor or its management have been involved in material litigation or bankruptcy proceedings.
What's it like to be a THE PATCH BOYS franchisee?	Exhibits I and J lists current and former franchisees. You can contact them to ask about their experiences.
What else should I know?	These questions are only a few things you should look for. Review all 23 Items and all Exhibits in this disclosure document to better understand this franchise opportunity. See the table of contents.

What You Need To Know About Franchising *Generally*

Continuing responsibility to pay fees. You may have to pay royalties and other fees even if you are losing money.

Business model can change. The franchise agreement may allow the franchisor to change its manuals and business model without your consent. These changes may require you to make additional investments in your franchise business or may harm your franchise business.

Supplier restrictions. You may have to buy or lease items from the franchisor or a limited group of suppliers the franchisor designates. These items may be more expensive than similar items you could buy on your own.

Operating restrictions. The franchise agreement may prohibit you from operating a similar business during the term of the franchise. There are usually other restrictions. Some examples may include controlling your location, your access to customers, what you sell, how you market, and your hours of operation.

Competition from franchisor. Even if the franchise agreement grants you a territory, the franchisor may have the right to compete with you in your territory.

Renewal. Your franchise agreement may not permit you to renew. Even if it does, you may have to sign a new agreement with different terms and conditions in order to continue to operate your franchise business.

When your franchise ends. The franchise agreement may prohibit you from operating a similar business after your franchise ends even if you still have obligations to your landlord or other creditors.

Some States Require Registration

Your state may have a franchise law, or other law, that requires franchisors to register before offering or selling franchises in the state. Registration does not mean that the state recommends the franchise or has verified the information in this document. To find out if your state has a registration requirement, or to contact your state, use the agency information in Exhibit F.

Your state also may have laws that require special disclosures or amendments be made to your franchise agreement. If so, you should check the State Specific Addenda. See the Table of Contents for the location of the State Specific Addenda.

Special Risks to Consider About *This* Franchise

Certain states require that the following risk(s) be highlighted:

1. **Out-of-State Dispute Resolution.** The franchise agreement requires you to resolve disputes with the franchisor by mediation, arbitration and/or litigation only in Michigan. Out-of-state mediation, arbitration, or litigation may force you to accept a less favorable settlement for disputes. It may also cost more to mediate, arbitrate, or litigate with the franchisor in Michigan than in your own state.
2. **Sales Performance Required.** You must maintain minimum sales performance levels. Your inability to maintain these levels may result in loss of any territorial rights you are granted, termination of your franchise, and loss of your investment.
3. **Spousal Liability.** Your spouse must sign a document that makes your spouse liable for all financial obligations under the franchise agreement even though your spouse has no ownership interest in the franchise. This guarantee will place both you and your spouse's marital and personal assets perhaps including your house, at risk if your franchise fails.
4. **Short Operating History.** The franchisor is at an early stage of development and has a limited operating history. This franchise is likely to be a riskier investment than a franchise in a system with a longer operating history.
5. **Financial Condition.** The franchisor's financial condition, as reflected in its financial statements (see Item 21), calls into question the franchisor's financial ability to provide services and support to you.
6. **Mandatory Minimum Payments.** You must make minimum royalty payments, regardless of your sales levels. Your inability to make these payments may result in termination of your franchise and loss of your investment.

Certain states may require other risks to be highlighted. Check the "State Specific Addenda" (if any) to see whether your state requires other risks to be highlighted.

ADDITIONAL DISCLOSURES FOR THE STATE OF MICHIGAN

THE STATE OF MICHIGAN PROHIBITS CERTAIN UNFAIR PROVISIONS THAT ARE SOMETIMES IN FRANCHISE DOCUMENTS. IF ANY OF THE FOLLOWING PROVISIONS ARE IN THESE FRANCHISE DOCUMENTS, THE PROVISIONS ARE VOID AND CANNOT BE ENFORCED AGAINST YOU.

Each of the following provisions is void and unenforceable if contained in any documents relating to a franchise:

- (a) A prohibition on the right of a franchisee to join an association of franchisees.
- (b) A requirement that a franchisee assent to a release, assignment, novation, waiver, or estoppel which deprives a franchisee of rights and protections provided in this act. This shall not preclude a franchisee, after entering into a franchise agreement, from settling any and all claims.
- (c) A provision that permits a franchisor to terminate a franchise prior to the expiration of its term except for good cause. Good cause shall include the failure of the franchisee to comply with any lawful provision of the franchise agreement and to cure such failure after being given written notice thereof and a reasonable opportunity, which in no event need be more than 30 days, to cure such failure.
- (d) A provision that permits a franchisor to refuse to renew a franchise without fairly compensating the franchisee by repurchase or other means for the fair market value at the time of expiration of the franchisee's inventory, supplies, equipment, fixtures, and furnishings. Personalized materials which have no value to the franchisor and inventory, supplies, equipment, fixtures, and furnishings not reasonably required in the conduct of the franchise business are not subject to compensation. This subsection applies only if: (i) The term of the franchise is less than five years and (ii) the franchisee is prohibited by the franchise or other agreement from continuing to conduct substantially the same business under another trademark, service mark, trade name, logotype, advertising, or other commercial symbol in the same area subsequent to the expiration of the franchise or the franchisee does not receive at least six months advance notice of franchisor's intent not to renew the franchise.
- (e) A provision that permits the franchisor to refuse to renew a franchise on terms generally available to other franchisees of the same class or type under similar circumstances. This section does not require a renewal provision.
- (f) A provision requiring that arbitration or litigation be conducted outside this state. This shall not preclude the franchisee from entering into an agreement, at the time of arbitration, to conduct arbitration at a location outside this state.
- (g) A provision which permits a franchisor to refuse to permit a transfer of ownership of a franchise, except for good cause. This subdivision does not prevent a franchisor from exercising a right of first refusal to purchase the franchise. Good cause shall include, but is not limited to:
 - (i) The failure of the proposed transferee to meet the franchisor's then current reasonable qualifications or standards.

(ii) The fact that the proposed transferee is a competitor of the franchisor or subfranchisor.

(iii) The unwillingness of the proposed transferee to agree in writing to comply with all lawful obligations.

(iv) The failure of the franchisee or proposed transferee to pay any sums owing to the franchisor or to cure any default in the franchise agreement existing at the time of the proposed transfer.

(h) A provision that requires the franchisee to resell to the franchisor items that are not uniquely identified with the franchisor. This subdivision does not prohibit a provision that grants to a franchisor a right of first refusal to purchase the assets of a franchise on the same terms and conditions as a bona fide third party willing and able to purchase those assets, nor does this subdivision prohibit a provision that grants the franchisor the right to acquire the assets of a franchise for the market or appraised value of such assets if the franchisee has breached the lawful provisions of the franchise agreement and has failed to cure the breach in the manner provided in subdivision (c).

(i) A provision which permits the franchisor to directly or indirectly convey, assign, or otherwise transfer its obligations to fulfill contractual obligations to the franchisee unless provision has been made for providing the required contractual services.

THE FACT THAT THERE IS A NOTICE OF THIS OFFERING ON FILE WITH THE ATTORNEY GENERAL DOES NOT CONSTITUTE APPROVAL, RECOMMENDATION, OR ENFORCEMENT BY THE ATTORNEY GENERAL.

If the franchisor's most recent financial statements are un-audited, and show a net worth of less than \$100,000.00, the franchisee may request the franchisor to arrange for the escrow of initial investment and other funds paid by the franchisee until the obligations, if any, of the franchisor to provide real estate, improvements, equipment, inventory, training or other items included in the franchise offering are fulfilled. At the option of the franchisor, a surety bond may be provided in place of escrow.

Any questions regarding this notice should be directed to:

State of Michigan
Consumer Protection Division
Attn: Franchise
670 G. Mennen Williams Building
525 West Ottawa
Lansing, Michigan 48933
(517) 373-7117
miag@michigan.gov

PATCH BOYS INTERNATIONAL, LLC
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ITEM 1: THE FRANCHISOR AND ANY PARENTS, PREDECESSORS AND AFFILIATES

1.1 The Franchisor, its Parents, Predecessor and Certain Affiliates

The franchisor is Patch Boys International, LLC. Our principal business address is 731 Fairfield Court, Ann Arbor, MI 48108. To simplify the language in this Disclosure Document, “we,” “us,” “our,” “Company”, and “THE PATCH BOYS” means Patch Boys International, LLC. “You” or “your” means the person or persons to whom a Franchise is awarded. If THE PATCH BOYS Business is awarded to a legal or business entity, “you” or “your” means the legal or business entity and the owners of the legal or business entity.

We were formed May 6, 2020, as a Delaware Limited Liability Company, and began offering franchises as of the date of this Disclosure Document. We do business under the name “THE PATCH BOYS.” We do not do business under any other name; however, our owners have other businesses as described below. We have no other business activities although we reserve the right to do so in the future. Our agent authorized to receive service of process is listed in Exhibit G of this Disclosure Document. We only conducted business and offer franchises in the line of business described in this Disclosure Document.

Our parent is BELFOR Franchise Group, LLC (f/k/a “DUCTZ Holdings, LLC”) a Michigan Limited Liability Company formed on July 3, 2007 (“BFG”), which has a principal business address of 731 Fairfield Court, Ann Arbor, MI 48108. BFG is a wholly owned subsidiary of BELFOR (USA) Group, Inc. (“BELFOR”), a Colorado corporation formed on June 9, 1995, and located at 185 Oakland Ave, Suite 150, Birmingham, MI 48009. BELFOR is a wholly owned subsidiary of BELFOR Holdings, Inc., a Delaware corporation incorporated on May 24, 2006 and located at 185 Oakland Ave, Suite 150, Birmingham, MI 48009. BELFOR offers property and electronic restoration, machinery refurbishment, data and document restoration, mold remediation, emergency and rapid response. BELFOR does not currently operate any, nor has it offered, franchises in any line of business, although it reserves the right to do so in the future. As of December 31, 2020, BELFOR owns and operates 152 outlets in the United States and Canada.

BELFOR Holdings, Inc. is fully owned by ASP BF Intermediate Sub, LLC, a Delaware limited liability company formed on December 21, 2018. Its principal business address is 299 Park Avenue, 34th Floor, New York NY 10171. ASP BF Intermediate Sub, LLC purchased BELFOR Holdings, Inc. on April 4, 2019.

Our predecessor is Patch Boys Franchising, LLC (“Predecessor”), which was a Delaware Limited Liability Company formed on February 26, 2018 with a principal business address of 695 Cross Street, Unit 189, Lakewood, New Jersey 08701. Predecessor was a wholly-owned subsidiary of The Boys Group, Inc (“Boys Group”) with a principal business address of 695 Cross Street, Unit 189, Lakewood, NJ 08701. Predecessor offered and sold THE PATCH BOYS franchises beginning in 2015 through early 2020. A Predecessor’s affiliate operated a THE PATCH BOYS company owned location with a principal business address at 1661 McDonald Ave, Suite 109, Brooklyn, NY 11230 from 2006 to 2019. Since 2015, Boys Group has offered water damage restoration franchises through its subsidiary, Dry Boys Franchising, LLC (“Dry Boys”) located at 695 Cross Street, Unit 189, Lakewood, NJ 08701.

On June 4, 2020, BFG purchased the assets of our Predecessor and transferred such entity to us. Such assets included THE PATCH BOYS marks, business system and existing franchise agreements, and such assets were transferred to us. As a result, we became the new franchisor of THE PATCH BOYS Businesses and, therefore, conducted a business of the type to be operated by the franchisee since June 2020. The existing THE PATCH BOYS franchisees operate under the same marks and offer the same services that you will offer as a THE PATCH BOYS franchisee.

Additional affiliates are listed below.

1.2 Our Business and the Franchises Offered

We grant franchises for the establishment and operation of a business that offers light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement (“light restoration and reconstruction services”) to clients within a specific geographic area (the “Services”). You will operate your THE PATCH BOYS Business from your home so long as your home is located within the Territory, otherwise we recommend you operate the Business from a commercial or industrial park in a space of at least 500 square feet. You will operate THE PATCH BOYS Business under the trademarks, for use in connection with a THE PATCH BOYS Business (“Marks”). We have been offering franchises since August 2020.

Each THE PATCH BOYS Business will be awarded a geographic territory (the “Territory”) where you may advertise, and solicit business, and where you may also perform services under certain conditions as described in Section 1 of the Franchise Agreement. Under certain conditions, other franchisee(s), Company Store(s) (as defined below), we (collectively referred to as “THE PATCH BOYS Affiliates”) may also solicit and perform services in the Territory, but only as described in Section 1 of the Franchise Agreement. We grant franchises only in accordance with our franchise agreement (the “Franchise Agreement”). A copy of it is attached as Exhibit A.

You will identify that you are a THE PATCH BOYS franchisee by exhibiting THE PATCH BOYS Marks on your marketing materials, vehicles, employee uniforms, stationery, business cards, invoices, and other business supplies.

THE PATCH BOYS Business includes a unique method of process and systems for providing light restoration and reconstruction services, all of which we (or our affiliates) may improve, further develop or otherwise modify from time to time (collectively, the “System”). We intend to develop, promote, and award THE PATCH BOYS Businesses to establish a franchised network of local owners across the United States which together with Company Stores will conduct the Services under the Marks using methods and operating systems as defined in our operations manual and other manuals or similar written materials. You must operate your THE PATCH BOYS Business according to the System. We have no other business activities although we reserve the right to do so in the future.

The various elements of the System are incorporated into the Operations Manual, online training modules and THE PATCH BOYS owner’s intranet website (collectively, the “Operations Manual”). We also have a set of system standards that will contain mandatory and suggested specifications, standards, operating procedures, and rules (the “System Standards”) that we prescribe periodically for the operation of a THE PATCH BOYS Business, and information on your other

obligations under the Franchise Agreement and related agreements. We may modify the Operations Manual and System Standards periodically to reflect changes in the System.

We may continue to develop new Services. We are not obligated to develop or offer you the right to provide new Services, but if they are offered, we may impose requirements in addition to those described in this Disclosure Document, which may include, among others, completion of additional training, the purchase of additional equipment, payment of additional fees and the execution of additional agreements. You will be required to participate in these new Services as instructed by us. We may also discontinue services in our sole discretion and you would then be required to also discontinue offering such services.

1.3. Market and Competition

The market for light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement is developed in most geographic areas and competition will depend upon the number of businesses in your area capable of performing similar services, and the number of people in the area aware of the availability and benefits of such services. You will experience competition from other independent businesses and national franchisors that provide similar services and products.

1.4 Laws and Industry Regulations

You must comply with all federal, state, and local laws and regulations that apply to business providing light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement in general. Some states require general contractor's licenses to perform the Services. You should investigate these laws and regulations, and keep apprised of changes that are made in areas that you service. You are solely responsible to investigate and determine licensing requirements in the area you would like to service before signing the Franchise Agreement.

1.5 Other Affiliates

Our parent, BELFOR or BFG, also owns the companies that offer franchises in the chart below. The franchising companies have offered franchises since their year of formation, only offer franchises in the line of business in the chart, and have never offered franchises in any other line of business. All of the franchising companies in the chart below have the following principal business address: 731 Fairfield Court, Ann Arbor, MI, except the Canadian companies have the following principal business address: 3300 Bridgeway Street, Vancouver, British Columbia V5K 1H9. Winmar, a subsidiary of BELFOR, principal business address is 185 Oakland Ave, Suite 150, Birmingham, MI 48009.

Company	State/Type of Entity	Date of Formation	Number of Outlets	Franchise Offering
BFG				
HOODZ International, LLC ("HOODZ")	Delaware LLC	Oct. 3, 2008	128	Performing commercial kitchen exhaust system cleaning, inspection, maintenance and restoration services.
DUCTZ International, LLC ("DUCTZ")	Michigan LLC	Mar. 30, 2004	72	HVAC restoration and duct cleaning services to various large

Company	State/Type of Entity	Date of Formation	Number of Outlets	Franchise Offering
				volume, emergency, and rapid response projects.
1 800 WATER DAMAGE International, LLC (“1 800 WD”) (predecessor is LLB Group, Inc., (f/k/a The Cure Services Group, Inc., which offered and sold 1 800 WD franchises from 2003 until 2013)	Delaware LLC	Apr. 16, 2015	133 traditional outlets and 7 “Managing Operator” outlets	Water damage restoration services, carpet cleaning services, mold remediation, odor removal, fire and smoke and related cleaning services.
PACKOUTZ International, LLC (“BLUE KANGAROO PACKOUTZ”)	Delaware LLC	August 29, 2019	3	Contents restoration, packing, cleaning, and permanent climate-controlled storage.
PLUMBERZ International, LLC (“Z PLUMBERZ”) (predecessor is Plumbing Professors, LLC, formed on Oct. 18, 2006, (formerly known as North American Service Group, LLC, and ROOTER1, LLC)	Delaware LLC	Mar. 25, 2019	8	Plumbing, sewer, and drain service to residential, commercial, and industrial buildings.
HOODZ Canada, Inc.	Federal company (Canada)	Oct. 4, 2011	1	Performing commercial kitchen exhaust system cleaning, inspection, maintenance and restoration services.
DUCTZ Canada, Inc.	Federal company (Canada)	Jan. 12, 2018	1	HVAC restoration and duct cleaning services to various large volume, emergency, and rapid response projects.
1 800 WATER DAMAGE Canada, Inc.	Federal company (Canada)	Jan. 12, 2018	0	Water damage restoration services, carpet cleaning services, mold remediation, odor removal, fire and smoke and related cleaning services.
BELFOR				
Winmar (Canada) International Ltd. (“Winmar”) (predecessor is Winmar International, Inc.)	Federal company (Canada)	Dec. 7, 2018	Dec. 7, 2018	Restoration services for residential and commercial properties across Canada that specialize in water damage, fire and smoke restoration services, mold inspection and removal as well as damage restoration and recovery.

Our parent, BFG, also owns the following companies that do not currently have or offer franchises, but reserve the right to do so in the future, and may offer products or services to franchisees:

Company	State/Type of Entity	Date of Formation	Principal Address	Number of Outlets	Industry
1 800 WATER DAMAGE North America, LLC (“WDNA”)	Delaware LLC	Sept. 28, 2015	731 Fairfield Court, Ann Arbor, MI 48108	Owns 7 Managing Operator Model outlets and operates 2 outlets	Water damage restoration services, carpet cleaning services, mold remediation, odor removal, fire and smoke and related cleaning services.
DUCTZ North America, LLC (“DZNA”) (predecessor is DUCTZ-NST Ventures, LLC, formed on March 15, 2006)	Delaware LLC	July 24, 2007	731 Fairfield Court, Ann Arbor, MI 48108	5 (company-owned DUCTZ Businesses)	HVAC restoration and duct cleaning services to various large volume, emergency, and rapid response projects.
HOODZ North America, LLC (“HZNA”)	Delaware LLC	Nov. 12, 2009	731 Fairfield Court, Ann Arbor, MI 48108	6 (company-owned HOODZ Businesses)	Commercial exhaust hood system and oven cleaning, inspection, maintenance and restoration services.
PACKOUTZ North America, LLC (“BLUE KANGAROO PACKOUTZ NA”) (predecessor is O'Donnell Brothers' Professional Furniture Service Inc.)	Michigan LLC	March 25, 2019	731 Fairfield Court, Ann Arbor, MI 48108	1	Contents restoration, packing, cleaning, and permanent climate-controlled storage.
PLUMBERZ North America, LLC (“Z PLUMBERZ NA”)	Michigan LLC	March 25, 2019	731 Fairfield Court, Ann Arbor, MI 48108	1	Plumbing, sewer, and drain service to residential, commercial, and industrial buildings.
A Cure Disaster Services, LLC (“A Cure”)	Delaware LLC	April 16, 2015	12600 Interurban Ave., S. Suite 130, Tukwila, WA 98168	1 (company-owned 1-800 WATER DAMAGE Business)	Water damage restoration services, carpet cleaning services, mold remediation, odor removal and related cleaning services.
BHI Distribution, LLC (“BHI”)	Delaware LLC	Feb. 19, 2008	731 Fairfield Court, Ann Arbor, MI 48108	1	Procurement and distribution of vehicles, equipment and supplies for BELFOR USA and its affiliates and subsidiaries.
CS Holdings, LLC d/b/a Colman Wolf (“Colman Wolf”)	Michigan LLC	June 29, 2009	185 Oakland Ave, Birmingham, Michigan 48009	1	Procurement and distribution of equipment and supplies for BELFOR USA and its affiliates and subsidiaries

Company	State/Type of Entity	Date of Formation	Principal Address	Number of Outlets	Industry
DRIPLOC, LLC (predecessor is DRIPLOC, LLC, formed on June 4, 2002)	Delaware LLC	May 12, 2010		1	Grease containment, may provide equipment and related services to franchisees.

On July 10, 2019, BELFOR acquired control of HRI Holdings, Inc. (“HRI Holdings”) from Baird Capital Partners (“BCP”), and HRI Holdings became a wholly owned subsidiary of BELFOR, along with HRI Holdings’ subsidiaries, namely Harris Research Inc. (“HRI”), and Delta Development Group, LLC. On September 7, 2011, BCP acquired control of HRI from The Home Depot, Inc., and HRI became a wholly owned subsidiary of HRI Holdings, which was owned by BCP. BCP and HRI Holdings’ address was 227 W. Monroe Street, Suite 1900, Chicago, Illinois 60606.

Prior to September 6, 1996, HRI and DII were separate corporations under common ownership. On September 6, 1996, the owner contributed 100% of DII stock to HRI and thus DII became a wholly owned subsidiary of HRI. There is no predecessor or affiliate of DII and DII has not offered franchises or master franchises in any other line of business. Master franchises typically involve granting an individual the right to offer sub-franchises under the marks within a specific territory outside of the United States and Canada.

As a result of the transaction with HRI Holdings, BELFOR also owns the following franchise companies that offer the franchise offerings in the chart below and that may also offer products or services to franchisees:

Company	State/Type of Entity	Date of Formation	Principal Address	Number of Outlets	Industry
HRI, doing business under the names "Chem-Dry" and "Harris Research, Inc."	Utah Corp.	March 1994 (originally a California Corp. formed in Nov. 1977)	124 12th Ave. South, Suite 300, Nashville, TN 37203*	1,831 (Master franchisees in Canada, Australia and New Zealand)	Offers Chem-Dry franchises, which is a carpet cleaning and upholstery cleaning franchise, since 1978. Offered N-Hance franchises in the U.S. and Canada from May 2003 until August 2017.
NHance, Inc. (“NHI”)	Delaware Corp.	Dec. 31, 2012	124 12th Ave. South, Suite 300, Nashville, TN 37203*	428 (Master franchisees in Canada, South Africa, and Lebanon)	Wood cleaning, coating, protection and other wood care and renewal products and services for wood flooring, cabinetry, trim and other wood furnishings
Devere International, Inc. (“DII”)	California Corp.	Sept. 1987	124 12th Ave. South, Suite 300, Nashville, TN 37203*		Offers Chem-Dry master franchises outside of the United States and Canada
Delta Development Group, LLC (“DDG”)	Colorado LLC	Mar. 14, 2018	124 12th Ave. South, Suite 300, Nashville, TN 37203*	11 traditional outlets and	Commercial and residential property mitigation, reconstruction, remodeling and consulting services.

Company	State/Type of Entity	Date of Formation	Principal Address	Number of Outlets	Industry
				1 company owned store	

* Effective June 1, 2021, the address will be 3310 West End Avenue, Suite 620, Nashville, TN 37203

Other than as disclosed in this Item, no parents, predecessors, or affiliates are required to be disclosed in this Item.

ITEM 2: BUSINESS EXPERIENCE

President: Ted Speers

Mr. Speers, located in Ann Arbor, MI, has been our President since June 15, 2020. Previously, Mr. Speers was Vice President of Sales Afin Technologies in Troy, MI, from July 2019 through April 2020. From January 2018 until April 2019, he was Vice President of Marketing for the Colorado Avalanche in Denver, CO. Prior to that, Mr. Speers was Vice President of Marketing and Sales at Entertainment Publications in Troy, MI from June 2008 through January 2019.

President of BFG: Rusty Amarante

Mr. Amarante currently serves as President of BFG, located in Ann Arbor, MI and has done so since March 2012. Mr. Amarante also currently serves as President of HOODZ, located in Ann Arbor, MI, and has done so since March 2012. Mr. Amarante also currently serves as President of WDNA, located in Ann Arbor, MI and has done so since October 2015. Mr. Amarante previously served as President of the following companies during the following times: (i) HOODZ, from March 2012 until September 2016 and (ii) 1 800 WD from April 2015 until August 2018. Mr. Amarante has served as Director of Operations for BELFOR located in Birmingham, MI, since November 1999. Mr. Amarante also serves as Executive Chairman of HRI Holdings, located in Nashville, TN from July 2019 to the present.

Chief Executive Officer of BFG, BELFOR, and BELFOR Holdings, Inc.: Sheldon Yellen

Mr. Yellen has been Chief Executive Officer of HOODZ, BFG and HZNA, located in Ann Arbor, MI from October 2008 to the present. Mr. Yellen also has served as Chief Executive Officer for DUCTZ and DZNA, located in Ann Arbor, MI from July 2007 to the present. Mr. Yellen also serves as Chief Executive Officer of 1 800 WATER DAMAGE and WDNA, located in Ann Arbor, MI, from April 2015 to the present. Mr. Yellen has served as Chief Executive Officer for BELFOR, located in Birmingham, MI, from April 2004 to the present. Mr. Yellen also has served as Director and CEO of BELFOR Holdings, Inc., in Birmingham, MI, since its inception in September 2006 to the present. Mr. Yellen also serves as Director of HRI Holdings, located in Nashville, TN from July 2019 to the present.

Chief Operating Officer of BFG: Dan Tarantin

Mr. Tarantin joined and has served as COO of BFG since September 10, 2019. Mr. Tarantin joined the Board of Directors of our affiliate HRI, as the Chairman, in September 2011 and has also served as President and CEO of HRI since November 11, 2011. He also serves as President and CEO of our affiliate NHI, since November 11, 2012, and CEO of our affiliate DDG, since March 16, 2018.

Treasurer and Secretary of BFG: Chris Jones

Mr. Jones has been Treasurer and Secretary of HOODZ, BFG, and HZNA, located in Ann Arbor, MI, from October 2008 to the present. Mr. Jones also has served as Treasurer and Secretary of DZNA and DUCTZ, located in Ann Arbor, MI, from July 2007 to present. Mr. Jones also serves as Treasurer and Secretary of 1 800 WATER DAMAGE and WDNA, located in Ann Arbor, MI, from April 2015 to the present. Mr. Jones has also served as Group Controller for BELFOR, located in Birmingham, MI, from July 2005 to the present.

Senior Vice President of Legal and Franchise Administration: Melanie Parker

Ms. Parker has been the Senior Vice President of Legal and Franchise Administration for all brands owned by BFG since September 2019. Ms. Parker became the Vice President of Legal and Franchise Administration for HRI in October 2015, and serves in the same capacity for NHI, since October 2015, and DDG, since March 2018. Ms. Parker joined HRI in June 2012 as the Director of Franchise Administration for HRI and NHI.

Senior Vice President of Franchise Sales and Development: Doug Smith

Mr. Smith has been the Senior Vice President of Franchise Sales and Development for all brands owned by BFG since September 2019. Mr. Smith joined the management team at HRI in August 2015 as Senior Vice President of Franchise Sales and Development. From December 2001 to July 2015 he served as Senior Vice President of Sales for Affinion Group in Franklin, Tennessee.

Senior Vice President of Marketing: William Zinke

Mr. Zinke has been the Senior Vice President of Marketing for all brands owned by BFG since December 2019. Mr. Zinke joined HRI as Vice President of Marketing for Chem-Dry in May 2012 and was named Senior Vice President of Marketing for HRI in January 2018 and has served in the same capacity for DDG since March 2018.

ITEM 3: LITIGATION

Predecessor Litigation: Our predecessor, Patch Boys Franchising, LLC, is/was a party to the following matters:

Alyssa Anderson v. Patch Boys Franchising, LLC, Leiby Goldberger, Curtis Swanson and Bill Weber. On December 19, 2019, Anderson, a former franchisee, filed a complaint in the United States District Court for the District of Minnesota (Case Number 19-CV-03119) against Predecessor and certain officers alleging a violations of the Minnesota Franchise Act. The case was voluntarily dismissed by Anderson on February 14, 2020. On the same day, Anderson filed a demand for arbitration alleging violations of the Minnesota Franchise Act and claiming damages of \$127,247.01 and seeking an award of attorneys' fees and costs. On March 4, 2020, Predecessor filed a response and counterclaims alleging breach of the franchise agreement and breaches of mutual termination and release agreement. The parties conducted an initial conference on April 20, 2020 and a schedule for a final arbitration hearing and discovering is still being scheduled.

In the Matter of Investigation by Eric T. Schneiderman, Attorney General of the State of New York, of Patch Boys Franchising, LLC, and Leiby Goldberger, a/k/a Leo Goldberger. In September 2016, the Office of the Attorney General of the State of New York and Predecessor and

Leiby Goldberger (collectively, “Patch Boys”) entered into an Assurance of Discontinuance Pursuant To Executive Law § 63(12) (the “Assurance”). Pursuant to the Assurance, Patch Boys acknowledged that it sold franchises without disclosing a 1999 felony conviction of Leiby Goldberger in a Franchise Disclosure Document, as required under GBL § 683(2)(e)(1) and 13 N.Y.C.R.R. Section 200.2(c). Patch Boys agreed to (1) pay a \$10,000 fine, (2) offer rescission to its existing franchisees, and (3) comply with the provisions of the Franchise Sales Act, and not sell or offer franchises within or from the state of New York without a current registration or exemption. Leiby Goldberger is not an officer, director or employee of ours.

Except as described above, no litigation is required to be disclosed in this Item.

ITEM 4: BANKRUPTCY

No bankruptcy is required to be disclosed in this Item.

ITEM 5: INITIAL FEES

5.1. Initial Fees for Franchises

Upon signing of the Franchise Agreement, you must pay an initial franchise fee of \$25,000 (the “Initial Franchise Fee”). The Initial Franchise Fee is due when you sign the franchise agreement and is non-refundable. The Initial Franchise Fee purchases a Territory that will encompass 250,000 to 350,000 people (“Standard Territory”).

You must also obtain, from us, an initial package (“Initial Package”) that will cost \$4,950 (the “Initial Package Fee”). The Initial Package includes logo wear, printed material, digital marketing, consumables, vehicle magnets, promotional items, and an allowance for the purchase of required van graphics.

The Initial Franchise Fee offsets the expenses we incur in registering, marketing, awarding, training, and opening new franchises. The Initial Franchise Fee and Initial Package Fee are paid to us, are non-refundable, and deemed fully earned upon payment.

From time to time, we may offer incentives of cash grants, equipment, product, or other items as an inducement to prospective franchisees when business circumstances warrant and in states where such incentives can be offered without restrictions. We reserve the right to change or cancel any offer at any time.

We are a member of the International Franchise Association (IFA) and participate in the IFA’s VetFran Program. We provide a 20% discount on the Initial Franchise Fee for the first Territory to veterans of U.S. Armed Forces who have been honorably discharged or otherwise meet the requirements of the VetFran program. We reserve the right to require proof that the applicant qualifies for this discount.

We also offer a \$2,500 discount on the Initial Franchise Fee on the first Territory to first responders, which include sworn police officers, paid and volunteer firefighters, and paid and

volunteer emergency medical technicians and paramedics. This discount may not be used in conjunction with the VetFran discount. We reserve the right to require proof that the applicant qualifies for this discount.

We also offer additional financing to those franchisees purchasing Standard Territories that meet our credit standards. Our financing is described in more detail in Item 10.

5.2 Related Franchisee Package

If you are currently a franchisee in good standing, as determined by us, with one of our franchising affiliates (a “Related Franchisee”), then you may qualify to purchase a THE PATCH BOYS Business with discounted initial fees. The initial fees for a Related Franchisee will be twenty percent (25%) off of the then-current Initial Franchise Fee, and such discounted fee is limited to up to two (2) Franchises, which must be purchased at the same time. You must obtain, from us, an Initial Package. The Initial Package, as described above, includes logo wear, printed material, digital marketing, consumables, vehicle magnets, promotional items, and an allowance for the purchase of required van graphics. A Related Franchisee cannot use any other discounts.

The Initial Franchise Fee offsets the expenses we incur in registering, marketing, awarding, training, and opening new franchises. The Initial Franchise Fee and Initial Package Fee are paid to us, non-refundable, and deemed fully earned upon payment.

5.3 Initial Fees for Renewals and Transfers

Upon the expiration and renewal of your franchise agreement, you will not be required to pay the Initial Franchise Fee or Initial Package Fee, but you must pay our then-current renewal term fee, and you may be required by us to purchase new or additional equipment, at your sole expense.

If you are acquiring your THE PATCH BOYS Business via transfer, then (a) we currently waive the Initial Franchise Fee, (b) you or the seller must pay our then-current Transfer Fee, and (c) you may be required to purchase some or all of the Initial Package, in our discretion.

ITEM 6: OTHER FEES

Name of Fee	Amount	Due Date	Remarks
Royalty	8% of Gross Sales generated; if you fail to achieve the Minimum Gross Sales that we designate we may collect a minimum Royalty.	This fee is due by automatic debit on the 5 th day of each month for Gross Sales generated during the preceding month.	See Notes 1 through 5.

Name of Fee	Amount	Due Date	Remarks
Technology Fee	Our then-current fee, which is presently \$239 per month	Monthly	Fees for website hosting, required software licensing, including the mandatory Customer Relations Management Software, email hosting, and other required technology related expenses.
Field Training	Our then-current fee, which is presently \$2,000 per person	Prior to scheduling our staff to visit your location	Payable if we send a THE PATCH BOYS employee to your location for additional training; due regardless of whether you request the additional training or we determine, in our sole discretion, your work performance requires additional training.
National Marketing Fee	None currently assessed. With 120 days' written notice, 2% of Gross Sales	Deducted monthly at the same time and in the same manner as the Royalty	Although we have not established a National Marketing Fund at this time, we reserve the right to create a National Marketing Fund. Your contribution to our National Marketing Fund for the common benefit of System franchisees.
Business Phone Fee	Then-current fee, which is presently \$27.99 per month	Deducted monthly at the same time and in the same manner as the Royalty	Covers the cost of the business phone line you are required to maintain
Annual Convention, Regional Meetings and/or Additional Training	The then current fee, which is currently (a) \$500 maximum per person to attend the Annual Convention, and (b) \$0 - \$500 per person per event for Regional Meetings and/or Additional Training	Before the start of the event	To help offset our out-of-pocket expenses for meeting space, meals, audio visual rental, workbooks, speakers, etc. Does not include travel, lodging or all meals. Location varies, these fees are payable to and imposed and collected by third parties.

Name of Fee	Amount	Due Date	Remarks
Transfer Fee	25% of the then-current Initial Franchise Fee	Due upon the transferee signing the new Franchise Agreement	Due upon transfer to a third party. No charge if the transfer is to an entity controlled by you to a spouse or child (for the first transfer of this kind). We reserve the right to increase this fee. These fees are non-refundable.
Referral Fee - Transfer	10% of sales price or 25% of then-current Initial Franchise Fee, whichever is greater	Due upon the transferee signing the new Franchise Agreement	Due upon transfer to a third party referred to you by us. We reserve the right to increase this fee. These fees are non-refundable.
Transfer of Corporation Fee	\$500	Due upon signing transfer documents	Due if you change the legal entity that owns the Franchise more than once.
Outstanding Royalties, Support Fees, and other fees of Transferor	Will vary under circumstances	Due 6 weeks from the transferee's execution of is Franchise Agreement	In a transfer, the transferee promises to pay us at the time of closing the following fees if they are not timely paid by the transferor: Royalties, Referral Fees, amounts owed for purchases from us, Late Payment Fees, Late Report Fees, Interest Fees, NSF Fees and any other fees owed, plus interest, as well as any applicable broker fees.
Renewal Term Fee	\$2,500	At the time you sign a Franchise Agreement for a renewal term	Payable if you renew your Franchise Agreement term.
Renovation, Refurbishing, and Remodeling Fees	Actual Costs	When incurred	We may require you to replace, renew, refurbish, or remodel your leased premises, vehicles, vehicle wrap, and equipment to meet our current System Standards and condition requirements at any time during the Term, in our sole discretion, and at your expense. You must

Name of Fee	Amount	Due Date	Remarks
			maintain all vehicles in good working condition at all times.
Late Report Fee	\$100 per month that a report is late	Due by automatic debit the Friday after the report is late	Due for each month a report is late.
Late Payment Fee	5% of amount due or \$50 per week, whichever is greater	Due by automatic debit on the Friday following the due date for each late payment	Due for any payment that is not paid when due.
Collection Fee	Our then-current fee, which is presently up to 35% of gross amounts collected on your behalf	As incurred	Due when we collect payment on your behalf for customers who are delinquent in their payment of 90 days or more.
Non-Sufficient Funds (NSF) Fee	Our then current fee, which is presently \$50 per NSF	Due by automatic debit the Friday after the NSF occurs	Due if and when we debit your account for monies owed and there are insufficient funds available.
Convention Non-Attendance Fee	Our then current fee, which is presently \$1,000	As incurred	Due to us if you fail to attend the Annual Convention and did not receive our prior written permission.
Out of Territory Fee	The current fee for marketing or servicing outside of your Territory and in another franchisee's Territory without permission is the greater of (a) \$500 or (b) 50% of job invoice amount on the default job	Due by automatic debit 30 days after written notice	Due after default of marketing or servicing outside of your Territory. See Note 7.
Non-Compliance Fee	The current fee for any non-compliance with our system specifications or provision of the Franchise Agreement, currently \$100 per week	Due by automatic debit 30 days after written invoice	Due after any non-compliance with our system specifications or any provision of the Franchise Agreement. If such non-compliance is ongoing, we may charge you \$100 per week until you cease such non-compliance.

Name of Fee	Amount	Due Date	Remarks
Audit	Due only if an inspection is necessary. Amount due is our actual cost(s), which are generally estimated at \$2,500-\$3,500, plus 100% of understated Royalty and interest, at the rate of 18% per annum or the maximum rate permitted by applicable law, whichever is greater, and all late fees, from the date originally due until the date of payment; if an understatement of Royalty is greater than 3%, you also must pay us an additional penalty fee equal to 10% of the total amount of the understated Gross Sales	Due by automatic debit 15 days after billing	Due if an inspection or audit is made necessary by your failure to (a) furnish reports, supporting records, or other information as required, (b) furnish these items on a timely basis, (c) use the THE PATCH BOYS /Required Software for scheduling and invoicing, or if an understatement of Royalty is greater than 3% for any period reviewed.
Insurance	Cost of insurance; If you fail to maintain the required insurance, we have the right to procure insurance on your behalf and you must pay us, on demand, for the costs and premiums we incur.	As invoiced	You are required to maintain the types and amounts of insurance specified in Item 8 and, as more detailed, the Franchise Agreement.
Interest Fee	18% per annum or the maximum permitted by law	Due by automatic debit each Friday	Due on all overdue amounts from the date the amounts were originally due.
Indemnification	Will vary under circumstances	As incurred	You must reimburse us if we are held liable for claims directly or indirectly arising out of your THE PATCH BOYS Business's operation.
Costs and Attorneys' Fees	Will vary under circumstances	As incurred	See Note 8.

Name of Fee	Amount	Due Date	Remarks
Optional Upgrade to Premium Phone Service Features (Option is for phone line services only and does not include any hardware)	Will vary depending on the service options selected	Monthly	Paid to us or an affiliate if you wish to upgrade to premium telephone services
NORA Fee	None currently assessed; if we manage accounts through a national or regional accounts program you will pay up to 3% of Gross Sales	As incurred	See Note 6.

Notes:

The preceding table describes other reoccurring or isolated fees or payments that you must pay to us or our affiliates, or which we or our affiliates may impose or collect on behalf of a third party, in whole or in part.

1. All fees, unless otherwise specified, are uniformly imposed and collected by and payable to us. All fees are non-refundable and deemed fully earned upon payment.
2. Before opening your THE PATCH BOYS Business, you must sign and deliver to us the prescribed form of authorization to debit the THE PATCH BOYS Business's checking account automatically for all fees due us which is attached to the Franchise Agreement as Exhibit D.
3. As a franchisee, if you fail to achieve the minimum level of monthly Gross Sales (as defined in Note 5) for a period of two or more consecutive months, we may collect a Royalty equal to what you would have been assessed had you achieved the minimum level of Gross Sales. There is no minimum level of Gross Sales required for the first 12 months. For months 13 to 24, the minimum level of monthly Gross Sales is \$4,000 per month. For months 25 to 36, the minimum level of monthly Gross Sales is \$5,000 per month. For months 37 to 48, the minimum level of monthly Gross Sales is \$6,500 per month. For months greater than 48, the minimum level of monthly Gross Sales is \$8,000 per month. If you are awarded more than one THE PATCH BOYS Business, the dollar values in the above chart will be reduced by \$1,000 for the subsequent THE PATCH BOYS Business through month 48.
4. For purposes of paying the Royalty, monthly reports are due by the 3rd day of each month and payment is due on the 5th. "Gross Sales" means the total dollar amount of all sales generated through THE PATCH BOYS Business for a given period, including, but not limited to, payment for any services or products sold by Franchisee, whether for cash or credit, in services in kind, from barter and/or exchange, payment for any services or products sold by you, or otherwise, less any sales tax or bona fide refunds to customers for non-salvageable item.. Gross Sales does not include (i) bona fide refunds to customers, (ii) sales tax collected by Franchisee, (iii) sales of used

equipment not in the ordinary course of business, or (iv) sales of prepaid cards or similar products (but the redemption of any such card or product will be included in Gross Sales). Commissions paid to lead sources are subject to the Royalty. If you transfer the Franchise Agreement to a new owner, the Royalty for all jobs completed prior to the transfer must be paid on the day of closing, regardless of whether the invoice(s) is paid in full. On the effective date of termination of the Franchise Agreement, either by you or us, you must pay us the Royalty for all jobs completed prior to termination. We will draft the Royalty from your bank account on the 5th day of each month for the preceding month. You must pay the Royalty by electronic funds transfer or by such other means as we may specify. We may periodically specify other dates for payment of the Royalty.

5. Royalties are payment for the use of the Marks, System, Territory, and Manuals.
6. We may provide services to national and/or regional accounts that require centralized overview and support, and for purposes of responding to requests and referrals for Services through our franchise system, managing those relationships, answering calls placed to our toll-free number or a national account on-line access system. In that case, we may charge you a National or Regional Accounts Fee (“NORA Fee”) of up to three percent (3%) of Gross Sales generated by the account. The purpose of this fee is to defray the cost of providing national/regional account management services to the franchise system. We do not plan to charge a fee for simple referrals where we do not directly manage the relationship with the customer, but we reserve the right to do so.
7. Advertising outside of your Territory is a default under the Franchise Agreement. Providing services outside of your Territory and in the Territory of another franchisee without our prior written permission is a default under the Franchise Agreement. After the first occurrence of incident, a written notice of default will be issued. A second default for advertising or servicing outside your Territory will result in a fine of the greater of (a) \$500 or (b) 50% of job invoice amount on the job obtained as a result of unauthorized advertising, whichever is higher. Three defaults for advertising and/or servicing outside of your Territory may result in the termination of your Franchise Agreement. We reserve the right to waive the fine if the incident is deemed accidental.
8. If you are in breach or default of any monetary or non-monetary material obligation under the Franchise Agreement or any related agreement between you and us or our affiliates, and we engage an attorney to enforce our rights (whether or not formal judicial proceedings are initiated), you must pay all reasonable attorneys’ fees, court costs and litigation expenses we incur. If you institute any legal action to interpret or enforce the terms of the Franchise Agreement, and your claim in such action is denied or the action is dismissed, we are entitled to recover our reasonable attorneys’ fees, and all other reasonable costs and expenses incurred in defending against same, and to have such an amount awarded as part of the judgment in the proceeding.

ITEM 7: ESTIMATED INITIAL INVESTMENT

YOUR ESTIMATED INITIAL INVESTMENT

Type of Expenditure	Amount		Method of Payment	When Due	To Whom Payment Is To Be Made
Initial Franchise Fee ⁽¹⁾	\$18,750	\$25,000	Lump sum	On signing the Franchise Agreement	Us
Initial Package Fee ⁽²⁾	\$4,950	\$4,950	Lump sum	On signing the Franchise Agreement; not applicable for additional franchises awarded to you	Us
Lease Deposit and First Month's Rent, Utilities ⁽³⁾	\$0	\$2,000	As agreed	As specified in lease	Lessor
Leasehold Improvements ⁽⁴⁾	\$0	\$2,000	As agreed	Before opening as incurred	Contractors and Vendors
Exterior Signage	\$0	\$2,000	As incurred	Before opening as incurred	Vendors
Licenses/Permits	\$0	\$500	As incurred	Before opening as incurred	Governmental Entities
Technology System ⁽⁵⁾	\$100	\$2,000	As incurred	Before opening as incurred	Vendors
Initial Supplies ⁽⁶⁾ and Inventory	\$1,000	\$3,000	As incurred	Before opening as incurred	Vendors
Insurance ⁽⁷⁾	\$1,000	\$3,500	As agreed	Annually, before opening as incurred	Insurance Companies
Vehicles ⁽⁸⁾	\$0	\$3,000	As arranged	Before opening	Third Parties
Costs Incurred While Attending Training ⁽⁹⁾	\$1,000	\$2,500	As incurred	Before opening as incurred	Airlines, Hotels, Restaurants, Employees
Initial Advertising and Marketing ⁽¹⁰⁾	\$500	\$2,500	As incurred	Before opening as incurred	Third Parties
Miscellaneous Pre-opening Expenses ⁽¹¹⁾	\$1,500	\$5,000	As incurred	Before opening as incurred	Third Parties
Additional Working Capital (three months) ⁽¹²⁾	\$12,000	\$15,000	As incurred	As incurred	Vendors, Employees and Third Parties

Type of Expenditure	Amount		Method of Payment	When Due	To Whom Payment Is To Be Made
TOTALS ⁽¹³⁾	\$40,800	\$72,950			

Notes

1. In general, none of the expenses listed in the above chart are refundable, except security or utility deposits may be refundable. See Item 5. We may offer financing of a certain amount of the Initial Franchise Fee, as described in more detail in Item 10.
2. See Items 5 and 11. You must purchase from our Approved Supplier an Initial Package consisting of logowear, printed materials, digital marketing, consumables, vehicle magnets, promotional items, and an allowance for the purchase of required van graphics.
3. You are not required to lease a commercial office space and may operate your THE PATCH BOYS Business from your home so long as your home is located in your Territory. If not, you must operate from an industrial park or commercial space with a minimum of 500 square feet. We estimate that the average monthly rent for an industrial park space ranges from \$500 to \$2,000 per month. Landlords typically require a lease deposit of one or two months' rent. We will not evaluate the location of your commercial space. Your rent may be subject to escalation clauses based on inflation or other factors as provided in your lease. The annual rent amount may vary significantly depending on the area of the country, condition, location and size of the location and the demand for the location among prospective tenants. The rent could exceed the estimated amounts in major metropolitan markets. Your initial investment will be much greater if you purchase real estate and construct your premises and we do not have any estimate of those costs.
4. The amount of leasehold improvements required will depend on the condition of the location you select. If you operate from your home, then you may not be required to expend any amount on leasehold improvements. If you must operate your THE PATCH BOYS Business from an industrial park or commercial space, then you may have to expend certain amounts to fit the space for the operation of the THE PATCH BOYS Business.
5. This includes operational and accounting software and computer equipment as described by Item 11.
6. This range of opening inventory consists of products and tools you will need for your THE PATCH BOYS Business. You must furnish your Business in a manner that we direct. This will include certain required equipment and tools. This estimate includes all necessary equipment, supplies and inventory necessary to operate your THE PATCH BOYS Business in one Territory over the first three months of operation.
7. You must procure, maintain and provide from our approved vendors, liability and other insurance policies for your vans and your THE PATCH BOYS Business as described in the Franchise Agreement. These costs will increase if you operate more than one Territory or if

you choose to accept and perform National Account work. See Item 8 of this Disclosure Document for more information regarding our insurance requirements. Your vehicle lease may require higher limits or additional coverages. Each specified policy of insurance must meet the following requirements: (a) the policy must name us (and any of our affiliates that we reasonably specify) as an additional insured; (b) the policy must not be subject to cancellation, modification or amendment except after 30 days written notice to us; (c) the insurance must be placed with an approved vendor and an insurance carrier with an AM Best's Rating of not less than A; and (d) the policy must provide that failure by you to comply with any term, condition or provision of the insurance contract, or other conduct by you, will not void or otherwise affect the coverage afforded us.

8. You must purchase or lease at least one van or truck for use in connection your THE PATCH BOYS Business that complies with our standards and specifications if you do not currently own a suitable vehicle. The vehicle must be in good operating condition regardless of age of vehicle. All vehicles must be rust and dent free. We reserve the right to inspect and approve all vehicles used in your THE PATCH BOYS Business, and we may require you to upgrade, refurbish or remodel your vehicles such that they comply with our System Standards at any time. The low range in the above chart assumes that you have an existing white vehicle that complies with our standards and specifications that does not have wrapping that needs to be removed. The high range in the above chart assumes that you are purchasing a brand new vehicle that needs decals and includes a down payment, administrative fee, and three (3) months' lease payments, but does not include sales tax. You are required to have at least one fully wrapped service vehicle at all times and you may only use vehicle graphics and wraps we permit. All vehicle wraps must be ordered from one of our authorized vendors.
9. Although we do not charge any additional fees for the Initial Training program for up to four people, you must pay any wages due to your employees as well as travel, food and lodging expenses incurred by you and your employees during Initial Training. The cost will depend on the distance you and your employees must travel and the type of accommodations you choose.
10. You will be required to spend at least \$500 to \$2,500 in the first three (3) months of operation on local advertising and marketing for your THE PATCH BOYS Business ("Initial Opening Advertising"). See Item 11 for more requirements.
11. Your miscellaneous pre-opening expenses may include utility deposits, installation of telephones, legal or accounting services, office supplies, vehicle graphics and their installation, and internet access.
12. These estimates represent the additional funds necessary for the first three (3) months of your business operations, if you are developing one Territory. You will need more funds if you are developing more than one Territory. These figures are estimates and we cannot guarantee that you will not have additional expenses starting your THE PATCH BOYS Business. Your costs depend on factors such as: how effectively you follow our methods and procedures; your sales skill, experience and business acumen; local economic conditions; credit terms

available to you based on your credit rating; the local market for our products and services; the prevailing wage rate; competition; and the sales level reached during this initial period. This item includes a variety of expenses and working capital items during your start-up phase such as legal and accounting fees, the cost of additional supplies, the costs of business licenses or permits, security deposits usually required by electric, gas, water and telephone companies, and other miscellaneous costs. These estimates are amounts needed for each Territory in which you operate your THE PATCH BOYS Business. We relied on our Predecessor's experience to compile these estimates. You should review these figures carefully with a business advisor before making any decision to purchase the franchise. The availability and terms of financing from third parties will depend on such factors as the availability of financing generally, your creditworthiness, collateral you may have and lending policies of financial institutions. These estimates do not include owner compensation or return on investment. These figures are estimates and we cannot guarantee that you will not have additional expenses starting the your THE PATCH BOYS Business. You may need additional funds before your Franchised Business breaks even. Our estimate of your initial investment to develop one THE PATCH BOYS Business is described in the table above. The estimate covers the period before the opening of your franchise and includes a category for additional expenses you may incur during the initial three-month phase after the opening of your franchise. The estimate does not include an owner's salary or draw. The estimate also does not include cash requirements to cover operating losses or owner's draw after the initial three-month phase of the franchise. You may need additional funds available, whether in cash or through unsecured credit lines or have other assets that you may liquidate, or that you may borrow against, to cover your personal living expenses and any operating losses after the initial phase of your franchise. The estimates below also do not reflect an amount for investment in real estate, since it is assumed that you will lease your premises. We urge you to retain the services of an experienced accountant or financial adviser in order to develop a franchised business plan and financial projections for your franchise. Your actual investment may vary depending on local conditions particular to your geographic area or market, for example, real estate demand, availability and occupancy rates. Additional variables that may impact your initial investment may be: the size of your facility; age of the structure; length of your lease or other instrument granting you the right to occupy the premises; if your space is to be built out by the developer with no initial out-of-pocket costs to you; lease arrangements; location in the market; costs of demolishing existing leasehold improvements; construction costs; other variable expenses and whether you currently hold a lease for an acceptable location.

ITEM 8: RESTRICTIONS ON SOURCES OF PRODUCTS AND SERVICES

8.1 Required Purchase of Initial Package

You must purchase the Initial Package as described and listed above in Item 5 and in the Franchise Agreement. The items included in the Initial Package may change to reflect the changing needs of the THE PATCH BOYS Business in accordance with System procedures, and changes in suppliers and/or product specifications. If we remove some of the items required to be purchased, the purchase price of which will be prorated in accordance with which items you need not purchase.

We retain the right to derive revenue or other material consideration from required purchases and leases of products and services.

Some of our officers have an ownership interest in our affiliates BELFOR, Coleman Wolf, and BHI. There are no other suppliers in which any of our officers owns an interest at this time, although they reserve the right to do so in the future.

The marketing materials and trademarked office supplies that are included in the Initial Package are shipped, F.O.B. from our approved supplier(s).

While most franchisees choose to order items using our Marks from our approved suppliers, you are only required to do so when you order your Initial Package and vehicle decals. The remaining items using our Marks for the operation of your THE PATCH BOYS Business may be ordered from third party suppliers provided that they meet our standards and specifications for representation of the Marks, and are pre-approved by us.

8.2 Standards and Specifications and Services

You must operate your THE PATCH BOYS Business according to our standards, specifications, and operating procedures and the System. We will formulate and modify standards and specifications based on our and our franchisees' experiences in operating the THE PATCH BOYS Business. Our standards and specifications may impose requirements for performance, reputation, quality, and appearance. Our Manuals or other communications identify our standards and specifications and/or names of designated or approved suppliers. We may require you to remodel or refurbish your leased premises, vehicles, and other branded items to meet our then-current System Standards at any time during the Term, in our sole discretion.

You must offer all of and may only offer the services approved by us ("Services"), as set forth in the System Standards, through your THE PATCH BOYS Business.

8.3 Vehicle Standards and Specifications

Currently, you are not required to purchase or lease the initial vehicle from our then-current approved supplier(s), but we reserve the right to require you to do so in the future. We also reserve the right to require that you purchase all additional vehicles through our approved supplier(s). THE PATCH BOYS Businesses will use vehicles for that meet our design and operating specifications for model type, color, trademark representation, and appearance. These specifications are included in our Manuals. All vehicles purchased or leased for the THE PATCH BOYS Business are to be, and maintained, in a "good" condition as defined by KELLEY BLUE BOOK ("good" condition means that the vehicle is free of any major defects). The paint, body and interior must have only minor (if any) blemishes, and there may not be any major mechanical problems. All vehicles used in connection with the THE PATCH BOYS Business should be rust free and decaled or wrapped as required by THE PATCH BOYS and the decals are to be free of defects. We may require that you purchase/lease a new vehicle or remodel/refurbish your existing vehicles to meet our then-current System Standards at any time during the Term, at your expense. You are required to purchase the vehicle wrapped from an approved supplier.

8.4 Business Phone

THE PATCH BOYS Business may be required to use the phone models and type from the supplier(s) that we designate. We will provide you, the business phone number to be used by your THE PATCH BOYS Business. This number will be forwarded to any device(s) that you choose.

8.5 Purchase Arrangements

Aside from certain intangible benefits associated with group buying, you receive no material franchise benefits (for example, the award of additional franchises or a renewal term) for using an approved supplier.

8.6 Email, Web Site and Point-of-Sale Software and Related Software and Hardware

You must also maintain, on your business computer, an electronic mail account that must enable you to receive and send electronic mail and transfer computer files with us. You must also maintain a DSL, cable or satellite high speed internet connection. To enhance the brand and the Marks, you must use an email name that we have approved that will have “@THEPATCHBOYS.com” as its suffix for all business related correspondence.

You also promise to use, subscribe to, and pay for, as directed by us, a customized website connected to our website and managed by our website provider. You may not attempt to redirect any traffic on the customized website. You may not implement a website or URL for your THE PATCH BOYS Business either yourself or through a third party provider. We have sole discretion and control over the website (including timing, design, contents and continuation).

We may, but are not obligated to, create interior pages on the website(s) that contain information about your THE PATCH BOYS Business and other THE PATCH BOYS Businesses. If we do create such pages, we may require you to prepare all or a portion of the page for your THE PATCH BOYS Business, at your expense, using a template that we provide. All such information will be subject to our approval prior to posting.

You must purchase (or lease) the point-of-sale software and hardware, and related software and hardware that we specify. See Item 11 for more details.

You are required to use our THE PATCH BOYS CRM (customer relationship management) cloud-based software system. You access THE PATCH BOYS CRM from a tablet or computer. This system provides you the ability to manage cash flow and daily operating activities. The cost of the software is included in your monthly Technology Fee, which is currently \$245 per month. We currently require you to utilize QuickBooks Online Accounting Software.

8.7 Insurance

Before attending the Initial Training Program, you promise to purchase and maintain in full force and effect throughout the term of the Franchise Agreement and at your expense, insurance protecting you, your employees, and us, our officers, and our employees, against loss, liability, fire, personal injury, death, property damages, or theft arising from, or occurring in connection with, the operation and promotion of the THE PATCH BOYS Business as specified in detail in the Franchise Agreement or otherwise in writing from us, including, but not limited to, a commercial general liability insurance policy in the minimum amount of at least \$2,000,000 general aggregate,

\$2,000,000 products and completed operations aggregate, \$1,000,000 personal and advertising injury limit and \$1,000,000 per occurrence limit, automobile liability insurance with a combined single limit of at least \$1,000,000, umbrella policy with limits of \$2,000,000, workers' compensation and employers' liability insurance, employee dishonesty, and any other insurance as required by any state, county, local, or other municipal insurance requirements.

The following are standard coverages provided under a Commercial General Liability Policy. If your General Liability policy does not include these, they must be added by endorsement.

- Premises/Operations
- Contingent liability for work performed by Subcontractors
- Explosion, Collapse and Underground
- Broad Form Property Damage (Including Completed Operations)
- Personal Injury Liability (with contractual exclusion deleted)
- Contractual Liability including the assumed personal injury endorsement

We may modify the types and amounts of insurance you are required to purchase as we deem appropriate in our reasonable discretion. You acknowledge and agree that (a) the insurance you will maintain reflects the minimum amounts of coverage we require, (b) these minimums are not meant to reflect the actual needs you may have, and (c) it is your responsibility to carefully evaluate if these minimums will adequately meet your needs.

All policies will be written by an insurance company(ies) that is/are licensed in the state in which you are doing business, and that has an A.M. Best rating of "A" or better. Currently, you are not obligated by the terms of the Franchise Agreement to purchase your insurance from any specific provider, although we reserve the right to specify the specific provider that you must use in the future.

We may, periodically determine and modify the minimum insurance limits and require different or additional kinds of insurance to reflect changes in insurance standards, normal business practices, higher court awards and other relevant circumstance. To gain adequate protection, you should discuss with your insurance agent and financial advisor to determine if your personal situation requires you to maintain coverage in excess of the minimums that we require. If any lease or Customer contract requires an insurance policy amount to be higher than the amounts we have listed above, you must obtain the highest amount for such policy.

All general liability insurance policies will name us and our designated affiliates, employees, officers and directors (the "Indemnified Parties") as additional insureds, and will contain no provision which in any way limits or reduces coverage for you if a claim is made by any one or more of the Indemnified Parties, and will extend to and provide indemnity for all obligations assumed by you and all items for which you are required to indemnify us, will be primary to and without right of contribution from any other insurance purchased by the Indemnified Parties, and will provide, by endorsement, that we receive at least 30 days' notice of any intent to cancel or materially alter any policy.

At least ten (10) days before attending Initial Training, commencing the operation of your THE PATCH BOYS Business, whenever a change is made to your policy, and before expiration of

any insurance coverage, you promise to have your insurance provider send us a copy or certificate or other acceptable proof of such insurance. If you do not maintain the required insurance coverage, or do not furnish us with satisfactory evidence of insurance coverage and premium payments, we may obtain, at our sole option and in addition to our other rights and remedies under the Franchise Agreement, any required insurance coverage on your behalf. We are under no obligation whatsoever to obtain such insurance, but if we do so, you must fully cooperate with us in our efforts and must promptly sign all forms required to obtain or maintain the insurance. You must also allow any inspections of your THE PATCH BOYS Business required to obtain or maintain the insurance. Finally, you must pay us, on demand, any costs and premiums we incur in obtaining insurance on your behalf. Neither your obligation to maintain insurance coverage nor our maintenance of insurance on your behalf will reduce or absolve you of any obligations of indemnification described in the Franchise Agreement. You must promptly report all material claims, or potential claims, against you, any Indemnified Party or us, to the insurer and to us.

You may not commence your THE PATCH BOYS Business until you have provided the certificates of insurance or other acceptable proof of all insurances. You may not reduce the policy limits, restrict coverage, cancel, or otherwise alter or amend any insurance policy without our written consent.

You must provide us with copies of any insurance claims or insurance cancellations within 24 hours. You have a 24 hour opportunity to cure any lapses in insurance coverage. No insurance policy must be subject to cancellation, termination, non-renewal or material modification, except upon at least 30 days prior written notice from the insurance carrier to us. We have the right to increase or otherwise modify the minimum insurance requirements upon 30 days prior written notice to you, and you shall comply with any such modification within the time specified in said notice.

8.8 Approval of Alternative Suppliers

All products must meet System Standards for representation of the Marks, and must be pre-approved by us regardless of the supplier. In the event you wish to purchase an unapproved item, including inventory, and/or acquire approved items from an unapproved supplier, you must provide us a proof of the materials you wish to order to us and a written request for approval. We will notify you in writing of our approval or disapproval within ten days of receipt of the materials and your written request. We have no obligation to approve any particular products, service or supplier. If you do not receive approval within ten days, you should consider the materials disapproved. All materials must meet the quality of our current suppliers, and correctly bear the Marks. Standards and specifications are periodically modified to meet changing market conditions and are published in our Manuals and on our website. Approval of a supplier may be conditioned on requirements relating to product quality, production and delivery capabilities, ability to meet our supply commitments and financial stability. Standards and specifications are updated periodically at our sole determination and are made available to you in our Manuals, other publications, and on our web site. There is no fee to secure approval to purchase from alternative suppliers, but you must reimburse us our reasonable costs, regardless of if we subsequently approve your request. At our discretion, we may, with notice to you, revoke our approval of any previously approved products due to changes in standards and specifications or if such products subsequently fail to meet the quality of our current suppliers.

Use of products and materials that have not received our prior written approval and/or do not meet our standards and specifications can result in the termination of the Franchise Agreement.

8.9 Revenues from Franchisee Purchases

In the fiscal year ending December 31, 2020, we derived \$822.89 or 0.17% of our \$495,496 from required purchases and leases. In 2020, our Affiliate Coleman Wolf derived \$1,313.91 from the sale of franchisees' required purchases.

We estimate that the cost of the items purchased according to our specifications will be approximately 40% to 60% of the overall purchases in establishing the business and approximately 25% of the total purchases during the operation of the business.

We reserve the right to mark up and earn a profit from the products purchased from us, our affiliates, or our suppliers.

8.10 Cooperatives

As of the date of this offering, we do not have any purchasing arrangements or distribution cooperatives, but we reserve the right to establish them in the future. We reserve the right to negotiate purchasing arrangements with suppliers, including price terms, for the benefit of franchisees.

8.11 Advertising

You must use our approved advertising and marketing materials or receive our written approval from us of any and all other advertising and marketing materials before their first use.

ITEM 9: FRANCHISEE'S OBLIGATIONS

This table lists your principal obligations under the franchise and other agreements. It will help you find more detailed information about your obligations in these agreements and in other items of this Disclosure Document.

Obligation	Section in Franchise Agreement	Disclosure Document Item
a. Site selection and acquisition/lease	Section 1.D	Items 6, 11 and 12
b. Pre-opening purchases/leases	Sections 2.A, 2.B, 2.G, 2.H, 2.I, and 7	Items 6, 7 and 8
c. Site development and other pre-opening requirements	Sections 1.D, 2.F, 2.G, and 3.A	Items 7 and 11
d. Initial and ongoing training	Sections 1.C, 2.A and 3	Items 6, 7 and 11
e. Opening	Sections 2, 3 and 7	Item 11
f. Fees	Sections 2, 6.C, 10.B, 11.D, 13.A, 15.C and 16	Items 5 and 6

Obligation	Section in Franchise Agreement	Disclosure Document Item
g. Compliance with Standards and Policies/operating manual	Sections 1.C, 1.D, 2, 3, 4 and 7	Items 8, 9, 13 and 16
h. Trademarks and proprietary information	Sections 4, 5, 6 and 13.B and 13.C	Items 8, 13 and 14
i. Restrictions on products/services offered	Sections 1.E, 1.F, 1.G and 7	Items 8, 12 and 16
j. Warranty and customer service requirements	Sections 1.C and 7.A	None
k. Territorial development and sales quotas	Sections 1.D, 2.F and 2.G	Item 6 and 12
l. Ongoing product/service purchases	Sections 2 and 7	Item 8
m. Maintenance, appearance and remodeling requirements	Sections 7 and 11	None
n. Insurance	Sections 7.C	Items 6, 7 and 8
o. Advertising	Sections 1.C, 1.D, 1.E, 2.G, 3.B, 4 and 7.A	Items 6, 8 and 11
p. Indemnification	Section 14.C	Items 6, 8 and 12
q. Owner's participation/management/ staffing	Sections 1.C, 1.H, 7.A and 8	Items 11 and 15
r. Records/reports	Sections 3.B and 7.D	Items 6, 11
s. Inspections and audits	Section 8	Item 6, 11 and 17
t. Transfer	Section 10	Items 6 and 17
u. Renewal	Section 11	Item 6 and 17
v. Post-termination obligations	Sections 6 and 13	Item 17
w. Non-competition covenants	Sections 6 and 13.D	Item 17
x. Dispute resolution	Section 15.F	Item 17
y. Personal Guaranty	Exhibit F to the Franchise Agreement	Item 15

ITEM 10: FINANCING

10.1 Initial Franchise Fee

If we grant you the right to open and operate a THE PATCH BOYS Business for a Standard Territory, we may offer you financing for a portion of the Initial Franchise Fee if you meet our qualifications. The following table summarizes the financing we may offer you for Initial Franchise Fee for a Standard Territory.

Source of Financing	Us
Amount Financed	Up to 40% of the Initial Franchise Fee
Down Payment	Minimum of \$15,000
Term (number of years)	Up to two years
Rate of Interest plus Finance Charge	10% interest
Monthly Payment	Varies depending on amount financed and term.
Prepayment Penalty	None
Security Required	Personal Guaranty
Guaranty	Personal Guaranty
Liability upon Default	Termination or other loss of Franchise; you must also pay entire amount due and our attorneys' fees and court costs in collecting debt
Loss of Legal Rights Upon Default	You must waive presentation for payment, demand, notice of non-payment, protest, and all other demands and notices required by law (statutory or otherwise)

If you would like to finance a portion of the Initial Franchise Fee, and you meet our credit standards, you may do so through a promissory note (the "Note"), which is currently attached as Exhibit B. You must make a down payment of at least \$15,000. We are currently offering an APR of 10%, but reserve the right to adjust the APR being offered up to 15%, based on your credit history. We will not adjust APR of the Note once your Franchise Agreement has been signed. A late fee of 5% or \$50, per week, whichever sum is greater, will be collected if you fail to make timely payments or your payments are returned to us with non-sufficient funds. The only security we require is a personal guaranty of the Note by you and by all the owners, as well as all respective spouses, of the company. The personal guaranty will require the owners of the franchisee entity to personally guaranty and be personally bound by all of the obligations of the Note, including payment.

The term of the Note will be 12 months to 24 months, as agreed between you and THE PATCH BOYS. You may prepay the Note without penalty at any time during its term. If you fail to make any payment, we can call the Note and demand immediate payment of the full outstanding balance. We can also terminate your Franchise Agreement if you fail to make payments as agreed; however, before your Franchise Agreement can be terminated, you will receive a notice of default and have a ten-day period to cure the default. The Note shall survive termination of the Franchise Agreement.

If you enter into the Note, you will agree to waive presentation for payment, demand, notice of non-payment, protest, and all other demands and notices required by law (statutory or otherwise). In the event that you should default under the Note, and legal proceedings are commenced to collect the indebtedness of the note, you agree to pay all costs and expenses, including reasonable attorney

fees, incurred in the collection of the Note. A sample Note is attached to this Disclosure Document as Exhibit B.

10.2 Additional Information

We provide certain information and assist in facilitating SBA loans including 7(a) and 504 loans.

Other than described above, we will not guarantee any notes, leases or obligation. We and our affiliates have no past practice or future intent of selling, assigning or discounting franchisees' financing arrangements to a third party, although we reserve the right to do so in the future. We and our affiliates do not receive any direct or indirect payments or any other consideration from any person for the placement of financing with the lender; however, we reserve the right to do so in the future.

ITEM 11: FRANCHISOR'S ASSISTANCE, ADVERTISING, COMPUTER SYSTEMS AND TRAINING

Except as listed below, THE PATCH BOYS is not required to provide you with any assistance.

11.1 Our Pre-Opening Obligations

Before you open your THE PATCH BOYS Business, we will:

1. Designate the Territory for a THE PATCH BOYS Business (Section 1.C and Exhibit A of the Franchise Agreement). We do not provide any assistance with (a) selecting a business site or negotiation of any lease or purchase of any site, (b) conforming the site to local ordinances and codes and obtaining any required permits, or (c) hiring and training employees (other than the required training discussed in Section 3.A of the Franchise Agreement). Your business site, whether you operate from your home or a commercial location, must be located within the Territory. (Section 1.D of the Franchise Agreement).
2. Provide to you an Initial Package that includes logo wear, printed materials, digital marketing, consumables, promotional items, and an allowance for the purchase of required van graphics. The items in the Initial Package are provided by us and by designated suppliers named by us. (Section 2.B of the Franchise Agreement).
3. Loan to you a copy of our copyrighted Operations Manual and System Standards, and other proprietary materials or manuals as we may publish and distribute to you periodically (Section 3.C of the Franchise Agreement). The Operations Manual is approximately 158 pages.
4. Give prior approval for use of business forms, business stationery, business cards, advertising materials, permanent materials, and forms that you intend to use (Section 7.A of the Franchise Agreement). We will continue to do this after you open the THE PATCH BOYS Business.
5. Give prior approval to all marketing, advertising, and promotional materials prepared by you within ten days of our receipt of the proposed materials for Franchises

- (Section 2.G of the Franchise Agreement). We will continue to do this after you open the THE PATCH BOYS Business.
6. Specify minimum policy limits for certain types of insurance coverage (Section 7.C of the Franchise Agreement). We will continue to do this after you open the THE PATCH BOYS Business.
 7. Provide a training program (described in more detail below) to you and (a) the Managing Owner, if he or she is managing the THE PATCH BOYS Business, and (b) the Designated Manager, if applicable at no additional fee or other charge (Section 3.A of the Franchise Agreement).
 8. Provide you with the business phone number to be used by the Business. (Section 2.I. of the Franchise Agreement).

11.2 Franchisor's Obligations after the Opening of THE PATCH BOYS Business

Once you have opened your THE PATCH BOYS Business, you will have access to information helpful to the operation of your THE PATCH BOYS Business based on reports you submit to us and/or inspections that we make (Sections 7 and 8 of the Franchise Agreement). In addition, we or our designee will furnish guidance to you, to the extent we deem necessary in our sole discretion, with respect to:

1. New products, services and methods that we may have discovered or have developed for the System (Sections 3 and 7 of the Franchise Agreement);
2. The purchase and use of supplies and products (Sections 3 and 7 of the Franchise Agreement);
3. The formulation and implementation of marketing, advertising, and promotional programs using the merchandising, advertising, and research data and advice as we may, periodically, develop for use in your local market (Sections 3 and 7 of the Franchise Agreement);
4. The financial and daily operation of the THE PATCH BOYS Business including its accounting and record keeping functions (Sections 3 and 7 of the Franchise Agreement);
5. Other business and marketing advice (Sections 3 and 7 of the Franchise Agreement);
6. Support for our required franchise software management system, as defined in the Licensing Agreement (Exhibit B of Franchise Agreement);
7. Periodic modifications to the Operations Manuals and periodic modifications to the System Standards (Section 3.E of the Franchise Agreement); and
8. Periodic refresher training courses and conferences, not to exceed one per year. (Section 3.A of the Franchise Agreement).

11.3 Estimated Typical Length of Time to Open THE PATCH BOYS Business

The estimated typical length of time between the signing of the Franchise Agreement and payment of any consideration for the THE PATCH BOYS Business, and the opening of the THE PATCH BOYS Business, is approximately 60 to 90 days. Factors affecting this length of time usually include normal business startup considerations, completion of training, whether or not you have an existing Office Site in the Territory, and whether or not you obtain outside financing. However, you must commence operation of the THE PATCH BOYS Business within four (4) months of signing the Franchise Agreement and if you do not, then we may terminate the Franchise Agreement. (Section 12.B.2 of the Franchise Agreement).

11.4 Local Marketing and Advertising

We are not required to conduct advertising for you or the System. We are not required to spend any amount on advertising in your Territory. We may provide you with advertising, promotional or marketing materials for you to use in local advertising, but we are not obligated to do so. We will provide you, the business phone number to be used by the THE PATCH BOYS Business. This number will be forwarded to any device(s) that you choose.

You will be required to spend at least \$10,000 in the first twelve (12) months of operation on local advertising and marketing for your THE PATCH BOYS Business. You must use our approved advertising and marketing materials, or receive our written approval of any and all other advertising and marketing materials before their first use. In order to obtain approval of advertising and marketing materials, you must submit such proposed advertising material to us for review at least ten business days before the proposed first use. If we take no action within such ten business day period, the materials shall be deemed disapproved and you may not use such materials. The approval or disapproval is in our sole discretion. We also may, in our sole discretion, require you to immediately discontinue use of any advertising or marketing materials at any time, even if previously approved or provided by us. All advertising and marketing materials must meet our then-current standards and specifications. We may, in our sole discretion, offer and sell advertising, marketing, and promotional materials at any time. Certain items, such as your truck, yard signs and furnace stickers must reference the THE PATCH BOYS national toll free number. You may not alter or remove reference to the national toll free number. You have no obligation to purchase any of these materials or forms from us, but you may be required to purchase such materials from approved or designated suppliers, or participate in our local marketing programs, like our call center and/or direct mail solicitations at your expense. (Section 2.G of the Franchise Agreement).

Following the System, primarily through affinity marketing programs, direct mail, networking, and sales calls, you will market your THE PATCH BOYS Business's services directly to residences, commercial entities and governments/municipalities located within the Territory. Included in your Initial Package is an opening inventory of promotional materials to initiate your marketing program.

We do not currently require you to participate in an advertising cooperative, however we reserve the right to implement cooperatives in the future, and require you to participate. If two or more THE PATCH BOYS Businesses and/or Company Stores are serviced by the same telephone directory, we will require you to list all businesses under one THE PATCH BOYS heading. Should

this instance arise, you promise to pay your pro-rata share of the total expense of the joint listing. Any other forms of advertising that would also advertise to zip-codes both inside and outside of the Territory must be pre-approved by THE PATCH BOYS in writing. We will notify you within ten days of our receipt of your written request. If we do not respond within ten days, the material is unapproved. Additionally, if we implement local marketing programs, like a call center and/or direct mail solicitations, you may be required to participate, at your expense.

We encourage you to be a member of at least one local or community-based business organization, such as your local Chamber of Commerce, BNI, Caerusnet, or similar organization.

We have the right to formulate and design the content of the materials, and to discontinue the materials if, in our sole business judgment, we determine a more effective alternative method of advertising. Any other forms of advertising must be approved by us in writing. (Section 2.G of the Franchise Agreement).

11.5 Franchise Assessment (not applicable to additional franchises)

To assist us in working with you, we may request that you complete and return to us a franchise assessment profile prior to your training.

11.6 Service Technician

You are not required to employ a full-time experienced service technician (“Service Technician”) to perform the actual services for the THE PATCH BOYS Business, but we recommend you do. It is your responsibility to train them to our specifications. If the Managing Owner is experienced, as determined by us, he or she may serve as the Service Technician. (Section 3.A of the Franchise Agreement).

11.7 National Marketing Fund

We reserve the right to establish and maintain a national marketing fund (the “National Marketing Fund”) for the common benefit of System franchisees. When we initiate the National Marketing Fund, you must contribute two percent (2%) of your Gross Sales monthly to the National Marketing Fund (the “National Marketing Fee”) in the manner we prescribe. You must pay the National Marketing Fee on a monthly basis. (Section 2.G of the Franchise Agreement). This amount is uniform for all franchisees. Company-owned locations may, but are not required to, contribute to the Fund at the same rate.

We will use the National Marketing Fees, in our sole discretion, to develop, produce and distribute national, regional and/or local advertising and to create advertising materials and public relations programs which promote, in our sole judgment, the services offered by THE PATCH BOYS franchisees. We have the sole right to determine contributions and expenditures from the National Marketing Fund, or any other advertising program, and the sole authority to determine, without limitation, the selection of the advertising materials and programs; provided, however, that we will make a good faith effort to expend National Marketing Fees in the general best interests of the System on a national or regional basis. We may use the National Marketing Fund to satisfy any and all costs of maintaining, administering, directing, preparing, producing, and implementing advertising, including the cost of: (i) preparing, producing, and implementing television, radio, magazine, newspaper, and online advertising campaigns, the cost of direct mail and outdoor billboard advertising; (ii) public relations activities and advertising agencies; (iii) developing and maintaining an Internet website; and personnel and other departmental costs for advertising that we

internally administer or prepare. Nevertheless, we acknowledge that not all System franchisees will benefit directly or on a pro rata basis from such expenditures. While we do not anticipate that the National Marketing Fund will be used for advertising which is principally a solicitation for franchisees, we reserve the right to use the National Marketing Fund for public relations or recognition of the “THE PATCH BOYS” brand, for the creation and maintenance of a website, a portion of which can be used to explain the franchise offering and solicit potential franchisees, and to include a notation in any advertisement indicating “Franchises Available.”

We may periodically assist THE PATCH BOYS franchisees to maintain high quality standards through customer surveys, customer interviews, and other similar initiatives (“Surveys”). The cost of such programs will be borne by the National Marketing Fund. The cost of these programs may be charged directly to you if the results from a Survey fall below System established minimum standards for such Surveys.

We have the right to reimburse ourselves from the National Marketing Fund for such reasonable costs and overhead, if any, that we may incur in activities reasonably related to the direction and implementation of the National Marketing Fund.

We are not required to contribute to the National Marketing Fund. We may, but are not obligated to, advance money to the National Marketing Fund to fund National Marketing Fund programs. In the event that we advance monies to the National Marketing Fund, we will determine, in our sole discretion, the manner and timing for the repayment, to us, of some, or all, of the funds we advance.

We will prepare on an annual basis, within 120 days of the end of the fiscal year, and make available to you upon written request, a statement of contributions and expenditures for the National Marketing Fund. The National Marketing Fund does not have to be independently audited.

There are currently no requirements for participation in an advertising council or any local advertising cooperatives, though we reserve the right to establish an advertising council or advertising cooperatives in the future.

11.8 Computer Software, Internet, and Systems

You are required to use our THE PATCH BOYS CRM (customer relationship management) cloud-based software system. You access THE PATCH BOYS CRM from a tablet or computer. This system provides you the ability to manage cash flow and daily operating activities. The cost of the software is included in your monthly Technology Fee, which is currently \$239 per month. We currently require you to utilize QuickBooks Online Accounting Software. We will have independent access to the information generated and stored in the Computer System.

We have the right to change this requirement at our discretion. We shall have the right to specify or require that certain brands, types, makes, and/or models of communications, computer systems, and hardware be used by you, including without limitation: (i) a compatible “back office” computer system that complies with our standards and specifications; (ii) a custom and proprietary point of sale system (iii) printers and other peripheral hardware or devices; (iv) archival back-up systems; (v) Internet access mode and speed; and (vi) physical, electronic, and other security systems (collectively, the “Computer System”). Currently, your Computer System must include a DSL or cable modem high-speed Internet connection that meets the requirements of the System Standards and for handling of our then-current THE PATCH BOYS CRM or other Required Software.

Computer specifications for hardware and Internet connectivity are provided in Sections 2.H and 2.I of the Franchise Agreement. We estimate that these systems will cost between \$100 and \$2,000 to purchase.

We shall have the right, but not the obligation, to develop or designate: (i) computer software programs you must use in connection with any component of the Computer System, including THE PATCH BOYS CRM or other software, designated business management software and designated accounting software (the “Required Software”), which you shall install at your own expense; (ii) updates, supplements, modifications, or enhancements to the Required Software, which you shall install at your own expense; (iii) the tangible media upon which you record data; and (iv) the database file structure of the Computer System. You will be responsible for the payment of all fees associated with the Required Software (including the THE PATCH BOYS CRM), Computer System and POS System.

You agree, at your own expense, to keep your Computer System in good maintenance and repair and install such upgrades, additions, changes, modifications, substitutions, and/or replacements to your Computer System or Required Software as we direct from time to time in writing. You agree that your compliance with these requirements shall be at your sole cost and expense. We estimate that the annual cost of any optional or required maintenance, updating, upgrading, or support contracts for the Computer System will be \$150 to \$500 per year.

We may require that your Computer System be programmed to automatically transmit data and reports about the operation of THE PATCH BOYS Business to us. We shall also have the right to, at any time without notice, electronically connect with your Computer System to monitor or retrieve data stored on the Computer System or for any other purpose we deem necessary. There are no contractual limitations on our right to access the information and data on your POS System, THE PATCH BOYS CRM, and Computer System. You shall deliver to us all access codes, static Internet protocol (“IP”) addresses and other information to facilitate our access to the data described in this Section within 30 days of opening the THE PATCH BOYS Business. All client and customer data is our property and any data not accessible to us upon termination or expiration of the Franchise Agreement must be provided to us immediately.

You must obtain the computer hardware necessary to implement THE PATCH BOYS CRM and any Required Software, and comply with all specifications and standards prescribed by us regarding THE PATCH BOYS CRM and any Required Software as provided in the Operations Manuals, System Standards or otherwise in writing. We reserve the right to create additional proprietary software programs (to be included as part of the Required Software), which you must use in connection with THE PATCH BOYS Business. The Required Software, including THE PATCH BOYS CRM, will be our proprietary product, and the information collected therefrom will be deemed our confidential information.

You are required to participate in any System-wide computer network, intranet system, or extranet system that we implement and may be required by us to use such computer network, intranet system, or extranet system to, among other things: (i) submit your reports due under the Franchise Agreement to us online; (ii) view and print portions of the System Standards and Operations Manuals, including any updates or modifications thereto; (iii) download approved local advertising materials; (iv) communicate with us and other THE PATCH BOYS franchisees; and (v) to complete any initial or ongoing training. You agree to use the facilities of any such computer

network, intranet system or extranet system in strict compliance with the standards, protocols, and restrictions that we include in the System Standards and/or Operations Manuals, including those related to the encryption of confidential information and prohibitions against the transmission of libelous, derogatory or defamatory statements.

As technology advances, you may be required to upgrade your hardware to meet changing software requirements as we deem necessary. THE PATCH BOYS CRM is web-based and we do not charge you for software updates and upgrades. We may require you to upgrade your computer hardware, software and web-based applications in our sole discretion and at your expense. The Franchise Agreement does not require any mandatory maintenance, repairs, updates or upgrades to the Computer System.

You promise to subscribe to, maintain, and utilize a DSL, cable, or satellite high speed Internet connection and email network account with independent suppliers which periodically we approve. If you do not receive written approval within ten days of our written receipt of your request, such supplier will be considered disapproved. You must use an email name that we have approved that will have “@THEPATCHBOYS.com” as its suffix for all business-related correspondence. You also promise to use, subscribe to, and pay for, as directed by us, a customized website connected to our website and managed by our website provider. You may not attempt to redirect the customized website. You also promise to subscribe to, maintain, and utilize the phone model, type and provider that we designate as well as the phone service from the company we designate. As technology advances and new discoveries are made, we have the right to require that you use other technological items, as well as to designate the specific companies, models and/or types that you must use for these technological services.

You also promise to use, subscribe to, and pay for, as directed by us, a customized website connected to our website and managed by our website provider. You may not attempt to redirect any traffic on the customized website. You may not implement a website or URL for THE PATCH BOYS Business either yourself or through a third party provider. We have sole discretion and control over the website (including timing, design, contents and continuation).

We may, but are not obligated to, create interior pages on the website(s) that contain information about THE PATCH BOYS Business and other THE PATCH BOYS Businesses. If we do create such pages, we may require you to prepare all or a portion of the page for THE PATCH BOYS Business, at your expense, using a template that we provide. All such information will be subject to our approval prior to posting.

You agree to establish and maintain a separate profile, page or other presence on social media in connection with THE PATCH BOYS Business in accordance with the System Standards. Prior to establishing such social media page(s), you are required to obtain our prior written approval of the content to be posted on such social media page(s). If such approval is granted by us, you must: (i) establish and operate such social media page(s) in accordance with System Standards and any other policies we designate in the Operations Manuals or otherwise in writing from time to time; and (ii) utilize any templates that we provide to you to create and/or modify such site(s). We recommend, but do not require, that you update the social media page(s) at least monthly.

We shall have the right to modify the provisions of this Item. We may use a portion of the National Marketing Fund, when initiated, or the monthly usage/support/upgrade fee to pay or

reimburse ourselves for the costs incurred in connection with the development, maintenance and update of our website.

11.9 Telephone Listings

We will provide you, the business phone number to be used by the Business. This number will be forwarded to any device that you choose. As part of your local marketing, this number must be dedicated to your THE PATCH BOYS Business. You must continually list THE PATCH BOYS Business in the primary Internet and telephone directory servicing the Territory and, at a minimum, to maintain a trademark listing advertising your Business in the primary directory servicing the Territory

We currently offer a service through which selected phone calls to our toll-free phone number will be forwarded to you or us. In the offering of this service, we will use commercially reasonable efforts to maintain this service 24 hours per day, seven days per week, subject to acts of God or circumstances beyond our reasonable control, including power outages and the unavailability of telephone services. In the phone routing process, we use commercially reasonable efforts to route calls from prospective customers requesting service in the Territory to you. We do not guarantee that every phone call requesting service in the Territory will be routed to you. We reserve the right to modify or terminate this service at any time, in our sole discretion, including, without limitation, the right to require that all customer calls be directed through our toll-free line or any other telephone number we designate. Currently, we charge a fee of \$27.99 per month for this toll-free number and forwarding call service. (Section 2.I of the Franchise Agreement).

11.10 Reference Guides

We maintain Operations Manuals and System Standards that contain mandatory and suggested specifications, standards, operating procedures, and rules that we prescribe periodically for the operation of a THE PATCH BOYS Business, and information on your other obligations under the Franchise Agreement and related agreements. We may modify the Operations Manual and System Standards periodically to reflect changes in the System and you will be required to follow the revised Operations Manual and System Standards.

You must keep any copies of the Operations Manuals and System Standards current and in a secure location in the principal office of THE PATCH BOYS Business. If there is a dispute over the contents, the master copy of each of the Operations Manuals/System Standards that we maintain at our principal office will be controlling. You may not at any time copy, duplicate, record, or otherwise reproduce any part of the Operations Manuals or System Standards. If all or any of the Operations Manuals or System Standards are lost, destroyed, or significantly damaged, you promise to obtain replacements at our then applicable charge. The Operations Manuals and System Standards are specifically incorporated by reference into the Franchise Agreement, and you must comply with the Operations Manuals and System Standards as essential aspects of your obligations under the Franchise Agreement. Failure to substantially comply with the Operations Manuals and/or System Standards may be considered a breach of the Franchise Agreement. See Exhibit L for the table of contents of our Operating Manual, with the number of pages devoted to each subject. The total number of pages in the manual is 146.

11.11 Site Approval

You must also select your business office site within the Territory (as previously defined as the “Office Site”), and we must approve such Office Site in our sole discretion. You may not locate your office outside of the Territory without our express written consent. If your Office Site is located outside of the Territory (pursuant to our prior permission), you agree that if a THE PATCH BOYS franchisee purchases the Territory where your Office Site is located, or if a Company Store is opened, you will move the location of your Office Site to another site approved in writing by us, unless you have obtained written authorization from THE PATCH BOYS, as well as from the new THE PATCH BOYS franchisee. Your Office Site may be your home or a commercial space. We do not typically own the premises used by franchisees for the operation of a THE PATCH BOYS Business. We do not assist franchisees in confirming the premises to ordinances or codes.

11.12 JumpStart Training and Initial Training (Section 3.A of the Franchise Agreement)

You must successfully complete our JumpStart Initial Training program (hereinafter, “JumpStart,” Section 3.A of the Franchise Agreement) within two (2) months of signing the Franchise Agreement, before attending in-person business operations and managerial Training (hereinafter, “Initial Training”) and before the opening of THE PATCH BOYS Business. This includes our comprehensive preparation program that includes numerous pre-opening activities and may last six to eight weeks, depending on the pace you establish to complete activities. During the JumpStart training program, with guidance from our training team, along with training manuals and online modules, you must prepare a comprehensive financial plan, review the Operations Manuals, complete a territory review, coordinate your initial advertising program, acquire proper insurance, select and lease office space (if applicable), and acquire all permits, licenses, and approved vehicles. Most JumpStart activities are conducted in your hometown with assistance from our home office staff. You begin JumpStart immediately upon your execution of the Franchise Agreement and payment of the Initial Franchise Fee. During JumpStart, we will schedule Initial Training for you to attend. Sessions are typically offered each month. Final confirmation of your scheduled classroom training may be contingent upon your successful completion the JumpStart program and activities.

Initial Training takes place at our headquarters in Ann Arbor, Michigan, the BFG headquarters, or another location designated by us. In addition to you, it may be attended by the Managing Owner or, if applicable, the Designated Manager, at no additional fee. The Managing Owner or, if applicable, the Designated Manager must complete the Initial Training to our satisfaction. Failure to do so will result in the termination of the Franchise Agreement. Initial Training will last up to four (4) days in duration and must be completed within four (4) months of signing the Franchise Agreement. You will be responsible for all travel and living expenses that you and your employees/owners incur. Additional persons employed by you may attend on a space available basis, contingent upon our receipt of our training fee to offset the expenses we incur. All attendees who are not a party to the Franchise Agreement must sign our prescribed form of confidentiality and non-disclosure agreement (Exhibit C of the Franchise Disclosure Document). After you return from Initial Training, you are ready to open for business.

Initial Training provided to you, or your Designated Manager, and three other persons (four total attendees) is provided free of charge. You may designate, with our approval and on a “space available basis,” additional persons to attend initial training.

Our Operations Manuals, videos, and other handouts comprise the instructional materials for our Initial Training. Initial Training will be led by Ted Speers, Ragan Neblett, Bill Weber, and Emily Conroy. We may also involve other employees of us or our affiliates or other industry experts from time to time. Mr. Speers has less than one year experience with us and more than 20 years of business management and marketing experience. Miss Neblett, who joined THE PATCH BOYS in July, 2020, has over a decade of experience designing and conducting corporate training in the restoration industry. Mr. Weber has been a THE PATCH BOYS franchisee since 2016, and previously operated a tile repair company. Miss Conroy, who joined THE PATCH BOYS in July, 2020, brings a strong financial and accounting background as well as she has delivered corporate trainings for nearly five years.

Listed below are the general modules and details of the Initial Training. We reserve the right to modify the Initial Training, including the training materials, training subjects, hours of training, and overall length of training at any time.

TRAINING PROGRAM

Subject	Hours of Classroom Training	Hours of On-the-Job Training	Location
Sales / Marketing	3	1	Ann Arbor, Michigan
Software / Technology	2	1	Ann Arbor, Michigan
Business Operations	12	3	Ann Arbor, Michigan
Technical Training (equipment, guidelines, implementation)	1	7	Ann Arbor, Michigan
Totals	18	12	

11.13 Additional Training

If this is a renewal term or if this is an additional THE PATCH BOYS Business being awarded to you, and your Managing Owner or, if applicable, the Designated Manager, have already attended Initial Training, the requirement that you attend Initial Training is waived, except as with respect to the JumpStart online training modules and continuing training obligations. If your Managing Owner or, if applicable, the Designated Manager desires to attend Initial Training again, you will not be assessed a training fee, however you will be responsible for all travel and living expenses that you and your employees/owners incur while attending training.

The Managing Owner or, if applicable, the Designated Manager, must attend the Annual Convention every year. The Managing Owner or, if applicable, Designated Manager also must attend periodic refresher training courses and conferences, not to exceed one convention/conference per year, at the times and locations we determine, and for which we may charge fees. We will determine the duration, curriculum, and location of any such sessions. You will be responsible for all travel and living expenses that are incurred by you or your employees/owners while attending such session. Some of these events may occur outside of your home state. We will determine the duration, curriculum, and location of any of these sessions. The curriculum for online training and these events can include, but is not limited to, technical training, business plan analysis, marketing,

profitability, and maximizing your business opportunities. You must pay for all registration fees, travel and living expenses that you incur while attending such sessions. Provided you are in full compliance with the Franchise Agreement you do not have to attend any refresher training courses or conferences more than once a year.

If we send a THE PATCH BOYS employee to your location for additional training, then you must pay us the Field Training Fee, which is currently \$2,000 per person. This fee is due regardless of whether you request the additional training or we determine, in our sole discretion, your work performance re-quires additional training.

11.14 Accounting and Financial Reporting

You promise to establish and maintain, at your expense, an accounting system that conforms to the requirements and formats that, from time to time, we prescribe in the Operations Manuals and/or System Standards. You shall furnish to us, in the manner and format that we require:

1. at our request, a complete employee list;
2. within 90 days after the close of your fiscal year, a complete income statement and other financial statements in a form we may prescribe in our sole discretion;
3. within ten days of our request, exact copies of any state, federal, or other income tax returns covering the operation of THE PATCH BOYS Business, as well as the state, federal and other income tax returns from your existing business(es) that provide the Services, which we may need to review to assure all Gross Sales have been accurately reported;
4. by November 1 of each year, financial projections and a marketing plan for the upcoming year in the form we may prescribe in our sole discretion; and
5. any other reports we may require in the future.

We can require you to have audited financial statements prepared on an annual basis if you fail to comply with any provision of the Franchise Agreement.

If you fail to provide the information listed above as requested, we may require you to give us independent access to your specific online accounting software, so we may obtain the required financial reports, for which there may be a fee.

You shall maintain all records, reports, and financial statements for a period of five years during and following the termination, transfer, or expiration of the Franchise Agreement.

11.15 System Standards

You must adhere to and follow THE PATCH BOYS standards taught during training (previously defined as “System Standards”) and other industry standards as well as the standards and specifications as set forth in the Operations Manuals. Adhering to these industry standards is required to assure consistency and quality service throughout THE PATCH BOYS network of owners and to verify compliance to standards for customers.

ITEM 12: TERRITORY

12.1 The Territory

Your protected “Territory” is described in Exhibit A to the Franchise Agreement, which consists of the specific zip-code(s) that have been awarded to you. We will not allow another THE PATCH BOYS Business or Company Store to perform work within your Territory unless you are not in full compliance with your Franchise Agreement. Further, no other THE PATCH BOYS Business may advertise in print, media or web-based advertising within your Territory. Should you not be in full compliance, we have the right to allow other compliant THE PATCH BOYS Businesses to perform work in your Territory.

We identify your Territory by zip codes as determined by Census Bureau statistics. We will not alter the Territory during the term of the Franchise Agreement and any renewal agreements without your prior written permission. During the term of the Franchise Agreement, we will not allow you to relocate the Territory; however, the exact boundaries of the Territory may change in the future, as future zip code changes are made by the United States Postal Service or Census Bureau.

A Territory will include between 250,000 to 350,000 people. As of the date of this Disclosure Document, we are utilizing data that has been collected by a national demographics company to determine the number of people in each Territory. The national demographics company is GbBIS (<https://www.gbbis.com/>).

You will not receive an exclusive territory. You may face competition from other franchisees, from outlets that we own, or from other channels of distribution or competitive brands that we control.

12.2 Advertising and Servicing of Customers for Franchises

Within the Territory, you have the right to advertise and service any customer for the Services except as described in this section. However, you may not advertise via print, media, or web-based advertising outside of the Territory without our approval; this includes distribution of materials at trade shows, home shows and similar locations that reference anything other than the THE PATCH BOYS toll-free phone number or our home office address. Listings in membership rosters of organizations shall be considered advertising. Advertising or servicing outside of your Territory is a default under the Franchise Agreement, and may carry a fine of the greater of (a) \$500 or (b) 50% of job invoice amount on the default job, and/or termination of your Franchise Agreement.

THE PATCH BOYS Businesses and Company Store may not advertise within your Territory without your and our written approval. You may not advertise or service in any way, any customers outside the Territory, even if the area has not been awarded to another THE PATCH BOYS Business or Company Store, without our prior written permission. All zip-codes that have not been awarded to a THE PATCH BOYS Business or Company Store are corporately owned (“THE PATCH BOYS Corporate Territory”) and you may not advertise or provide Services there without our prior written permission.

Although we have not done so, we and our affiliates may sell products under the Marks within and outside the Territory through any method of distribution, although within your Territory it may not be through a THE PATCH BOYS Business. This includes sales through such channels of distribution as the Internet, catalog sales, telemarketing, or other direct marketing sales (collectively, the “Alternative Distribution Channels”). You may not use Alternative Distribution

Channels to make sales outside or inside the Territory and you may not receive compensation for our sales through Alternative Distribution Channels except as described in the following paragraph.

If we engage in electronic commerce through any Internet, World Wide Web, or other computer network site, or sell through any other Alternative Distribution Channel, and we receive orders for any System products or residential Services calling for delivery or performance in your Territory, we will offer the order to you at the price we establish. If you choose not to fulfill the order, if you do not meet the requirements, or if you are otherwise unable to fulfill the order, then we, or another THE PATCH BOYS Business or Company Store may fulfill the order, and you will be entitled to no compensation in connection therewith.

We and our affiliates may use Alternative Distribution Channels to make sales within the Territory of products or services under trademarks different from the Marks you will use under the Franchise Agreement.

12.3 National or Regional Accounts (“NORAs”)

We have the exclusive right to negotiate and enter into agreements or approve forms of agreement to provide services to National or Regional Account (“NORA”) customers. The term NORA includes any customer which on its own behalf or through agents, licensees, or other third parties owns, manages, controls or otherwise has responsibility for a business in more than one (1) location, for the benefit of the System, and regardless of the aggregate contract amount of the services to be performed. Any dispute as to whether a particular customer is a NORA shall be determined by us in our sole discretion and our determination shall be final and binding. Following the execution of a contract with or the acceptance of a bid by a NORA customer which contemplates the provision of services to one (1) or more NORA customers who are located in your Territory, we may, if you are qualified to perform the services and conditioned upon your substantial compliance with the terms of the Franchise Agreement and any other applicable agreements, provide you the opportunity to perform such services pursuant to the terms and conditions of the NORA contract or on such terms and conditions as we, at our sole discretion, determine are appropriate. You agree to provide services to all NORA customer referrals within your Territory. You further agree to provide all services in strict adherence to the THE PATCH BOYS performance and process standards and all service guidelines and performance standards of the NORA. You may be required to enter into a service agreement to participate in certain NORA programs.

If you are not able or not willing to provide services to a NORA customer in conformity with the terms and conditions of the NORA contract, or fail to make an election within the time we specify after being offered the opportunity, we have the right, exercisable in our sole discretion, to (i) provide, directly or through any affiliate or other franchisee or Managing Operator, services to the NORA customer; and/or (ii) contract with another party to provide such services to the NORA customer. In either event, neither you nor the Business shall be entitled to any proceeds from the provision of Services provided to the customer of a NORA.

12.4 Reservation of Restrictions

Although we are not required to do so, we reserve the right to manage any project or enterprise undertaken jointly by two or more THE PATCH BOYS Businesses and to limit your or prohibit your negotiating directly with other THE PATCH BOYS Businesses on these jobs. You may solicit help from contractors and/or hire temporary staff for the purpose of completing a specific job, with our prior permission, however at no time shall your work force entirely consist of

temporary or subcontracted labor. You may not service a Customer if doing so is beyond your current equipment capabilities, or if it would otherwise disrupt the normal servicing of other existing customers.

12.5 Our Rights within the Territory

We retain, as we deem appropriate, the rights to:

1. establish, and allow other THE PATCH BOYS Businesses to establish, THE PATCH BOYS Businesses at any location inside or outside of the Territory on any terms and conditions, but subject to the same restrictions upon their servicing in the Territory that you are subject to when servicing in their Territory; under no circumstances will another THE PATCH BOYS Business or Company Store advertise in print or media in the Territory, without your prior written consent, except only as provided in the Franchise Agreement;
2. establish solicit, market to and build regional and national account relationships (NORA, as defined in 12.3), whose offices may be located in the Territory as is further outlined in the Franchise Agreement;
3. offer and sell services and products anywhere that do not comprise a part of the System and, in connection with this right, to exploit our Marks, name, reputation, and know-how;
4. solicit and perform the Services in any geographic market using different Marks;
5. acquire businesses providing services similar to those provided under the System and to be acquired by such a business;
6. contact your customers who are delinquent in their payment of 90 days or more, initiate collection procedures on your behalf, take Royalties on Gross Sales collected and apply collection fees established in the Franchise Agreement; and
7. use and license to engage in any other activities not expressly prohibited in the Franchise Agreement.

12.6 Additional Franchises and Expansions

Upon your request, we may, but are not obligated to, award you an additional THE PATCH BOYS Business or additional Territory, but any decision to do so will be in our sole discretion and judgment. At a minimum, to be considered for an additional Franchise you must have sufficient capital and equipment to market and service both your Territory and the additional Territory at the same time and be in compliance with your franchise agreement.

If you are approved for an expansion territory, you must sign a new Franchise Agreement and pay the appropriate fee in full within 14 days of receiving the documents. The Initial Package Fee may be waived for franchisees who qualify to expand; however, you need to pay the Initial Franchise Fee and sign a new Franchise Agreement. You may not, without our prior written permission, solicit or perform services for customers geographically located within the proposed Territory until you have purchased the Territory and signed a then current Franchise Agreement.

12.7 Minimum Gross Sales Requirement

Following your first full year of operation, THE PATCH BOYS Businesses must maintain the following minimum levels of monthly Gross Sales (the “Minimum Gross Sales”):

Months in Operation	Minimum Monthly Gross Sales Required in Standard Territory
0 to 12 months	No Minimum
13 to 24 months	\$4,000
25 to 36 months	\$5,000
37 to 48 months	\$6,500
Greater than 48 months	\$8,000

If you do not achieve the required Minimum Gross Sales after 12 months in operation, we may collect a Royalty equal to what you would have been assessed had you achieved the Minimum Gross Sales. In that instance, in addition to the Royalties you actually paid, we will collect the Royalties on the difference between the Gross Sales reported for the month and the Minimum Gross Sales on the Friday following the prior month end.

If the THE PATCH BOYS Business fails to achieve the required Minimum Gross Sales Requirement during any consecutive three month period, we reserve the right to terminate the Franchise Agreement. You agree that any franchise or Company Store we designate may provide Services in the Territory. Neither the franchise or Company Store nor we are liable or obligated to pay you any compensation for doing so, and neither the franchise nor we will be considered in breach of any provision of this Agreement or any other agreement between you and us regardless if minimum sales are achieved in the future. If you are awarded more than one THE PATCH BOYS Business, the dollar values in the above chart will be reduced by \$1,000 for the subsequent THE PATCH BOYS Business through month 48.

If this is a renewal term, you will be required to meet the Minimum Gross Sales requirement for the greater than 48 month level for the first year of the Renewal Term. For all subsequent years of the Renewal Term, you must achieve Minimum Gross Sales growth of at least three percent (3%) per year, each year.

Once a Royalty Fee is paid, it is neither refundable nor applied to any future or past fees owed.

The Minimum Gross Sales Requirement is not intended to be a financial performance representation. Financial performance representation can be found in Item 19.

12.8 Relocation

You may not relocate your THE PATCH BOYS Business without our prior written consent, which we may grant in our sole discretion.

ITEM 13: TRADEMARKS

Our parent, BELFOR Franchise Group, LLC (“BFG”) owns the common law trademarks, service marks, trade names, logotypes, and numerical symbols listed below and licensed us the right

to use such marks for promotion, use, license, and sale throughout the United States, its territorial possessions, and the District of Columbia. The Franchise Agreement grants to you the license to operate the System under THE PATCH BOYS name and under any other trade names, trade dress, indicia, trademarks, service marks, and logos currently used or that may be used in the operation of the System.

The following trademarks, service marks, trade names, logotypes, or other commercial symbols are registered with the United States Patent and Trademark Office (“USPTO”), and all required affidavits have been filed unless otherwise noted.

Registration	Registration #	Registration Date	Register
THE PATCH BOYS	4,862,197	December 1, 2015	Principal
	90242361	October 8, 2020	Principal

Because our federal registration is not at least five years old, no Section 8 or 15 affidavits have been filed and none of the trademarks above is incontestable. No trademark has yet been renewed. At the appropriate time, we or our parent will file all required affidavits and renewals with respect to these registrations.

We or our parent intend to commence an on-going practice of registering new trademarks for promotional or related advertising activities.

No state trademark registrations have been filed.

Except for the registrations of the above Marks, there are no other effective determinations of the USPTO or of the trademark administrator of any state or court. There are no pending proceedings or material litigation involving Marks that are relevant to their use.

There are no agreements currently in effect that significantly limit our rights within the United States, to use, or license the use, of the above-mentioned Marks in any manner material to THE PATCH BOYS Business.

There is currently no pending material federal or state court litigation regarding our use or ownership rights in the Marks.

You will follow our rules when you use the Marks. You may not use any Mark (including the name THE PATCH BOYS) as part of your corporate or legal business name or with modifying words, terms, designs, or symbols (except for those we license to you). You may not use any Mark in selling any unauthorized services or products or in any other way we have not expressly authorized in writing.

You promise to notify us immediately of any apparent infringement or challenge to your use of any Mark, or of any claim by any person of any rights in any Mark, and not to communicate with any person other than us and our attorneys, and your attorneys, in any infringement, challenge, or claim. We have sole discretion to take the action we deem appropriate and the right to control

exclusively any litigation, USPTO proceeding or any other administrative proceeding arising out of any infringement, challenge, claim or otherwise relating to any Mark.

Provided that you have timely notified us of the claim or proceeding and complied with the Franchise Agreement as we determine in our sole discretion, we shall indemnify and hold you harmless against any loss or expense incurred in connection with any such infringement, challenge or claim. If we, in our sole discretion, determine that you have not used the Marks in accordance with the Franchise Agreement, you will bear the cost of such defense, including the cost of any judgment or settlement. You promise to sign any and all instruments and documents, render the assistance, and do the acts and things that, in the opinion of our attorneys, may be necessary or advisable to protect and maintain our interests in any litigation or USPTO or other proceeding, or otherwise to protect and maintain our interest in the Marks, including, without limitation, becoming a nominal party to any legal action. Except to the extent that such litigation is the result of your use of the Marks in a manner inconsistent with the terms of the Franchise Agreement, we agree to reimburse you for your out-of-pocket costs in performing such acts.

If it becomes advisable at any time in our sole discretion to modify or discontinue the use of any Mark and/or use one or more additional or substitute names or marks, you must comply with our direction no later than ten days after you have received notice. We will not be liable to you for any expenses, losses, or damages you sustain as the result of any such addition, modification, substitution, or discontinuance of a Mark and you must not commence or join in any litigation or other proceeding against us for any such expenses, losses, or damages.

We do not know of any superior prior rights or infringing uses that could materially affect your use of our principal Mark in any state.

Our parent is the lawful and sole owner of the domain name www.THEPATCHBOYS.com. You cannot register any of the Marks that are now or in the future owned by us or any abbreviation, acronym or variation of the Marks, or any other name that could be deemed confusingly similar, as Internet domain names. We retain the sole right to advertise the system on the Internet and to create, operate, maintain and modify, or discontinue using any website containing the Marks. You may access our website. Except as we authorize in writing in advance, however, you cannot: (i) link or frame our website; (ii) conduct any business or offer to sell or advertise any products or services on the Internet; or (iii) create or register any Internet domain names in connection with your THE PATCH BOYS Business. The only exception is that you may list your THE PATCH BOYS Business in the local online directory.

ITEM 14. PATENTS, COPYRIGHTS, AND PROPRIETARY INFORMATION

14.1 Patents and Copyrights

You do not receive the right to use any item covered by a patent. There are no pending patent applications that are material to the franchise. We do not own any registered copyrights which are material to the franchise; however, we claim copyrights in the Operations Manuals, System Standards, advertising materials, THE PATCH BOYS CRM, business forms, videos, CDs and other printed and advertising material used in operating the System. We have not registered these copyrights with the United States Registrar of Copyrights. You must use these items only in the way we specify and only while operating your THE PATCH BOYS Business.

The Operations Manuals System Standards are described in Item 11. You can use the proprietary information contained in the System Standards in connection with the operation of your THE PATCH BOYS Business. Although we have not filed an application for a copyright registration for the Operations Manuals or System Standards, we claim a copyright, and the information is proprietary. Item 11 describes limitations on the use of the Operations Manuals by you and your employees. You must promptly tell us if you learn about unauthorized use of our proprietary information. We are not obligated to take any action, but will respond to this information as we think appropriate.

There currently are no effective determinations of the Copyright Office (Library of Congress) or any court regarding any of the copyrighted materials. There are no agreements currently in effect that significantly limit our right to use or allow others to use the copyrighted materials. We do not actually know of any infringing uses that could materially affect your use of the copyrighted materials in any state. We need not protect or defend copyrights, although we may do so when this action is, in our opinion, in the best interest of the System.

The Operations Manuals, System Standards, and other materials we possess, contain our confidential information and/or trade secrets. This information may include (a) general operating procedures for a THE PATCH BOYS Business; (b) the proprietary THE PATCH BOYS CRM and any other Required Software; (c) personnel guidelines for hiring, training, retaining, promoting, and supporting the marketing and sales staff; (d) the training programs; (e) written marketing and advertising materials, audiotapes, videos, and programs for their utilization; (f) knowledge of specifications and suppliers of certain equipment and supplies for THE PATCH BOYS Business; (g) information on operating results and financial performance of THE PATCH BOYS Businesses other than your own; (h) the Operations Manuals and THE PATCH BOYS owners internet site and its contents; (i) sales guidelines and strategies for developing business relationships in the insurance industry; (j) Customer Information, as defined below; and (k) any other information we deem confidential. We also own any and all customer lists and their contents that we provide to you and/or that you subsequently develop during the normal course of operating the Business. You are required to keep an up-to-date list of all current and former customers in the THE PATCH BOYS CRM, including their name, telephone number, complete mailing address, frequency of service, last date serviced, and price of service ("Customer Information").

14.2 Proprietary Information

You must disclose to us all ideas, concepts, methods, techniques and products concerning the development and operation of the THE PATCH BOYS Business that you, the Managing Owner, the Designated Manager, or employees conceive or develop during the term of the Franchise Agreement.

We shall own the rights to all such ideas, concepts, methods, techniques and products, regardless of the source, and you must grant to us and agree to procure from your affiliates, owners or employees a perpetual, exclusive and worldwide right to use such ideas, concepts, methods, techniques and products concerning the development and operation of THE PATCH BOYS Business that you or your employees conceive or develop during the term of the Franchise Agreement.

You must sign all documents we request to evidence our ownership or to assist us in securing intellectual property rights in such ideas, concepts, techniques or materials. We will have no obligation to make any lump sum or on-going payments to you with respect to any such idea,

concept, method, technique or product. You must agree that you will not use, nor will you allow any other person or entity to use any such concept, method, technique or product without obtaining our prior written approval.

ITEM 15. OBLIGATION TO PARTICIPATE IN THE ACTUAL OPERATION OF THE FRANCHISE BUSINESS

You must at all times faithfully, honestly, and diligently perform your obligations under the Franchise Agreement. Except as stated herein, you must designate at least one managing owner (the “Managing Owner”) who will be our primary individual contact with your THE PATCH BOYS Business and who we will approve in our sole discretion. A Managing Owner may, in our sole discretion, serve as the Managing Owner of more than one THE PATCH BOYS Business that is owned by you; provided, however, that we may, in our sole discretion, require you to designate a person who will serve as the primary individual contact for this THE PATCH BOYS Business (the “Designated Manager”). We must approve of the Designated Manager in writing, which we may grant in our sole discretion. The Managing Owner and, if applicable, the Designated Manager, must successfully complete our JumpStart and Initial Training Programs as described in and required by the Franchise Agreement. The Designated Manager is not required to have an ownership interest in the THE PATCH BOYS Business. The Designated Manager must sign our prescribed form of confidentiality and non-compete agreement. The Managing Owner or, if applicable, the Designated Manager must continuously exert her/his full-time best efforts to manage, promote and enhance the THE PATCH BOYS Business, and such other THE PATCH BOYS Businesses as we permit in our sole discretion. Without our prior written permission, the Managing Owner and, if applicable, the Designated Manager, must not engage in any other business or activity that conflicts with their obligations to operate your THE PATCH BOYS Business on a full-time, year round basis. In the case of multiple owners, the owner with day-to-day responsibility and authority to run the THE PATCH BOYS Business and with whom we will communicate shall be identified on the signature line as the first Managing Owner.

Before attending the Initial Training and/or upon any change to the legal entity ownership, you must submit to us a corporate resolution, or similar action, which states the name of the corporation or LLC, the legal names of all of the partners or shareholders, the percentage of ownership that each member controls, their place of residence and their agreement to be bound by the terms of the Franchise Agreement. In the case of multiple owners, you must submit a dispute resolution procedure acceptable to us in our sole discretion that states what you will do in the event that there is a conflict between any owners of the franchisee entity. In addition, at all times, the owners who have executed the Franchise Agreement must control 67% of the franchisee entity. The remaining owners must sign a written confidentiality and non-compete agreement in the form we prescribe.

Only the owners of the franchised business need to personally guarantee the THE PATCH BOYS Business (first paragraph of Franchise Agreement.) Any partners or spouses involved in the THE PATCH BOYS Business, a designated Managing Owner, and/or employee will need to execute non-disclosure and confidentiality agreements that we have approved. (Section 6.C. of the Franchise Agreements). We do not have a standard form, as laws vary between states; however, we do require that such agreements will prohibit disclosure, by the employee to any other person or legal entity, of

any trade secrets, customer lists, or other information, knowledge, or know-how regarding the System or the operation of the THE PATCH BOYS Business, which is deemed confidential or proprietary by us. Such employee non-disclosure and confidentiality agreements will, to the fullest extent permitted by applicable law, prevent employees from servicing or soliciting any of the customers of your THE PATCH BOYS Business, except in their capacities as employees of the THE PATCH BOYS Business. The agreements to be signed by a partner, spouse, or designated Managing Owner, will also need to include a non-compete agreement, which must comply with your state law. A fully executed copy of each agreement is to be sent to us.

ITEM 16: RESTRICTIONS ON WHAT THE FRANCHISEE MAY SELL

You must offer and provide only and all of the services that we periodically require for THE PATCH BOYS franchisees in the manner that we prescribe, and you may only provide the services we have approved for THE PATCH BOYS Businesses (“Services”). You may not market or perform any other services, except the Services, without our express, prior written approval. There are no limits on our right to periodically change required and/or authorized services and service categories, and we may do so at our discretion.

ITEM 17: RENEWAL, TERMINATION, TRANSFER, AND DISPUTE RESOLUTION.

This table lists certain important provisions of the franchise and related agreements. You should read these provisions in the agreements attached to this Disclosure Document.

THE FRANCHISE RELATIONSHIP

	Provision	Section in Franchise agreement	Summary
a.	Length of the franchise term	Section 1.C	5 years.
b.	Renewal or extension of the term	Section 11.A	1 additional, consecutive term of 5 years.
c.	Requirements for franchisee to renew or extend	Section 11	In order to renew (which means renewing your franchise relationship with us), you must: (i) be in compliance with your Franchise Agreement; (ii) not have made certain repeated defaults of your Franchise Agreement; (iii) provide us with notice of your intent to renew within the required time; (iv) sign our then-current franchise agreement, which may contain materially different terms than your original Franchise Agreement; (v) upgrade and remodel THE PATCH BOYS Business, as necessary; (vi) sign a mutual release; and (vii) pay us a renewal fee.
d.	Termination by franchisee	Not Applicable	Not Applicable. You may terminate the Franchise Agreement under any grounds permitted by law.

	Provision	Section in Franchise agreement	Summary
e.	Termination by franchisor without cause	Not Applicable	Not Applicable
f.	Termination by franchisor with cause	Section 12	We may terminate your Franchise Agreement with cause as described in (g)-(h) of this Item 17 Chart.
g.	“Cause” defined – curable defaults	Section 12.C	We may terminate the Franchise Agreement after providing you with notice and a 15-day cure period if you: (i) fail to pay any amounts due to us, or you do not record funds paid to you for jobs completed as required or you default on any loan made to you by us or our preferred lender for the purchase of the Territory; (ii) fail to comply with any applicable law, regulation or ordinance; (iii) fail to comply with any requirement in the Franchise Agreement; (iv) fail to comply with modifications to the System Standards, intranet website, or Manuals; (v) fail to make payments on the vehicle resulting in repossession; (vi) use products or materials that do not meet our System Standards; (vii) fail to provide any required report, statement, or return; (viii) fail to service all customers in a manner consistent with our System Standards; (ix) service a customer in another Territory without permission; (x) fail to endorse any payments due to us that is erroneously made to you; (xi) fail to maintain the hours of operation at THE PATCH BOYS Business; (xii) fail to personally supervise day-to-day operation or fail to employ a sufficient personnel; (xiii) fail to maintain the strict quality controls; (xiv) conduct yourself in a manner that reflects adversely on the System, the Marks, or the products; or (xv) fail to procure or maintain any required licenses, certifications, or permits.
h.	“Cause” defined – non-curable defaults	Section 12.A and Section 12.B	The Franchise Agreement will automatically terminate without notice or an opportunity to cure if: (i) you make an assignment for the benefit of creditors, file a voluntary petition in bankruptcy, are adjudicated bankrupt or insolvent; (ii) proceedings are commenced to have you adjudicated bankrupt or to seek your reorganization under any bankruptcy or insolvency law, and are not dismissed within 60 days, or a trustee or receiver is appointed for you or THE PATCH BOYS Business without your consent, and is not vacated within 60 days; or (iii) you make or attempt to make an unauthorized transfer. We may terminate the Franchise Agreement, immediately, and without an opportunity to cure, effective upon notice, if: (i) your Managing Owner/Designated Manager, fail to attend or successfully complete the required training or the pre-training requirements; (ii) you fail to commence operation of THE

	Provision	Section in Franchise agreement	Summary
			PATCH BOYS Business within the required time period; (iii) you have made a material misrepresentation; (iv) you receive 3 or more notices to cure a similar defaults, within any 2-year period; (v) you are convicted, or plead no contest to, a felony; (vi) you understate your Royalty by 3% or more on 3 or more occasions, during any 2-year period; (vii) you engage in any dishonest or unethical conduct; (viii) you violate any provision regarding confidentiality or non-disclosure; (ix) you abandon; (x) you fail to acquire or maintain the required insurance; (xi) you fail to attend the Annual Convention as required; (xii) your Managing Owner/Designated Manager fails to attend required refresher training; (xiii) any other franchise agreement you have with us is terminated; (xiv) you commit 3 or more defaults-in any 12 month period; (xv) you materially breach any other agreement with us or our affiliates, or any lease, and fail to cure such breach within any cure period; (xvi) you materially violate any provision pertaining to Marks or Confidential Information; (xvii) you violate any safety or sanitation law, ordinance or regulation; (xvii) you violate the in-term restrictive covenant; (xix) a levy or writ of attachment or execution or any other lien is placed against you and not released or bonded within 30 days; (xx) you become insolvent; (xxi) you order or purchase supplies, signs, furnishings, fixtures, equipment or inventory from an unapproved supplier; (xxii) you misuse or make unauthorized use of any THE PATCH BOYS CRM/Required Software; (xxiii) you fail to comply with the anti-terrorism provision; (xxiv) you take for your own personal use any assets or property of THE PATCH BOYS Business; or (xxv) if there are insufficient funds in your bank account to cover a check or EFT payment 3 or more times within any 12-month period or you fail to achieve minimum sales for 3 consecutive months.
i.	Franchisee's obligations on termination/non-renewal	Section 13	Upon termination or early expiration of the Franchise Agreement, your obligations include: (i) pay all amounts owed to us; (ii) de-identify and otherwise stop using the Marks in any manner, including in business names and telephone listings; (iii) return all Confidential Information and customer lists to us; (iv) comply with post-term non-competition covenants; and (v) deliver proof of compliance.
j.	Assignment of contract by franchisor	Section 10.A	No restriction on our right to assign.
k.	"Transfer" by franchisee – definition	Section 10.B	Includes transfer or assignment of the Franchise Agreement, THE PATCH BOYS Business or any part thereof, and change of your ownership in an amount of 33% or more.

	Provision	Section in Franchise agreement	Summary
l.	Franchisor's approval of transfer by franchisee	Section 10.B	We must approve all transfers, but we will not unreasonably withhold our approval if you meet our conditions.
m.	Conditions for franchisor approval of transfer	Section 10.B	Conditions to transfer: (i) you are in full compliance with the Franchise Agreement or any other related agreement and you have paid all accrued monetary obligations; (ii) the transferee meets our then current standards; (iii) the transferee is not operating a competitive business, unless all competitive services as part of THE PATCH BOYS Business; (iv) you permit us to release to the transferee information about THE PATCH BOYS Business; (v) transferee signs the then-current form of franchise agreement; (vi) you pay us a transfer fee, all Royalties and other fees owed, and all commissions and broker fees, if applicable; (vii) transferee completes training; (viii) you and the transferee sign a release; (ix) we have approved the material terms of the purchase agreement; (x) any of transferee's financing obligations are subordinate to payments to us; (xi) if transferring to a wholly-owned company, you control at least 67% of the interest; (xii) you have attended all required training and your THE PATCH BOYS Business is open; (xiii) you comply with all post-term obligations; (xiv) transferee obtains all required permits and licenses; (xv) lessors have consented to transfer, if applicable; (xvi) transfer is made in compliance with all laws; and (xvii) transferee must purchase all or a portion of the Initial Package and any required equipment and supplies.
n.	Franchisor's right of first refusal to acquire franchisee's business	Section 10.D	Before transferring your interest in the Franchise Agreement, you must first offer us the right to purchase the interest on the same terms and conditions contained in any bona fide offer less the transfer fee and we have 30 days to decide.
o.	Franchisor's option to purchase franchisee's business	Not Applicable	Not Applicable.
p.	Death or disability of franchisee	Section 10.C	You must transfer within 12 months of your death or disability. If you are an individual, your heirs may continue to operate your THE PATCH BOYS Business. You may transfer to a spouse, child, or parent if they qualify as a transferee and satisfy transfer obligations, without a transfer fee.
q.	Non-competition covenants during the term of the franchise	Section 6	During the Term, you, your Managing Owner, your Designated Manager, and Service Technician shall not: (i) engage in any capacity in any other in any business offering light restoration and reconstruction services (except for other franchises or authorizations we enter into with you); (ii) use our Confidential Information, System, intranet website, Manuals, Marks,

	Provision	Section in Franchise agreement	Summary
			customer lists, Customer Information, or any colorable imitations, in connection with any business other than the THE PATCH BOYS Business; (iii) attempt to or divert any business or customer of THE PATCH BOYS Business to any competitor, or do any other act injurious or prejudicial to the goodwill of the Marks or the System. This provision is subject to state law.
r.	Non-competition covenants after the franchise is terminated or expires	Sections 13.D	For 18 months from expiration or termination of the Franchise Agreement, you, your owners and, your Designated Manager, shall not (a) engage in any capacity in any business offering actual light restoration and reconstruction services, (b) solicit business from customers of your former business; (c) attempt to or divert any business or customer of THE PATCH BOYS Business, or (d) do any other act injurious to the goodwill of the Marks or the System or engage in any business relationship with any of your customers or former customers, within: (i) the Territory; (ii) the Territories of any THE PATCH BOYS franchisees, THE PATCH BOYS Company Stores, or any other THE PATCH BOYS Business operator; or (iii) a radius of 100 miles from the Territory. This provision is subject to state law.
s.	Modification of Agreement	Section 15.J	Modification of the Franchise Agreement must be in writing and agreed upon by both parties.
t.	Integration/merger clause	Section 15.L	Only the terms of the Franchise Agreement are binding (subject to state law). Any representations or promises outside of the disclosure document and Franchise Agreement may not be enforceable. Notwithstanding the foregoing, nothing in any agreement is intended to disclaim the express representations made in this Franchise Disclosure Document, its exhibits and amendments.
u.	Dispute resolution by arbitration or mediation	Sections 15.F.1 and 15.F.2	You must bring any disputes arising out of the Franchise Agreement or any other agreement with us to our President prior to bringing a claim before any third party in an attempt to resolve the dispute internally. After exhaustion of this internal dispute resolution procedure, at our option, all claims or disputes between you and us must be submitted first to non-binding mediation in Ann Arbor, Michigan, in accordance with the American Arbitration Association's Commercial Mediation Rules then in effect (subject to state law).
v.	Choice of forum	Section 15.F.3	All claims not subject to mediation must be commenced in the state or federal court of general jurisdiction, in Washtenaw County, Michigan or the United States District Court for the Eastern District of Michigan (subject to state law).

	Provision	Section in Franchise agreement	Summary
w.	Choice of law	Section 15.H	Except for federal law, Michigan law applies (subject to state law).

ITEM 18: PUBLIC FIGURES

We do not use any public figures to promote our franchise. You have no right to use the name of any public figure for promotional efforts, advertising, or endorsements, except with our prior written consent. No public figure has any investment in the 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 any reasonable basis for the information, and if the information is included in the disclosure document. Financial information that differs from that included in Item 19 may only be given 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.

We currently require all franchise owners to provide periodic revenue and other financial reports concerning their franchises. In January 2021 we reconciled the revenue and other information provided by the franchisees relating to the operation of their THE PATCH BOYS Business during 2020. We reconciled 2020 financial information from 31 franchisees (the "Represented Franchise Owners"), who collectively own 74 THE PATCH BOYS Businesses (the "Represented Franchises"), who have owned their businesses at least one year, and operated those franchises throughout all of 2020. Franchisees that have either (a) not owned their business at least one year or (b) did not operate throughout all of 2020 were excluded from this Item 19. The Represented Franchise Owners are approximately 83.8%, and the Represented Franchises are approximately 74.0%, of our franchise owners and franchises who owned their businesses for at least 1 year and operated those franchises throughout all of 2020. By the end of 2020, there were 100 total franchises.

The Represented Franchise Owners have been in business for an average of 2.5 years in their markets and operate in a mix of urban, suburban and rural areas, disbursed geographically throughout the U.S. Some operate on a part-time basis; however all offer the same products and services that we authorize new THE PATCH BOYS Businesses to sell.

Despite the effect that COVID-19 has had on some businesses, (a) franchisee revenues are up 28.8% as of December 31, 2020 as compared to the same time frame in 2019, (b) franchisees have not had to streamline or otherwise modify their business operations due to the pandemic so the business operations are still the same as offered in the FDD, with the exception of employees wearing masks, and (c) 9 locations have closed in 2020, out of a total of 100, which is 9.0% of franchises.

Listed below are the Number of Owners, Number of Active Territories, Average Active

Territories per Owner, Average Revenue per Owner, Median Revenue per Owner, Average Revenue per Active Territory, Median Revenue per Active Territory, Percentage of Owners Exceeding Average Revenue per Owner, Number of Owners Exceeding Average Revenue per Owner, Average Years Operating, Median Years Operating, Total Jobs, Average Job Value, and Median Job Value as those terms are defined in the notes below, for the Represented Franchise Owners and Represented Franchises during the one year period from January 1, 2020 until December 31, 2020.

Group Ranked by Average Revenue	Number of Owners	Number of Active Territories/ Owner	Average Active Territories/ Owner	Average Revenue/ Owner	Median Revenue/ Owner
Top 5%	2	15	7.5	\$749,632	\$749,632
1st Quartile	8	35	4.4	\$502,499	\$487,882
2nd Quartile	8	11	1.4	\$157,637	\$157,315
3rd Quartile	7	15	2.1	\$102,423	\$94,627
4th Quartile	8	13	1.6	\$56,734	\$63,795
Bottom 5%	2	13	1.5	\$20,824	\$20,824
Total	31	74	2.4	\$239,301	\$129,705

Group Ranked by Average Revenue	Average Revenue/ Active Territory	Median Revenue/ Active Territory	Percentage of Owners Exceeding Average Revenue Per Owner	Number of Owners Exceeding Average Revenue Per Owner	Average Years Operating	Median Years Operating
Top 5%	\$99,950	\$99,792	50%	1	2.0	2.0
1st Quartile	\$114,856	\$101,997	50%	4	2.9	2.7
2nd Quartile	\$114,645	\$132,604	50%	4	2.9	2.8
3rd Quartile	\$47,797	\$47,232	29%	7	2.0	2.0
4th Quartile	\$34,913	\$34,656	63%	19	2.1	1.6
Bottom 5%	\$13,882	\$12,999	50%	7	3.1	3.1

Total	\$100,247	\$81,300	26%	7	2.5	2.3
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Group Ranked by Average Revenue	Total Jobs	Average Job Value	Median Job Value
Top 5%	916	\$1,266	\$1,266
1st Quartile	2,637	\$1,176	\$1,065
2nd Quartile	1,376	\$1,151	\$935
3rd Quartile	774	\$727	\$730
4th Quartile	421	\$904	\$770
Bottom 5%	73	\$466	\$466
Total	5,208	\$998	\$914

Group Ranked by Licenses Owned	Number of Owners	Number of Active Territories/ Owner	Average Active Territories/ Owner	Average Revenue/ Owner	Median Revenue/ Owner
1	9	9	1.0	\$120,874	\$129,705
2	14	28	2.0	\$138,281	\$94,546
3 or More	8	37	4.6	\$428,515	\$387,843
Total	31	74	2.4	\$239,301	\$129,705

Group Ranked by Licenses Owned	Average Revenue/ Active Territory	Median Revenue/ Active Territory	Percentage of Owners Exceeding Average Revenue Per Owner	Number of Owners Exceeding Average Revenue Per Owner	Average Years Operating	Median Years Operating
1	\$120,873	\$129,705	67%	6	3.2	3.0

2	\$69,140	\$47,272	29%	4	2.0	1.6
3 or More	\$86,038	\$94,756	38%	3	2.4	2.3
Total	\$100,247	\$81,300	26%	7	2.5	2.3

Group Ranked by Licenses Owned	Total Jobs	Average Job Value	Median Job Value
1	1,317	\$945	\$909
2	1,667	\$987	\$876
3 or More	2,224	\$1,078	\$936
Total	5,208	\$998	\$914

Notes:

1. A number of factors impact franchise owner's revenue, such as the operational capability of the franchise owner, the price that the franchise owner decides to charge, the competition in the market, and the franchise owner's ability to sell ancillary and higher margin services. The price you charge and your ability to sell may differ from the Represented Franchise Owners.

2. The figures in these tables reflect the actual results reported by the Represented Franchise Owners. The figures have not been audited by the Company or independently verified. No certified public accountant has audited these figures or expressed his or her opinion concerning their contents or form.

3. "Number of Owners", reflects the number of individual franchise owners in each measured category out of the total 31 Represented Franchise Owners.

4. "Number of Active Territories", reflects the number of individual franchise businesses in each measured category out of the total 74 Represented Franchises.

5. "Average Active Territories per Owner" reflects the average number of franchises each individual franchisee owns.

6. "Average Revenue per Owner" reflects the average of the total annual revenue that the Represented Franchise Owners reported.

7. "Median Revenue per Owner" reflects the median of the total annual revenue that the Represented Franchise Owners reported.

8. "Average Revenue per Active Territory" reflects the total annual revenue that the Represented Franchise Owners reported divided by the total number of Represented Franchises.

9. "Median Revenue per Active Territory" reflects the median of the total revenue that the Represented Franchise Owners reported.

10. “Percentage of Owners Exceeding Average Revenue per Owner” reflects the percentage of owners in that group that are exceeding the Average Annual Revenue per owner of that same group.

11. “Number of Owners Exceeding Average Revenue per Owner” reflects the number of owners in that group that are exceeding the Average Annual Revenue per owner of that same group.

12. “Average Years Operating” reflects the total years in business that the Represented Franchise Owners reported divided by the total number of Represented Franchises.

13. “Median Years Operating” reflects the median years in business as reported by the represented Franchise Owners.

14. “Total jobs” reflects the total number of jobs completed by the owners in that group.

15. “Average Job Value” reflects the average revenue per job as reported by the Represented Franchise Owner.

16. “Median Job Value” reflects the median revenue per job as reported by the Represented Franchise Owner.

17. This financial performance representation does not report other variable costs or fixed operating expenses, or other costs or expenses that must be deducted from the revenue figures to obtain net income or profit.

18. **Some franchised businesses have sold this amount. Your individual results may differ. There is no assurance that you’ll sell as much.**

19. The Company will provide written substantiation for the data used to prepare this financial performance representation upon your reasonable request.

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 its 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 Ted Speers, President, 731 Fairfield Court, Ann Arbor, MI 48108, 734-864-9763, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20. OUTLETS AND FRANCHISEE INFORMATION

TABLE NUMBER 1
Systemwide Outlet Summary
For Years 2018 to 2020

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2018	38	65	+27
	2019	65	92	+26
	2020	92	100	+8
Company Owned	2018	1	1	0

	2019	1	0	-1
	2020	0	0	0
Totals	2018	39	66	+27
	2018	66	92	+26
	2019	92	100	+8

TABLE NUMBER 2

**Transfers of Outlets from Franchisees to New Owners
(other than to Franchisor)
For Years 2018 to 2020**

State	Year	Number of Transfers
New York	2018	0
	2019	0
	2020	0
Totals	2018	0
	2019	0
	2020	0

TABLE NUMBER 3

**Status of Franchised Outlets
For Years 2018 to 2020**

State	Year	Outlets at Start of Year	Outlets Opened	Term-inations	Non-Renewals	Reacquired by Franchisor	Ceased Operations - Other Reasons	Outlets at End of the Year
Alabama	2018	0	0	0	0	0	0	0
	2019	0	1	0	0	0	0	1
	2020	1	0	0	0	0	0	1
Arkansas	2018	0	2	0	0	0	0	2
	2019	2	0	0	0	0	0	2
	2020	2	0	0	0	0	0	2
Arizona	2018	0	8	0	0	0	0	8
	2019	8	0	0	0	0	0	8
	2020	8	0	0	0	0	0	8
California	2018	1	0	0	0	0	0	1
	2019	1	11	0	0	0	0	12
	2020	12	0	0	0	0	0	12
Colorado	2018	0	2	0	0	0	0	2
	2019	2	2	0	0	0	0	4
	2020	4	3	2	0	0	0	5
Connecticut	2018	6	0	0	0	0	0	6

State	Year	Outlets at Start of Year	Outlets Opened	Terminations	Non-Renewals	Reacquired by Franchisor	Ceased Operations - Other Reasons	Outlets at End of the Year
	2019	6	2	6	0	0	0	2
	2020	2	0	0	0	0	0	2
Delaware	2018	3	0	0	0	0	0	3
	2019	3	0	3	0	0	0	0
	2020	0	0	0	0	0	0	0
District of Columbia	2018	0	0	0	0	0	0	0
	2019	0	0	0	0	0	0	0
	2020	0	0	0	0	0	0	0
Florida	2018	1	0	0	0	0	0	1
	2019	1	1	1	0	0	0	1
	2020	1	0	0	0	0	0	1
Georgia	2018	0	4	0	0	0	0	4
	2019	0	0	0	0	0	0	4
	2020	4	0	2	0	0	0	2
Idaho	2018	0	0	0	0	0	0	0
	2019	0	2	0	0	0	0	2
	2020	2	0	0	0	0	0	2
Illinois	2018	8	0	0	0	0	0	8
	2019	8	0	0	0	0	0	8
	2020	8	0	0	0	0	0	8
Indiana	2018	1	0	1	0	0	0	0
	2019	0	0	0	0	0	0	0
	2020	0	0	0	0	0	0	0
Iowa	2018	2	0	0	0	0	0	2
	2019	2	0	0	0	0	0	2
	2020	2	0	0	0	0	0	2
Kansas	2018	0	0	0	0	0	0	0
	2019	0	1	0	0	0	0	1
	2020	1	0	0	0	0	0	1
Kentucky	2018	0	1	0	0	0	0	1
	2019	1	0	0	0	0	0	1
	2020	1	0	1	0	0	0	0
Louisiana	2018	0	1	0	0	0	0	1
	2019	1	1	0	0	0	0	2
	2020	2	0	0	0	0	0	2
Maryland	2018	1	0	0	0	0	1	0
	2019	0	1	0	0	0	0	1
	2020	1	0	0	0	0	0	1
Massachusetts	2018	1	0	1	0	0	0	0
	2019	0	0	0	0	0	0	0
	2020	0	0	0	0	0	0	0
Michigan	2018	0	1	0	0	0	0	1
	2019	1	1	0	0	0	0	2
	2020	2	0	1	0	0	0	1
Minnesota	2018	0	3	0	0	0	0	3
	2019	3	0	0	0	0	3	0
	2020	0	0	0	0	0	0	0
Missouri	2018	0	0	0	0	0	0	0
	2019	0	1	0	0	0	0	1

State	Year	Outlets at Start of Year	Outlets Opened	Terminations	Non-Renewals	Reacquired by Franchisor	Ceased Operations - Other Reasons	Outlets at End of the Year
	2020	0	0	0	0	0	0	1
Mississippi	2018	0	0	0	0	0	0	0
	2019	0	1	0	0	0	0	1
	2020	1	0	0	0	0	0	1
New Hampshire	2018	0	0	0	0	0	0	0
	2019	0	0	0	0	0	0	0
	2020	0	0	0	0	0	0	0
New Jersey	2018	2	0	1	0	0	0	1
	2019	1	2	0	0	0	0	3
	2020	3	1	0	0	0	0	4
New York	2018	5	0	1	0	0	1	3
	2019	3	0	1	0	0	0	2
	2020	2	0	0	0	0	0	2
North Carolina	2018	0	0	0	0	0	0	0
	2019	0	2	0	0	0	0	2
	2020	2	0	0	0	0	0	2
Ohio	2018	3	2	0	0	0	0	5
	2019	5	0	1	0	0	0	4
	2020	5	0	0	0	0	0	5
Oklahoma	2018	0	2	0	0	0	0	2
	2019	2	0	0	0	0	0	2
	2020	2	0	0	0	0	0	2
Pennsylvania	2018	0	2	0	0	0	0	2
	2019	2	6	0	0	0	0	8
	2020	8	0	0	0	0	0	8
South Carolina	2018	0	2	0	0	0	0	2
	2019	2	0	0	0	0	0	2
	2020	2	0	0	0	0	0	2
Texas	2018	1	3	0	0	0	0	4
	2019	4	4	0	0	0	0	8
	2020	8	9	0	0	0	0	17
Utah	2018	0	1	0	0	0	0	1
	2019	1	0	0	0	0	0	1
	2020	1	2	1	0	0	0	2
Virginia	2018	0	2	0	0	0	0	2
	2019	2	2	0	0	0	0	4
	2020	4	0	0	0	0	0	4
Washington	2018	1	0	0	0	0	1	0
	2019	0	0	0	0	0	0	0
	2020	0	0	0	0	0	0	0
Wisconsin	2018	2	0	2	0	0	0	0
	2019	0	0	0	0	0	0	0
	2020	0	0	0	0	0	0	0
TOTALS	2018	38	36	6	0	0	3	65
	2019	65	41	11	0	0	3	92
	2020	92	17	9	0	0	0	100

TABLE NUMBER 4

**Status of company-owned outlets
For Years 2018 to 2020**

State	Year	Outlets at Start of Year	Outlets Opened	Outlets Reacquired from Franchisees	Outlets Closed	Outlets Sold to Franchisees	Outlets at End of the Year
New Hampshire	2018	0	0	0	0	0	0
	2019	0	0	0	0	0	0
	2020	0	0	0	0	0	0
New York	2018	1	0	0	0	0	1
	2019	1	0	0	1	0	0
	2020	0	0	0	0	0	0
North Carolina	2018	0	0	0	0	0	0
	2019	0	0	0	0	0	0
	2020	0	0	0	0	0	0
Totals	2018	1	0	0	0	0	1
	2019	1	0	0	1	0	0
	2020	0	0	0	0	0	0

TABLE NUMBER 5

Projected Openings as of December 31, 2020

State	Franchise Agreements Signed but Outlet Not Opened	Projected New Franchised Outlets in the Next Fiscal Year	Projected New Company-Owned Outlets in the Next Fiscal Year
Arizona	0	2	0
Florida	0	6	0
Georgia	0	3	0
Michigan	0	1	0

Missouri	0	2	0
Ohio	0	2	0
Pennsylvania	0	1	0
Texas	0	6	0
Total	0	19	0

Exhibit I to this Disclosure Document includes the names, addresses and telephone numbers of all franchise owners as of December 31, 2020. Exhibit J to this Disclosure Document includes the name, city and state, and the current business telephone number (or if unknown, the last known home telephone number) of every franchisee who had an outlet terminated, cancelled, not renewed or otherwise voluntarily or involuntarily ceased to do business under the Franchise Agreement between January 1, 2020 and December 31, 2020 or who has not communicated with us within ten weeks of the issuance date of this disclosure document. If you buy this franchise, your contact information may be disclosed to other buyers when you leave the franchise system.

During the last three fiscal years, in some instances, current and former franchisees sign provisions restricting their ability to speak openly about their experience with us. You may wish to speak with current and former franchisees, but be aware that not all such franchisees will be able to communicate with you.

Exhibit K-1 lists, to the extent known, the names, addresses, telephone numbers, email addresses and web addresses of each trademark-specific franchisee organization associated with the franchise system being offered which we have created, sponsored or endorsed. Exhibit K-2 lists the independent franchisee organizations that have asked to be included in this Disclosure Document.

ITEM 21: FINANCIAL STATEMENTS

Exhibit E contains our fiscal year end audited financial statement as of December 31, 2020. We have not been franchising for three (3) years so we cannot provide additional financial statements.

ITEM 22: CONTRACTS

The following contracts are exhibits within this Disclosure Document:

Exhibit A: Franchise Agreement

Exhibit B: Promissory Note

Exhibit C: Confidentiality/Non-Disclosure Agreement

Exhibit D: General Releases – Renewal and Assignment

Exhibit G: Disclosure Acknowledgement Questionnaire

Exhibit H: State Addenda to the Disclosure Document and Franchise Agreement

ITEM 23: RECEIPTS

The final pages of this Disclosure Document (Exhibit M of the Disclosure Document) are detachable receipt pages acknowledging your receipt of the Disclosure Document. If these pages, or any other pages or exhibits are missing from your copy, please notify us immediately. You should sign both copies of the receipt. You should retain one signed copy for your records and return the other signed copy to: Ebony Idemudia, Legal Administrator, at 731 Fairfield Court, Ann Arbor, MI 48108, 734-864-9774.

Exhibit A
TO THE FRANCHISE DISCLOSURE DOCUMENT



THE PATCH BOYS FRANCHISE AGREEMENT (the “Franchise Agreement”)

SUMMARY PAGE

The following terms are used throughout this Franchise Agreement, its Exhibits and Addenda, and are defined as follows:

1. Patch Boys International, LLC, a Delaware Limited Liability Company, with its principal place of business at 731 Fairfield Court, Ann Arbor, Michigan 48108 (referred to in this Agreement as “we,” “us,” “ourselves,” “Franchisor,” or “Licensor”).
2. _____ (together referred to as the “Owners”), residents of the State of _____, and _____, a _____ company to be formed or already existing whose principal address is _____ (referred to in this Agreement as “you,” “your,” “Franchisee,” or “Licensee”).
3. This Franchise Agreement is made and entered into on _____, (the “Effective Date”).
4. The “Initial Franchise Fee” referred to in Section 2.A. of the Franchise Agreement is \$_____.
5. The “Initial Package Fee” referred to in Section 2.B. of the Franchise Agreement is \$4,950.00.
6. The “Territory” referred to in Section 1.D of the Franchise Agreement will be defined by the following ZIP codes, as located on the attached map:

TERRITORY

This is to confirm your acknowledgement and understanding that ZIP codes and/or their boundaries change periodically, and in the event of a future change you may continue to market to

an existing customer, who is now outside the Territory as a result of a ZIP code change. Provided, it will be your responsibility to clearly demonstrate that the customer was located in the Territory, when they first became a customer.

In the event a new ZIP code is created entirely within your existing geographic Territory, it will become a part of the Territory, and you may market in it. If a new ZIP code is created along the boundary of the Territory, if at least one-third of the new ZIP code area is within the Territory, as indicated on the attached map, then you can market to the new ZIP code, with the understanding an adjoining 1-800 WATER DAMAGE owner, who also has one-third of the new ZIP code in their previous Territory, may also be able to market in this new ZIP code.

7. The “Managing Owner: as referenced in Section 1.C. of the Agreement is : _____
8. The “Designated General Manager” as referenced in Section 1.C. of the Agreement is _____

PATCH BOYS FRANCHISE AGREEMENT

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Exhibits:

- Exhibit A – Franchise Management Software License Agreement
- Exhibit B – Telephone and Other Listing Agreement
- Exhibit C – Electronic Funds (EFT) Authorization
- Exhibit D– Guaranty and Assumption of Franchisee’s Obligations

THE PATCH BOYS Franchise Agreement

THIS FRANCHISE AGREEMENT is made and entered into on the Effective Date by and between Franchisor and Franchisee.

1. INTRODUCTION, DEFINITIONS, ACKNOWLEDGMENTS, AND AWARD OF FRANCHISE.

A. INTRODUCTION.

We use, promote and license certain trade and service marks and other commercial symbols in operating businesses that offer light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services, including but not limited to painting or trim replacement, including the trade and service mark(s) “THE PATCH BOYS” (collectively, the “**Marks**”). These Marks have gained and continue to gain public acceptance and goodwill, and we may continue to create, use, and franchise additional trademarks, service marks, and commercial symbols in operating THE PATCH BOYS Businesses, as defined below.

Through the expenditure of considerable time, we have established a system of marketing, promoting, advertising, managing, conducting and operating businesses that perform light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services, including but not limited to painting or trim replacement, and any other service that we authorize for sale (the “**Services**”) under the Marks for both residential and commercial buildings (the “**THE PATCH BOYS Business**,” “**Business**,” or “**Franchised Business**”).

We award to persons, who meet our qualifications and who are willing to undertake the investment and effort, a franchise to own and operate a THE PATCH BOYS Business offering the services and products we authorize and approve while utilizing our business formats, methods, procedures, signs, standards, specifications, and Marks (the “**System**”).

Following your evaluation of the THE PATCH BOYS System, you have expressed to us your desire to obtain the right to develop, own, and be franchised to operate a THE PATCH BOYS Business.

This Agreement governs the ongoing relationship between you and us.

B. DEFINITIONS AND ACRONYMS.

The following terms which are used in this Section and throughout this Agreement are defined as follows:

Affiliate: any person or entity directly or indirectly owned or controlled by, under common control with, or owning or controlling you or us. For purposes of this definition, “control” means the power to direct or cause the direction of management and policies.

Company Stores: A THE PATCH BOYS business owned by us or our affiliate.

Customer: Any person or company who purchases goods or services from you. It includes those who make the purchase on their own behalf as well as those who purchase on the behalf of a third party.

THE PATCH BOYS Affiliates: A collective reference for THE PATCH BOYS franchisee(s), Company Store(s), and/or THE PATCH BOYS.

THE PATCH BOYS Corporate Territory: The zip-codes that are owned by PATCH BOYS International, LLC, and have not been awarded to a THE PATCH BOYS franchisee or a Company Store.

Residential Work: Any structure serving as a dwelling unit or a home, in which a person lives or resides.

Territory: The specific area where the THE PATCH BOYS Business is to be operated, which consists of a set of zip codes.

C. AWARD OF FRANCHISE.

You have applied for a franchise to own and operate a THE PATCH BOYS Business. Subject to all of the terms and conditions of this Agreement, we hereby award you a franchise (the “**Franchise**”) to operate a THE PATCH BOYS Business utilizing the System and the Marks in the Territory that you and we have agreed to as described in the Summary Page to this Agreement and in Section 1.D below (“**Territory**”). We will not allow another THE PATCH BOYS franchisee or Company Store to perform work within your Territory, except as outlined in Section 1.D below, unless you are not in full compliance with this Agreement. Further, no other THE PATCH BOYS business may advertise in print, or media or web-based advertising within your Territory. Should you not be in full compliance with this Agreement, we reserve the right to allow other compliant THE PATCH BOYS Affiliates to perform work in your Territory. Additionally, you may face competition from other franchisees, from outlets that we own, or from other channels of distribution or competitive brands that we control.

The Franchise Agreement grants you the right to operate the Business only within the Territory defined in the Franchise Agreement.

The term of the franchise will be five (5) years (the “**Initial Term**”) commencing on the date of this Agreement.

You must at all times faithfully, honestly, and diligently perform your obligations under this Agreement. Except as stated herein, you must designate at least one (1) managing owner (the “**Managing Owner**”) who will be our primary individual contact with the Business and who we will approve in our sole discretion. A Managing Owner may, in our sole discretion, serve as the Managing Owner of more than one (1) THE PATCH BOYS Businesses that are owned by you; provided, however, that we may, in our sole discretion, require you to designate a person who will serve as the primary individual contact for this Business (the “**Designated General Manager**”). We must approve of the Designated General Manager in writing, which we may grant in our sole discretion. The Managing Owner and, if applicable, the Designated General Manager, must (a) successfully complete the training program as described in and required by this Agreement and (b) possess all required certifications and licenses within 30 days of the completion of training. The Designated General Manager is not required to have an ownership interest in the Business. The Designated General Manager must sign our prescribed form of confidentiality and non-compete

agreement. The Managing Owner or, if applicable, the Designated General Manager must continuously exert her/his full-time best efforts to manage, promote and enhance the Business, and such other Businesses as we permit in our sole discretion. Without our prior written permission, the Managing Owner and, if applicable, the Designated General Manager, must not engage in any other business or activity that conflicts with their obligations to operate the Business on a full-time, year round basis. Before attending the Business Manager and Technical Operations Training and/or upon any change to the legal entity ownership, you must submit to us a corporate resolution, or similar action, which states the name of the corporation or LLC, the legal names of all of the partners or shareholders, the percentage of ownership that each member controls, their place of residence, and their agreement to be bound by the terms of this Agreement. We charge a fee of \$500 (the “**Transfer of Corporation Fee**”) to process all changes to the legal entity subsequent to the submission of an initial corporate resolution prior to the commencement of the Business. In the case of multiple Owners, you must submit a dispute resolution procedure acceptable to us in our sole discretion that states what you will do in the event that there is a conflict between any owners of the franchisee entity. In addition, at all times, the Owners who have executed this Agreement must control 67% of the franchisee entity. The remaining Owners must sign a written confidentiality and non-compete agreement in the form we prescribe.

D. TERRITORY.

Within the Territory, you have the right to advertise and service any Customer with the Services, except as otherwise described in this Agreement. You may not advertise via print, media or web-based advertising outside of the Territory without our approval, and we reserve the right to charge a penalty fee if you do so. Advertising outside of your Territory is a default of this Agreement. Providing the Services outside of the Territory without our prior written approval is a default of this Agreement and we reserve the right to charge a penalty fee if you do so. A default for advertising or providing the Services outside of your Territory will result in a fine of the greater of (a) \$500 or (b) 50% of job invoice amount on the default job, and/or termination of your Franchise Agreement. Three defaults for advertising or providing Services outside of your Territory may result in the termination of your Franchise Agreement.

THE PATCH BOYS franchisees and Company Stores may not advertise within your Territory without your and our written approval, except as provided in Sections 1.D and 2.F of Franchise Agreement.

You may not advertise or service in any way, any Customers outside the Territory, even if the area has not been awarded to another THE PATCH BOYS Affiliate, without our prior written permission. All zip-codes that have not been awarded to a THE PATCH BOYS franchisee or Company Store are corporately owned (“**THE PATCH BOYS Corporate Territory**”) and you may not advertise or provide Services there without our prior written permission.

You must also select your business office site within the Territory (“**Office Site**”), and we must approve such Office Site in our sole discretion. You may not locate your office outside of the Territory without our express written consent. If your Office Site is located outside of the Territory (pursuant to our prior permission), you agree that if a THE PATCH BOYS franchisee purchases the Territory where your Office Site is located, or if a Company Store is opened, you will move the location of your Office Site to another site approved in writing by us, unless you have obtained written authorization from THE PATCH BOYS, as well as from the new THE PATCH BOYS franchisee.

E. RIGHTS WE RESERVE.

We retain, as we deem appropriate, the rights to:

1. establish, and allow other THE PATCH BOYS franchisees to establish, THE PATCH BOYS Businesses at any location inside or outside of the Territory on any terms and conditions, but subject to the same restrictions upon their servicing in the Territory that you are subject to when servicing in their Territory; under no circumstances will another THE PATCH BOYS Business or Company Store advertise in print, media, or online in the Territory, without your prior written consent, except only as provided in Section 1.D and 2.F of this Agreement;
2. establish, solicit, market to and build regional and national account relationships, whose offices may be located in the Territory as is further outlined in Sections 1.F and 1.H of this Agreement;
3. offer and sell services and products anywhere that does not comprise a part of the Territory and, in connection with this right, to exploit our Marks, name, reputation, and know-how;
4. solicit and perform light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement services in any geographic market outside your Territory, and inside your Territory in accordance with Section 1.E (7) and (9) and Section 1F below;
5. acquire businesses providing services similar to those provided under the System and to be acquired by such a business;
6. sell products under the Marks within and outside the Territory through any method of distribution, although within the Territory, it may not be through a THE PATCH BOYS business. This includes sales of products using the Marks through alternative distribution channels. You may not use alternative distribution channels to make sales outside or inside the Territory and you may not receive compensation for sales of products using the Marks through alternative distribution channels except as described in the following paragraph.
7. if we engage in electronic commerce through any Internet, World Wide Web, or other computer network site, or sell through any other alternative distribution channel, and we receive orders for any System products or Services calling for delivery or performance in the Territory, we will offer the order to you at the price we establish. If you choose not to fulfill the order, if you do not meet the requirements, or otherwise are unable to fulfill the order, then we, or another THE PATCH BOYS Affiliate may fulfill the order, and you will be entitled to no compensation in connection with this.
8. make sales within the Territory of products or Services under trademarks different from the Marks you will use under this Agreement.
9. use and license to engage in any other activities not expressly prohibited in this Agreement.

Although we have not done so, we and our THE PATCH BOYS Affiliates may sell products under the Marks within and outside the Territory through any method of distribution, although within your Territory it may not be through a THE PATCH BOYS Business. This includes sales through such channels of distribution as the Internet, catalog sales, telemarketing, or other direct marketing sales (collectively, the “**Alternative Distribution Channels**”). You may not use Alternative Distribution Channels to make sales outside or inside the Territory and you may not receive compensation for our sales through Alternative Distribution Channels except as described in the following paragraph.

We and our affiliates may use Alternative Distribution Channels to make sales within the Territory of products or services under trademarks different from the Marks you will use under this Agreement.

F. NATIONAL AND REGIONAL ACCOUNT (“NORA”) PROGRAMS.

We have the exclusive right to negotiate and enter into agreements or approve forms of agreement to provide services to National or Regional Account (“**NORA**”) customers. The term NORA includes any customer which on its own behalf or through agents, licensees, or other third parties owns, manages, controls or otherwise has responsibility for a business in more than one (1) location, for the benefit of the System, and regardless of the aggregate contract amount of the services to be performed. The locations of some of the NORA programs may be in the Territory awarded to you and they may have locations in other geographic areas. Our pursuit of these programs may involve solicitations, marketing and other related activities by us within the Territory. You are not to solicit, service or otherwise pursue any NORA or other relationships, whether the contacts for these relationships are in the Territory or not, without our prior written consent. Any dispute as to whether a particular customer is a NORA shall be determined by us in our sole discretion and our determination shall be final and binding.

If a NORA is established in your Territory, you will receive exclusive referrals by us of any jobs we receive to be performed within your Territory, provided that you service these accounts consistent with the terms and conditions of our NORA relationship(s), and to the satisfaction of these NORAs.

If a NORA job is referred to you, you agree to abide by the THE PATCH BOYS System, methods and procedures, as outlined in the Operations Manual and System Standards or otherwise in writing (as defined in Section 3.E of this Agreement). At your option, you may decide not to perform Services for any one (1) or more of the NORA(s) contracted in your Territory. You agree to allow us to select another THE PATCH BOYS Affiliate to perform the work with no further obligation to you.

We may, with 30 days’ notice to you, establish a centralized overview and support administrative system for the purposes of responding to NORA customers’ requests and referrals for Services through our franchise system, managing those relationships, answering calls placed to our toll-free number or a national account on-line access system. In that case, we will charge you the fee described in in Section 2.N. of this Agreement. This fee is to cover our administration responsibilities in securing the job, and is in addition to the normal Royalty that is due to us. You have the option to turn down the job, as described above.

G. RESTRICTIONS.

You may solicit help from any other contractors or hire temporary staff for the purpose of completing a specific job with our prior written permission. You may not service a Customer if doing so is beyond your current equipment capabilities, or if it would otherwise disrupt the normal servicing of other existing Customers.

H. OTHER BUSINESSES.

It is agreed and understood no other business or business operations may be undertaken through your legal entity or by the Managing Owner without our prior written consent. Owners, including the Managing Owner, may not own or operate any business which conducts services identical or similar to us.

2. FEES AND OTHER MONETARY REQUIREMENTS.

A. INITIAL FRANCHISE FEE.

You must pay us an initial franchise fee (the “**Initial Franchise Fee**”) in the amount listed in the Summary Page of this Agreement for a population of between 250,000 and 350,000 people within the Territory. If you meet the qualifications of the International Franchise Association’s VetFran initiative, you will receive a 20% discount on the Initial Franchise Fee. We also offer a \$2,500 discount on the Initial Franchise Fee on the first Territory to first responders, which include sworn police officers, paid firefighters, and paid emergency medical technicians and paramedics. This discount may not be used in conjunction with the VetFran discount. From time to time, we may offer incentives of cash grants, equipment, product, or other items as an inducement to prospective franchisees when business circumstances warrant and in states where such incentives can be offered without restrictions. We reserve the right to change or cancel any offer at any time.

If you are currently a franchisee in good standing, as determined by us, with one of our franchising affiliates (a “**Related Franchisee**”), then you may qualify to purchase a THE PATCH BOYS Business with a discounted Initial Fee. The Initial Fee is due upon signing a Franchise Agreement and is fully earned and non-refundable when paid. The Initial Fee for a Related Franchisee is twenty-five percent off the then-current Standard Franchise Initial Fee. A Related Franchisee cannot use any other discounts, including for a Conversion Franchise.

The determination of people is only for the purposes of determining the Initial Franchise Fee and is not a representation as to the potential number of customers in the Territory, either at the commencement of or during the course of the Term of this Agreement.

Your Initial Franchise Fee shall be due and payable in full upon your execution of this Agreement. The Initial Franchise Fee is non-refundable and deemed fully earned upon payment.

Within two (2) months of the execution of this Agreement, we expect you to complete our Business Manager and Technical Operations Training to our satisfaction, as defined below in Section 3.A of this Agreement. In the event that you do not do so, in our discretion, we may terminate this Agreement pursuant to Section 12 of this Agreement.

If this is a renewal term (“**Renewal Term**”), the Initial Franchise Fee is waived. However, you must pay the renewal fee, as set forth in Section 11.D. of this Agreement. The renewal fee is non-refundable and deemed fully earned upon payment. As a condition to entering into a Renewal

Term, we may require you to purchase new or additional equipment, remodel or refurbish your vehicle or retail space, or other perform other renovations, at your sole expense.

If this is a transfer term (“**Transfer Term**”), the Initial Franchise Fee is waived. However, you or the selling owner, will need to pay the then-current Transfer Fee. The Transfer Fee is non-refundable and is deemed fully earned upon payment. The transferee may be required to purchase some or all of the Initial Package, in our discretion, and remodel or refurbish your vehicle or retail space, or other perform other renovations, at its sole expense.

B. INITIAL PACKAGE FEE.

You promise to pay us, or a vendor designated by us in our sole discretion, for specified logo wear, printed material, digital marketing, consumables, vehicle magnets, promotional items, and an allowance for the purchase of required van graphics (the “**Initial Package**”) in the amount listed in the Summary Page of this Agreement (the “**Initial Package Fee**”), which monies shall be promptly due and payable before receipt of the Initial Package. The Initial Package materials will be shipped to you F.O.B. from certain locations which may include West Bloomfield, MI, Exton, PA, Tecumseh, MI and Washington, DC. The Initial Package Fee is non-refundable and deemed fully earned upon payment.

You are required to purchase or lease a vehicle that meets our standards and specifications to be used to provide the Services to Customers. THE PATCH BOYS holds the rights to change the approved vehicle and up-fitting items at any time. THE PATCH BOYS also reserves the right to require you to purchase or lease the initial vehicle and any additional vehicle from an approved supplier.

If this is a Transfer Term, you may be required to purchase some or all of the Initial Package. If this is a Renewal Term or if you are purchasing an additional franchise agreement, you are not required to purchase the Initial Package.

C. ROYALTY.

You shall pay us a monthly royalty (the “**Royalty**”) equal to eight percent (8%) of Gross Sales, as defined below in Section 2.D. You will provide an itemization of the Gross Sales from the preceding month by the third (3rd) day of each month, including the total of the Royalties due by You, in the form, format, and medium we decide in our sole discretion. On the fifth (5th) day of each month, we will initiate a transfer of funds between our bank accounts for the amount indicated in the itemization from the bank account designated by you in the electronic funds transfer (“**EFT**”) agreement attached to this Agreement as Exhibit C. We may specify different due dates periodically in our discretion. All Royalty payments are due no later than the fifth (5th) day of each month for the preceding month, regardless of whether the invoice(s) is paid in full.

If you transfer this Agreement to a new owner, the Royalty for all completed jobs must be paid on (a) the day of closing, or (b) on the effective termination date of this Agreement. Every month, we will scan the THE PATCH BOYS Software or other Required Software, as applicable, (defined below) and find all jobs which have had changes in the amounts paid by Customers since the previous month, and compute Royalties on the amount of the change. When amounts are paid on jobs, royalties will be charged on those amounts.

You promise to sign and deliver to us, before the Business opens, the documents we require to authorize us to automatically debit your business checking account for the Royalty due on Gross

Sales from the preceding month, including the EFT Agreement. You also promise to promptly and regularly report a correct statement of all of your Gross Sales in the THE PATCH BOYS Software or another software program within the Required Software that we designate, along with any other information we specify, in the form and on the schedule we require.

If you fail to report your Gross Sales as required, or to record receipt of payments received, we can debit your account for the same Royalty amount that we debited during the previous month. If the Royalty we debit from your account is greater than the Royalty you actually owe us (once we have determined your true and correct Gross Sales for the period), we will credit the excess against the amount we otherwise would debit from your account in the following month. If the Royalty we debit from your account is less than the Royalty you actually owe us, we will debit your account for the balance of the Royalty due on the following Friday. Our debit of your account will not relieve you of your obligation to pay any late fees or interest due under Section 2.E. of this Agreement.

We can require you to pay the Royalty by means other than automatic debit (e.g., by check) whenever we deem appropriate, and you must comply with our payment instructions.

We reserve the right to record receipt on your behalf for all accounts receivable in the event this Agreement is terminated and you have not already done so by the effective date of termination.

D. DEFINITION OF GROSS SALES.

You must report your Gross Sales each month. “**Gross Sales**,” as used in this Agreement, includes the total dollar amount of all sales generated through the Business for a given period, including, but not limited to, payment for any services or products sold by You, whether for cash or credit. Gross Sales does not include (i) bona fide refunds to customers, (ii) sales tax collected by You, (iii) sales of used equipment not in the ordinary course of business, or (iv) sales of prepaid cards or similar products (but the redemption of any such card or product will be included in Gross Sales). All payments received for jobs must be recorded in the THE PATCH BOYS Software or other software program within the Required Software that we designate.

E. LATE REPORT FEE, LATE PAYMENT SERVICE FEE AND INTEREST.

If the Royalty or any other fee that is due is not available in your account for debiting when due, a late payment fee will be imposed of 5% of the amount due or \$50, whichever sum is greater, for each week past due (“**Late Payment Fee**”). If you do not report your Gross Sales as required and/or you fail to submit your Royalty reports when due, a fee will be imposed of \$100 per month for each month past due (“**Late Report Fee**”). Additionally, interest will be imposed at the rate of 18% per annum or the maximum rate permitted by applicable law, whichever is greater, from the date these amounts were originally due until the date paid (“**Interest Fee**”). If we debit your account for monies owed and there are insufficient funds available, we will also charge our current non-sufficient fund fee (“**NSF Fee**”). We can automatically debit your account for the Late Payment Fee, NSF Fee, Late Report Fee, Interest Fees and all other fees owed to us.

You acknowledge that this paragraph does not constitute our agreement to accept any payments after they are due or our commitment to extend credit to, or otherwise finance the operation of the Business. Notwithstanding the provisions of this Section, your failure to pay all amounts when due constitutes grounds for termination of this Agreement, as provided in Section 12.B. of this Agreement.

F. REQUIREMENT TO ACHIEVE A MINIMUM LEVEL OF GROSS SALES.

You acknowledge and agree that we have awarded you this Business and Territory with the expectation that you will be able to develop a Business that will achieve a minimum level of monthly Gross Sales (the “**Minimum Gross Sales**”) as follows:

Months in Operation	Minimum Monthly Gross Sales Required in Standard Territory
0 to 12 months	No Minimum
13 to 24 months	\$4,000
25 to 36 months	\$5,000
37 to 48 months	\$6,500
Greater than 48 months	\$8,000

If you do not achieve the required Minimum Gross Sales after 12 months in operation, we may collect a Royalty equal to what you would have been assessed had you achieved the Minimum Gross Sales. In that instance, we will collect the Royalties on the difference between the Gross Sales reported for the month and the Minimum Gross Sales on the fifth (5th) day of the month following the prior month end.

If the Business fails to achieve the required Gross Sales Requirement during any consecutive two or more month period, we reserve the right to terminate the Agreement, establish another THE PATCH BOYS franchisee or Company Store in the Territory or allow another THE PATCH BOYS franchisee to advertise and service Customers in your Territory. You agree that any franchise or Company Store we designate may provide Services in the Territory. Neither the franchise or Company Store nor we are liable or obligated to pay you any compensation for doing so, and neither the franchise nor we will be considered in breach of any provision of this Agreement or any other agreement between you and us regardless if minimum sales are achieved in the future.

If you are awarded more than one (1) THE PATCH BOYS Business, the dollar values for the Minimum Gross Sales would decrease for the additional THE PATCH BOYS Business(es) you are awarded through month 48.

If this is a Renewal Term, you will be required to meet the Minimum Monthly Gross Sales requirement for the greater than 48 month level for the entirety of the Renewal Term in year 1 of the Renewal Term, and Gross Sales must continue to grow at a rate of at least three percent (3%) per year in each year of the Renewal Term

Once a Royalty Fee or Minimum Royalty Fee is paid, it is neither refundable nor applied to any future or past fees owed.

G. LOCAL ADVERTISING - CUSTOMER ACQUISITION AND RETENTION.

Recognizing the value of advertising to the image and growth of THE PATCH BOYS Business, we may, from time to time in our business judgment, provide you with sample advertising and promotional programs and select creative concepts and materials for use in connection with marketing the Business. These materials may include direct mailers, print

advertising, brochures and other materials. The type, content, media, quality and amount of such advertising and promotional programs are within our best interest and judgment.

You must use our approved advertising and marketing materials, or receive our written approval of any and all other advertising and marketing materials before their first use. In order to obtain approval of advertising and marketing materials, you must submit such proposed advertising material to us for review at least ten (10) business days before the proposed first use. If we take no action within such ten (10) business day period, the materials shall be deemed disapproved and you may not use such materials. The approval or disapproval is in our sole discretion. We also may, in our sole discretion, require you to immediately discontinue use of any advertising or marketing materials at any time, even if previously approved or provided by us. All advertising and marketing materials must meet our then-current standards and specifications. We may, in our sole discretion, offer and sell advertising, marketing, and promotional materials at any time. Certain items, such as your vehicle, must reference the THE PATCH BOYS national toll free number. You may not alter or remove reference to the national toll free number. You have no obligation to purchase any of these materials or forms from us, but you may be required to purchase such materials from approved or designated suppliers, or, if we implement local marketing programs, like a call center and/or direct mail solicitations, you may be required to participate, at your expense.

We have the right to formulate and design the content of the materials, and to discontinue the materials if, in our sole business judgment, we determine a more effective alternative method of advertising. Any other forms of advertising must be approved by us in writing.

We will provide you, the business phone number to be used by the Business. This number will be forwarded to any device(s) that you choose.

You will be required to spend at least \$10,000 in the first twelve (12) months of operation on local advertising and marketing for your THE PATCH BOYS Business (“**Initial Opening Advertising**”). You are also required to be a member of at least one local or community-based business organization, such as your local Chamber of Commerce, BNI, Caerusnet, or similar organization, at your expense. We reserve the right to change this requirement from time to time.

In addition, we reserve the right, with 30 days’ written notice to You, to establish a national marketing fund (the “**National Marketing Fund**”) for the common benefit of System franchisees. When we initiate the National Marketing Fund, You must contribute two percent (2%) of your Gross Sales monthly to the National Marketing Fund (the “**National Marketing Fee**”) in the manner we prescribe.

We will use the National Marketing Fund, in our sole discretion, to develop, produce and distribute national, regional and/or local advertising and to create advertising materials and public relations programs, which promote, in our sole judgment, the services offered by THE PATCH BOYS franchisees. We have the sole right to determine contributions and expenditures from the National Marketing Fund, or any other advertising program, and the sole authority to determine, without limitation, the selection of the advertising materials and programs; provided, however, that we will make a good faith effort to expend National Marketing Fund in the general best interests of the System on a national or regional basis. We may use the National Marketing Fund to satisfy any and all costs of maintaining, administering, directing, preparing, producing, and implementing advertising, including the cost of: (i) preparing, producing, and implementing

television, radio, magazine, newspaper, and online advertising campaigns, the cost of direct mail and outdoor billboard advertising; (ii) public relations activities and advertising agencies; (iii) developing and maintaining an Internet website; and personnel and other departmental costs for advertising that we internally administer or prepare. Nevertheless, we acknowledge that not all System franchisees will benefit directly or on a pro rata basis from such expenditures. While we do not anticipate that any part of the National Marketing Fund will be used for advertising which is principally a solicitation for franchisees, we reserve the right to use the National Marketing Fund for public relations or recognition of the “THE PATCH BOYS” brand, for the creation and maintenance of a website, a portion of which can be used to explain the franchise offering and solicit potential franchisees, and to include a notation in any advertisement indicating “Franchises Available.”

We may periodically assist THE PATCH BOYS franchisees to maintain high quality standards through customer surveys, customer interviews, and other similar initiatives (“Surveys”). The cost of such programs will be borne by the National Marketing Fund. The cost of these programs may be charged directly to you if the results from a Survey fall below System established minimum standards for such Surveys.

We have the right to reimburse ourselves from the National Marketing Fund for such reasonable costs and overhead, if any, that we may incur in activities reasonably related to the direction and implementation of the National Marketing Fund.

We are not required to contribute to the National Marketing Fund. We may, but are not obligated to, advance money to the National Marketing Fund to fund National Marketing Fund programs. In the event that we advance monies to the National Marketing Fund, we will determine, in our sole discretion, the manner and timing for the repayment, to us, of some, or all, of the funds we advance.

We will prepare on an annual basis, within 120 days of the end of the fiscal year, and make available to you upon written request, a statement of contributions and expenditures for the National Marketing Fund. The National Marketing Fund does not have to be independently audited.

H. MANAGEMENT SOFTWARE LICENSING AGREEMENT AND FEES; COMPUTER SYSTEM; INTRANET.

Throughout the term of this Agreement, you must:

1. utilize our then-current franchise management software system in the operation of the THE PATCH BOYS Business, which may be developed by us or designated by us (the “**THE PATCH BOYS Software**”);
2. sign and maintain a quarterly renewable THE PATCH BOYS Software licensing agreement (attached as Exhibit A to this Agreement);
3. pay the then-current monthly technology fee for the THE PATCH BOYS Software (the “**Technology Fee**”) in the same manner as you pay the monthly Royalty; and
4. utilize, sign a license agreement for, and pay for, any future proprietary software program we may designate for use with the System.

We shall have the right to specify or require that certain brands, types, makes, and/or models of communications, computer systems, and hardware be used by You, including without limitation: (i) a compatible “back office” computer system that complies with our standards and specifications; (ii) a custom and proprietary point of sale system (the “**POS System**”), if we make such a POS System part of our proprietary operating system in the future; (iii) printers and other peripheral hardware or devices; (iv) archival back-up systems; (v) Internet access mode and speed; and (vi) physical, electronic, and other security systems (collectively, the “**Computer System**”). Currently, your Computer System must include a DSL or cable modem high-speed Internet connection located at your Office Site that meets the requirements of the System Standards and for handling of our then-current THE PATCH BOYS Software or other Required Software.

We shall have the right, but not the obligation, to develop or designate: (i) computer software programs and web-based applications you must use in connection with any component of the Computer System, including the THE PATCH BOYS Software, designated business management software and designated accounting software (the “**Required Software**”), which you shall install at your own expense; (ii) updates, supplements, modifications, or enhancements to the Required Software, which you shall install at your own expense; (iii) the tangible media upon which you record data; and (iv) the database file structure of the Computer System. You will be responsible for the payment of all fees associated with the Required Software, Computer System, THE PATCH BOYS Software and POS System.

At our request, you shall purchase or lease, and thereafter maintain, the Computer System, THE PATCH BOYS Software, and the Required Software. You agree to pay all fees associated with the use of THE PATCH BOYS Software and any other Required Software, which may be payable to us or our approved or designated suppliers. You expressly agree to strictly comply with our then-current standards and specifications for all items associated with your Computer System, THE PATCH BOYS Software and any Required Software, including any security software. You agree, at your own expense, to keep your Computer System in good maintenance and repair and install such upgrades, additions, changes, modifications, substitutions, and/or replacements to your Computer System or Required Software as we direct from time to time in writing. You agree that your compliance with this Section shall be at your sole cost and expense.

We may require that your Computer System be programmed to automatically transmit data and reports about the operation of the THE PATCH BOYS Business to us. We shall also have the right to, at any time without notice, electronically connect with your Computer System to monitor or retrieve data stored on the Computer System or for any other purpose we deem necessary. There are no contractual limitations on our right to access the information and data on your POS System, THE PATCH BOYS Software, and Computer System. You shall deliver to us all access codes, static Internet protocol (“**IP**”) addresses and other information to facilitate our access to the data described in this Section within 30 days of opening the THE PATCH BOYS Business. All client and customer data is property of the Franchisor and at the termination or expiration of this Agreement, any data not previously obtained by us shall be transmitted to us immediately.

You must obtain the computer hardware necessary to implement the THE PATCH BOYS Software and any Required Software, and comply with all specifications and standards prescribed by us regarding the THE PATCH BOYS Software and any Required Software as provided in the

Operations Manual. We reserve the right to create additional proprietary software programs, which you must use in connection with the THE PATCH BOYS Business and are to be included as part of the Required Software. This THE PATCH BOYS Software will be our proprietary product, and the information collected therefrom will be deemed our confidential information.

You are required to participate in any System-wide computer network, intranet system, or extranet system that we implement and may be required by us to use such computer network, intranet system, or extranet system to, among other things: (i) submit your reports due under this Agreement to us online; (ii) view and print portions of the Operations Manual, including any updates or modifications thereto; (iii) download approved local advertising materials; (iv) communicate with us and other THE PATCH BOYS franchisees; and (v) to complete any initial or ongoing training. You agree to use the facilities of any such computer network, intranet system or extranet system in strict compliance with the standards, protocols, and restrictions that we include in the Operations Manual, including those related to the encryption of confidential information and prohibitions against the transmission of libelous, derogatory or defamatory statements.

I. HIGH SPEED INTERNET CONNECTION, ELECTRONIC MAIL NETWORK, WEBSITE AND BUSINESS PHONE.

You promise to subscribe to, maintain, and utilize a DSL, cable, or satellite high speed Internet connection and email network account with independent suppliers which periodically we approve. If you do not receive written approval within ten (10) days of our written receipt of your request, such supplier will be considered disapproved. You must use an email name that we have approved that will have “@THEPATCHBOYS.com” as its suffix for all business related correspondence. You also promise to use, subscribe to, and pay for, as directed by us, a customized website connected to our website and managed by our website provider. You may not attempt to redirect the customized website. You also promise to subscribe to, maintain, and utilize the phone model, type and provider that we designate as well as the phone service from the company we designate. As technology advances and new discoveries are made, we have the right to require that you use other technological items, as well as to designate the specific companies, models and/or types that you must use for these technological services.

You also promise to use, subscribe to, and pay for, as directed by us, a customized website connected to our website and managed by our website provider. You may not attempt to redirect any traffic on the customized website. You may not implement a website or URL for the THE PATCH BOYS Business either yourself or through a third party provider. We have sole discretion and control over the website (including timing, design, contents and continuation).

We may, but are not obligated to, create interior pages on the website(s) that contain information about the THE PATCH BOYS Business and other THE PATCH BOYS Businesses. If we do create such pages, we may require you to prepare all or a portion of the page for the THE PATCH BOYS Business, at your expense, using a template that we provide. All such information will be subject to our approval prior to posting.

You agree to establish and maintain a separate profile, page or other presence on social media, such as with in connection with the THE PATCH BOYS Business in accordance with the System Standards. Prior to establishing such social media page(s), you are required to obtain our prior written approval of the content to be posted on such social media page(s). If such approval

is granted by us, you must: (i) establish and operate such social media page(s) in accordance with System Standards and any other policies we designate in the Operations Manual or otherwise in writing from time to time; and (ii) utilize any templates that we provide to you to create and/or modify such site(s). We recommend, but do not require, that you update the social media page(s) at least monthly.

We shall have the right to modify the provisions of this Section.

We may use a portion of the National Marketing Fund or the monthly Technology Fee to pay or reimburse ourselves for the costs incurred in connection with the development, maintenance and update of our website.

We may, but are not obligated to, offer a service through which phone calls to our toll-free phone number will be forwarded to You or us. You must pay our then-current fee for this service. In the offering of this service, we will use commercially reasonable efforts to maintain this service during regular business hours, subject to acts of God or circumstances beyond our reasonable control, including power outages and the unavailability of telephone services. In the phone routing process, we will use commercially reasonable efforts to route calls from prospective customers requesting service in the Territory to You. We do not guarantee that every phone call requesting service in the Territory will be routed to You. In the event we offer this service, we reserve the right to modify or terminate this service at any time in our sole discretion, including the right to require that all customer calls be directed through our toll-free line or any other telephone number we designate.

You may be required to use the phone models and type from the supplier(s) that we designate. We will provide you, the business phone number to be used by the THE PATCH BOYS Business. This number will be forwarded to any device(s) that you choose.

J. COLLECTION FEE.

We retain, as we deem appropriate, the right to contact Customers who are delinquent in their payment of 90 days or more, initiate collection procedures on your behalf, and take the full amount of any Royalties owed to us from any amounts collected and apply collection fees up to an additional thirty-five percent (35%) (the “**Collection Fee**”) of the amounts collected on your behalf. We will credit you with any amounts collected, net of any Royalties and Collection Fees. You may not sue or otherwise hold us liable in any way for our pursuit of these collection procedures.

K. OUTSTANDING ROYALTIES AND FEES OF PREDECESSOR.

In the event you were awarded your THE PATCH BOYS Business as a result of your purchase of all or substantially all of the assets of the THE PATCH BOYS Business owned by a previous franchisee in the Territory, you promise to pay us the following fees if they are not timely paid by your predecessor:

1. Our then-current Transfer Fee to defray expenses we incur in the transfer; and
2. Any and all outstanding Royalties, Referral Fees, amounts owed for purchases from us, Late Payment Fees, Late Report Fees, Interest Fees, NSF Fees and any other fees owed, plus interest, as well as any applicable broker fees, whether incurred by you or by your predecessor franchisee.

L. OUT OF TERRITORY FEE.

Advertising outside of your Territory is a default under the Franchise Agreement. Providing services outside of your Territory and in the Territory of another franchisee without our prior written permission is a default under the Franchise Agreement. A second incident or default for advertising or servicing outside your Territory will result in a fine of the greater of (a) \$500 or (b) 50% of job invoice amount on the default job, and/or termination of your Franchise Agreement. Three defaults for advertising outside of your Territory may result in the termination of your Franchise Agreement.

M. NORA FEE.

We reserve the right, with 30 days' written notice to You, to establish a NORA program as described in Section 1.F. of this Agreement. When we initiate the NORA, You agree to pay up to three percent (3%) of your Gross Sales monthly generated by the account ("**NORA Fee**").

3. TRAINING AND GENERAL GUIDANCE.

A. TRAINING.

Your Managing Owner and, if applicable, Designated General Manager, must successfully complete our JumpStart initial training program (the "**JumpStart Training Program**") within two (2) months of signing this Agreement, before attending Business Manager and Technical Operations Training (as defined below) and before the opening of the Franchised Business. The JumpStart Training Program is our preparation program that includes numerous pre-opening activities.

The JumpStart Training Program is a self-guided process, with additional guidance from our training team, along with our Operations Manual (as defined in Section 3.E of this Agreement) which we will loan to you. All JumpStart Training Program activities are to be completed before attending Business Manager and Technical Operations Training and before the opening of the Franchised Business and are conducted in your hometown by you with assistance from our home office staff. You shall begin the JumpStart Training Program immediately upon your signing and return to us of this Agreement and the initial fees. During the JumpStart Training Program, we will schedule a Business Manager and Technical Operations Training for you to attend at a later time. Business Manager and Technical Operations Training sessions are typically offered each month.

We may waive your attendance at the Business Manager and Technical Operations Training, in our discretion, if you already operate a Franchised Business and you purchase an additional franchise from us.

Before you begin operating the THE PATCH BOYS Business, we will furnish business manager and technical operations training (the "**Business Manager and Technical Operations Training**") to the Managing Owner or, if applicable, the Designated General Manager, and one other person, at no additional fee. The Managing Owner or, if applicable, the Designated General Manager must complete the Business Manager and Technical Operations Training to our satisfaction and failure to do so will result in the termination of this Agreement. The Business Manager and Technical Operations Training may not commence until you have paid all fees due to us and must be completed within four (4) months of the effective date of this agreement.

The Business Manager and Technical Operations Training will last up to four (4) days in duration at our headquarters or another location designated by us. You will be responsible for all travel and living expenses that you and your employees/owners incur for this Business Manager and Technical Operations Training.

In the event that you own multiple THE PATCH BOYS Businesses and have your Managing Owner already at another THE PATCH BOYS Business who has already completed the Business Manager and Technical Operations Training, the Managing Owner will still be required to successfully complete the most recent online training modules essential to the role of ownership.

You may designate, with our approval and on a “space available” basis, additional persons to attend other sessions of the Business Manager and Technical Operations Training. In addition, each person we approve to attend the Business Manager and Technical Operations Training will be required to sign our then-current form of confidentiality and non-disclosure agreement before the start of training. The Business Manager and Technical Operations Training Additional fee will be due and payable before the start of the training program and you will be responsible for the payment of all travel and living expenses incurred by your designees while training.

The Managing Owner or, if applicable, the Designated General Manager, must attend the THE PATCH BOYS annual convention every year. If you fail to attend the Annual Convention, without our prior written permission, you must pay the Convention Non-Attendance Fee of \$1,000. The Managing Owner or, if applicable, Designated General Manager also must attend periodic refresher training courses and conferences, not to exceed one (1) convention/conference per year, at the times and locations we determine, and for which we may charge fees. We will determine the duration, curriculum, and location of any such sessions. You will be responsible for all travel and living expenses that are incurred by you or your employees/owners while attending such session.

If this is a Renewal Term or if this is an additional Business being awarded to you, and your Managing Owner or, if applicable, the Designated General Manager, have already attended Business Manager and Technical Operations Training, the requirement that you attend the Business Manager and Technical Operations Training is waived, except as described above with respect to the online training modules and continuing training obligations. In such cases, if your Managing Owner or, if applicable, the Designated General Manager do attend Business Manager and Technical Operations Training, you will be assessed our then-current training fee. You will also be responsible for all travel and living expenses that you and your employees/owners incur while training.

It is your responsibility to train any Service Technician(s) to our specifications. The Service Technician(s) may be required attend periodic refresher training courses and conferences, not to exceed one (1) session per year, at the times and locations we determine, and for which we may charge fees. We will determine the duration, curriculum, and location of any such sessions. You will be responsible for all travel and living expenses that incurred while attending such session.

B. GENERAL GUIDANCE.

You will have access to information helpful to the operation of the Business based on reports you submit to us and/or inspections that we make. In addition, we may furnish guidance to you, to the extent we determine necessary in our sole discretion, on the following topics:

1. new products, services, and methods which we may have discovered or have developed for the System;
2. the purchase and use of supplies, uniforms, equipment, and products;
3. the formulation and implementation of advertising and promotional programs using such merchandising, marketing, and advertising research data and advice as we may periodically develop for use in your local market;
4. the financial and daily operation of the Business including its accounting and record keeping functions; and
5. other business and marketing advice.

This guidance will, at our discretion, be furnished in our confidential Operations Manual, bulletins, or other written materials, conferences, conventions, or other training sessions, toll-free telephone consultations, electronic communications, and in consultations at our office or the offices of the Business.

C. REFERENCE GUIDE.

The various elements of the THE PATCH BOYS System are incorporated into the Operations Manual, online training modules and the THE PATCH BOYS owner's intranet website (collectively, the "**Operations Manual**"). We also have a set of system standards that will contain mandatory and suggested specifications, standards, operating procedures, and rules (the "**System Standards**") that we prescribe periodically for the operation of a THE PATCH BOYS Business, and information on your other obligations under the Franchise Agreement and related agreements. We may modify the Operations Manual and System Standards periodically to reflect changes in the THE PATCH BOYS System.

You promise to keep your copy of the Operations Manual and System Standards current and in a secure location in the principal office of the Business. If there is a dispute over the contents, the master copy of each of the Operations Manual or System Standards that we maintain at our principal office will be controlling. You may not at any time copy, duplicate, record, or otherwise reproduce any part of the Operations Manual or System Standards. If all or any of the Operations Manual or System Standards are lost, destroyed, or significantly damaged, you promise to obtain replacements at our then applicable charge.

D. DELEGATION OF PERFORMANCE.

You agree that we have the right to delegate the performance of any portion or all of our obligations and duties under this Agreement to designees, whether these designees are our agents or independent contractors with whom we have contracted to perform these obligations.

E. OPERATIONS MANUAL.

Upon attendance at the Business Manager and Technical Operations Training, we will loan to you one (1) or more manuals, technical bulletins or other written or electronically recorded materials covering the proper operating and marketing techniques of the THE PATCH BOYS

Business. Such written or electronically recorded materials, including the THE PATCH BOYS owner's intranet website, plus all directives, books, pamphlets, bulletins, memoranda, order forms, packing slips, invoices, letters, e-mail, Internet or Intranet data, or other publications, documents, software programs, video tapes, transmittances or communications, in whatever form (including electronic form) prepared by or on behalf of us for use by the THE PATCH BOYS franchisees generally or for you in particular, setting forth information, advice and standards, requirements, operating procedures, instructions or policies, as same may be added to, deleted or otherwise amended by us from time to time in our sole discretion, relating to the operation of the THE PATCH BOYS Business, are all considered as part of the "Operations Manual." You agree that the Operations Manual is specifically incorporated by reference into this Agreement and that it shall be considered a part hereof, and that you shall comply with the Operations Manual as an essential aspect of your obligations under this Agreement and failure by you to substantially comply with the Operations Manual may be considered a breach of this Agreement. To the extent that any terms in this Agreement conflict with those in the Operations Manual, this Agreement shall govern and supersede such conflicting terms.

You agree to use the Marks and System only as specified in the Operations Manual or otherwise in writing by us. The Operations Manual is the sole property of us and shall be used by you only during the term of this Agreement and in strict accordance with the terms and conditions hereof. You agree that such Operations Manual shall be deemed to be a trade secret and you shall not duplicate the Operations Manual nor disclose its contents to people other than your employees or officers who need the information contained therein to perform their jobs and who have signed a nondisclosure and noncompetition agreement in a form approved by us. You shall furnish copies of all such nondisclosure and noncompetition agreements to us immediately upon execution. You shall not make any paper or electronic copies of the Operations Manual without our prior written consent. You shall return the Operations Manual, together with all copies of any portion thereof, to us immediately upon the expiration, termination or assignment of this Agreement.

We reserve the right to revise the Operations Manual from time to time in our sole discretion as we deem necessary to update operating and marketing techniques or standards and specifications. You shall immediately update your copy of the Operations Manual as instructed by us and shall conform your operations with the updated provisions as soon as practicable, but no later than 30 days after receipt of receipt of any updated information, unless otherwise agreed to in writing us. You acknowledge that the master copy of the Operations Manual maintained by us at our principal office shall be controlling in the event of a dispute relative to the content of any Operations Manual.

If all or any of the Operations Manual is lost, destroyed, or significantly damaged, you promise to obtain replacements at our then applicable charge.

4. MARKS.

A. OWNERSHIP AND GOODWILL OF MARKS.

1. You acknowledge that we own and have all rights to the Marks.
2. Your right to use the Marks is derived only from this Agreement and is limited to your operation of the THE PATCH BOYS Business in accordance and in compliance with this Agreement and all System Standards we prescribe from time to time during its term.

3. You promise to use only the Marks that we designate in writing, and to use them only in the manner that we authorize.
4. You agree that your use of the Marks, and any goodwill established by this use, will be exclusively for our benefit and that this Agreement does not confer any goodwill or other interest in the Marks upon you (other than the right to operate a THE PATCH BOYS Business under this Agreement). Upon expiration or termination of this Agreement, no monetary amount will be assigned as attributable to any goodwill associated with your use of the System and the Marks,
5. All provisions of this Agreement applicable to the Marks apply to any additional proprietary trade and service marks and commercial symbols that we authorize you to use.
6. The right and license of the Marks awarded to you under this Agreement is non-exclusive, and we may:
 - a. award other licenses and franchises for the Marks, in addition to those licenses and franchises already awarded;
 - b. use the Marks in connection with marketing and selling of any products and services as we deem appropriate; and
 - c. develop and establish other systems using the Marks, similar proprietary marks, or any other proprietary marks, and grant licenses thereto without providing any rights therein to you.

B. NOTIFICATION OF INFRINGEMENTS AND CLAIMS.

You promise to notify us immediately of any apparent infringement or challenge to your use of any Mark, or of any claim by any person of any rights in any Mark, and not to communicate with any person other than us and our attorneys, and your attorneys, in any infringement, challenge, or claim. We have sole discretion to take the action we deem appropriate and the right to control exclusively any litigation, U.S. Patent and Trademark Office (“USPTO”) proceeding, or any other administrative proceeding arising out of any infringement, challenge, claim or otherwise relating to any Mark. Provided that you have timely notified us of the claim or proceeding and complied with this Agreement as we determine in our sole discretion, we shall indemnify and hold you harmless against reasonable litigation expenses incurred in connection with any such infringement, challenge or claim. If we, in our sole discretion, determine that you have not used the Marks in accordance with this Agreement, you will bear the cost of such defense, including the cost of any judgment or settlement. You promise to sign any and all instruments and documents, render the assistance, and do the acts and things that, in the opinion of our attorneys, may be necessary or advisable to protect and maintain our interests in any litigation or USPTO or other proceeding, or otherwise to protect and maintain our interest in the Marks, including, without limitation, becoming a nominal party to any legal action. Except to the extent that such litigation is the result of your use of the Marks in a manner inconsistent with the terms of this Agreement, we agree to reimburse you for your out-of-pocket costs in performing such acts.

C. LIMITATIONS ON YOUR USE OF MARKS.

1. You promise to use the Marks as the only identification of the THE PATCH BOYS Business, except that you must identify yourself as the owner of an independent entity in the manner that we prescribe.
2. You promise to affix the Marks upon such vehicles, uniforms, equipment, containers, fixtures, signs, stationary, advertising, sales/promotional materials, and such other objects, in such size, color, lettering style and fashion, and at such places as we may designate in the Operations Manual.
3. You promise to not use the Marks, or any words or symbols confusingly similar to them, as part of any corporate or other legal name or with any prefix, suffix, or other modifying words, terms, designs, or symbols. You may not use the Marks in connection with the sale of any unauthorized product or service, on an Internet website of your own design, or in any other manner not explicitly authorized in writing by us.
4. Except as expressly provided in the Operations Manual, you may not display any other trademarks, logotypes, symbols, or service marks, nor may you use any other marks in connection with the Marks, or with the THE PATCH BOYS Business, without our prior written approval.
5. You promise that all advertising and promotional materials that you use will bear the appropriate “SM,” “TM,” “®,” or “©” registration symbol and/or such other appropriate notice of ownership, registration, or copyright as we may require.
6. You promise to submit to us, for our approval, the assumed or trade name (the “DBA”) you intend to use in the operation of the THE PATCH BOYS Business before filing for it as required by local laws. We may approve or disapprove such DBA at our discretion. All filings or affidavits, following your receipt from us of an approved DBA, must state that the filing or affidavit is made as “a franchisee of THE PATCH BOYS.” The approved DBA is the only DBA that you may use. You may not use a different name under any circumstances, including as a domain name, URL address, marketing, or for any other function.
7. Our parent is the lawful and sole owner of the domain name www.THE PATCH BOYS.com. You cannot register any of the Marks that are now or in the future owned by us or any abbreviation, acronym or variation of the Marks, or any other name that could be deemed confusingly similar, as Internet domain names. We retain the sole right to advertise the System on the Internet and to create, operate, maintain and modify, or discontinue using of website using the Marks. You may access our website. Except as we authorize in writing in advance, you may not: (i) link or frame our website; (ii) conduct any business or offer to sell or advertise any products or services on the worldwide web; or (iii) create or register any Internet domain names in connection with your THE PATCH BOYS Business. The only exception is that you may list the THE PATCH BOYS Business in an online directory.
8. In order to obtain approval of any use of the Marks, including all advertising containing any Marks, your identification or your DBA, you must submit such proposed use, identification or DBA to us for review at least ten (10) business days

before the proposed first use. If we take no action within such ten (10) business day period, such use, identification or DBA shall be deemed disapproved. The approval or disapproval is at our sole discretion. We also may, at our sole discretion, require you to immediately discontinue use of any Mark, advertising, identification or DBA at any time, even if previously approved or provided by us.

9. You must submit and receive our written approval in advance for any person that you desire to act as a representative for you in connection with local promotion of the Franchised Business or Marks in a public media.

D. DISCONTINUANCE OF USE OF MARKS.

If it becomes advisable at any time in our sole discretion to modify or discontinue the use of any Mark and/or use one (1) or more additional or substitute names or marks, you must comply with our direction no later than ten (10) days after you have received notice. We will not be liable to you for any expenses, losses, or damages you sustain as the result of any such addition, modification, substitution, or discontinuance of a Mark, and you must not commence or join in any litigation or other proceeding against us for any such expenses, losses, or damages.

5. CONFIDENTIAL AND PROPRIETARY INFORMATION.

A. CONFIDENTIAL INFORMATION.

1. We possess (and will continue to develop and acquire) certain confidential information (the “**Confidential Information**”) relating to the development and operation of THE PATCH BOYS Businesses. The Confidential Information includes (without limitation):
 - a. general operating procedures for a THE PATCH BOYS Business;
 - b. the proprietary THE PATCH BOYS Software;
 - c. personnel guidelines for hiring, training, retaining, promoting, and supporting the marketing and sales staff;
 - d. the Business Manager and Technical Operations Training;
 - e. written marketing and advertising materials, audiotapes, videos, and programs for their utilization;
 - f. knowledge of specifications and suppliers of certain equipment and supplies for the THE PATCH BOYS Business;
 - g. information on operating results and financial performance of THE PATCH BOYS Businesses other than your own;
 - h. The Operations Manual and the THE PATCH BOYS owners intranet website and its contents;
 - i. sales guidelines and strategies for developing business relationships in the insurance industry;
 - j. The Customer Information, as defined in Section 5.B below; and

- k. Any other information we deem confidential.
2. You acknowledge and agree that you do not acquire any interest in Confidential Information, other than the right to utilize that which is disclosed to you in operating the THE PATCH BOYS Business during the term of this Agreement, and that the use or duplication of any Confidential Information in any other business would constitute an unfair method of competition. You also acknowledge and agree that the Confidential Information is proprietary, includes our trade secrets, and is disclosed to you only on the condition that you promise to, during and at all times after the term of this Agreement:
- a. not use Confidential Information in any other business or capacity;
 - b. maintain the absolute confidentiality of Confidential Information;
 - c. not make unauthorized copies of any portion of Confidential Information disclosed via electronic medium or in written or other tangible form;
 - d. adopt and implement all reasonable procedures that we prescribe from time to time to prevent unauthorized use or disclosure of Confidential Information, including, without limitation, restrictions on disclosure to employees of the THE PATCH BOYS Business and others; and
 - e. immediately upon the expiration or termination of this Agreement, return and cease using in any way all Confidential Information and provide us with immediate access to all computer or other electronic or other storage media, including without limitation, hard drives, memories, CDs, floppy disks, DVDs, zip drives, PDAs, jump drives or other peripheral drives and memory cards, containing any Confidential Information for the purpose of removing such Confidential Information or, if mutually agreed upon, surrender such devices to us.
3. The foregoing restrictions will not apply to the information that:
- a. is now public knowledge or hereafter becomes public knowledge through no fault of yours;
 - b. is properly provided to you without restriction by a third party having no such restriction;
 - c. is required to be disclosed by order of a competent court or governmental authority, provided, however, that you provide us with prompt written notice of any claim or litigation that could give rise to such a requirement, you furnish only that portion of the Confidential Information that you are required to disclose, and you advise the governmental authority of your confidentiality obligations under this Agreement and seek to obtain appropriate protective orders or other assurance satisfactory to us of confidential treatment for the information required to be so disclosed.
5. You must disclose to us all ideas, concepts, methods, techniques and products concerning the development and operation of the THE PATCH BOYS Business that you, the Managing Owner, the Designated General Manager, or employees

conceive or develop during the term of this Franchise Agreement. We shall own the rights to all such ideas, concepts, methods, techniques and products, regardless of the source, and you must grant to us and agree to procure from your affiliates, owners or employees a perpetual, exclusive and worldwide right to use such ideas, concepts, methods, techniques and products concerning the development and operation of the THE PATCH BOYS Business that you or your employees conceive or develop during the term of this Agreement. You must sign all documents we request to evidence our ownership or to assist us in securing intellectual property rights in such ideas, concepts, techniques or materials. We will have no obligation to make any lump sum or on-going payments to you with respect to any such idea, concept, method, technique or product. You must agree that you will not use, nor will you allow any other person or entity to use any such concept, method, technique or product without obtaining our prior written approval.

B. PROPRIETARY INFORMATION/CUSTOMER LISTS/ INBOUND AND OUTBOUND CALL LISTS.

You acknowledge and agree that we own any and all Customer lists and their contents that we provide to you and/or that you subsequently develop during the normal course of operating the Business. You promise to keep an up-to-date list of all current and former Customers in the THE PATCH BOYS Software, including their name, telephone number, complete mailing address, frequency of service, last date serviced, and price of service (“**Customer Information**”). You acknowledge and agree that we have available to us through the THE PATCH BOYS Software, an electronic copy of a complete list of current and former Customers, including their name, telephone number, complete mailing address, frequency of service, last date serviced, and price of service, and other information concerning such Customers. You acknowledge and agree that we may have available to us through the phone company that we designate a listing of all inbound and outbound calls. The information will be utilized periodically in the development and execution of various marketing strategies for the mutual benefit of you and us. We retain sole discretion in the development of all marketing strategies. You promise not to use any Customer Information for any purpose other than in the normal operation of the Business without our prior written approval. You may not file suit against any of our Customers without our prior express written permission. We reserve the right to communicate with people on the Customer list.

6. COVENANTS NOT TO COMPETE.

A. FOR YOU

During the term of this Agreement, you and your Managing Owner, your Designated General Manager (if applicable) and Service Technician shall not:

1. engage as an owner, partner, shareholder, director, officer, employee, consultant, agent, or in any other capacity in any other business light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement services that are the same as or similar to the services sold by the THE PATCH BOYS Business (except for other franchises or authorizations we enter into with you);

2. use our Confidential Information, System, THE PATCH BOYS owners' intranet website, Operations Manual, Marks, Customer lists, Customer Information, trade secrets, trade dress, proprietary knowledge, or know-how, or any colorable imitations, in the design, development, or operation of any business other than the THE PATCH BOYS Business franchised hereunder, unless specifically authorized by us;
3. Divert or attempt to divert any business or customer of the THE PATCH BOYS Business to any competitor, by direct or indirect inducement or otherwise, or do or perform, directly or indirectly, any other act injurious or prejudicial to the goodwill associated with the Marks or the System.

B. YOUR EMPLOYEES.

At the start of their employment, you must require, as consideration for employment, each of your Service Technicians, sales and/or account management employees to sign non-disclosure and confidentiality agreements that we have specified or approved. Such agreements will prohibit disclosure, by the employee to any other person or legal entity, of any trade secrets, customer lists, or other information, knowledge, or know-how regarding the System or the operation of the Business, which is deemed confidential and/or proprietary by us. Such employee non-disclosure and confidentiality agreements will, to the fullest extent permitted by applicable law, prevent employees from servicing or soliciting any of the customers of your Business, except in their capacities as employees of the Business. We may require that a fully signed copy of each technician and sales/account management employee confidentiality and non-disclosure agreement be sent to us.

C. OUR RIGHT TO ENFORCE NON-COMPETITION COVENANTS.

You agree and acknowledge that a violation of the covenants not to compete as listed in this Section and/or in Section 13.D will result in immediate and irreparable injury to us for which no adequate remedy at law will be available. Accordingly, you consent to the entry of an injunction prohibiting any conduct by you in violation of the terms of the covenants not to compete. Further, you expressly agree that the existence of any claims you may have against us, whether or not arising from this Agreement or otherwise, will not constitute a defense to the enforcement by us of these covenants not to compete. You promise to pay all costs and expenses (including reasonable attorneys' and experts' fees) incurred by us in connection with the enforcement of these covenants not to compete, if you are found to be in violation of your confidentiality and/or your non-competition obligation(s) under this Agreement. The protection awarded in this Section and/or in Section 13.D will be in addition to, and not in lieu of, all other protections for such trade secrets and confidential information as may otherwise be afforded in law or in equity.

The parties expressly agree that the time and geographical limitations contained in this Section and in Section 13.D are reasonable and necessary to protect us and other franchisees from unfair competition if this Agreement expires or is terminated for any reason.

7. SYSTEM STANDARDS.

A. COMPLIANCE WITH SYSTEM STANDARDS.

You acknowledge and agree that the operation and maintenance of your THE PATCH BOYS Business according to System Standards is essential to preserve the goodwill for the Marks

and all THE PATCH BOYS franchisees. Therefore, at all times during the term of this Agreement, you agree that the Managing Owner or, if applicable, the Designated General Manager, devote your full-time best efforts to operate and maintain your Business according to each and every System Standard, even if you believe that a System Standard is not in the System's or your franchise's best interests. System Standards may be periodically modified and supplemented during the term of this Agreement and you must comply with any such changes immediately upon notice to you. Furthermore, you must use your best efforts to assure that your employees and representatives conduct themselves, during business hours and/or whenever they are in a vehicle with a THE PATCH BOYS logo, or a company uniform with a THE PATCH BOYS insignia, in a manner which is consistent with the professional and ethical image of the System.

You will offer and provide all of the Services that we periodically require for THE PATCH BOYS franchisees, and in the manner we prescribe.

System Standards, to be specified and periodically amended in the Operations Manual or otherwise in writing, may include, without limitation, standards and specification regarding:

1. use and display of the Marks;
2. Services and products which we authorize you to sell to the public;
3. the use of supplies and equipment;
4. a dress code, during business hours, for you, your employees and your representatives;
5. suppliers you may use for the purchase of uniforms for you, your employees and your representatives;
6. vehicle type, model, color, supplier, trademark representation, and appearance (no rust or body damage). These specifications are included in our Operations Manual. All vehicles purchased or leased for the THE PATCH BOYS Business are to be, and maintained, in a "good" condition as defined by KELLY BLUE BOOK ("good" condition means that the vehicle is free of any major defects). The paint, body and interior must have only minor (if any) blemishes, and there may not be any major mechanical problems. In states where rust is a problem, this should be very minimal. All vehicles used in connection with the business are to be decaled as required by THE PATCH BOYS and the decals are to be free of defects. You will be required to submit photos of all vehicles used in connection with the THE PATCH BOYS Business in the manner and format we prescribe;
7. business forms and stationary;
8. designated and approved suppliers for business assets and supplies using our Marks;
9. types and amounts of insurance coverage;
10. compliance with applicable laws including obtaining required licenses and permits, payment of all taxes, assessments, fees, fines, and penalties arising out of the operation of the Business;

11. adhering to good business practices, observing high standards of honesty, integrity, fair dealing, and ethical business conduct in all dealings with customers, suppliers, and us, and notifying us if any action, suit, or proceeding is commenced against you or your legal entity;
12. general operations including maintaining, at a minimum, Monday through Friday 8:00 AM to 5:00 PM business hours, sales, marketing, advertising, and promotional programs, call center usage, phone type/model/provider, and materials and media used in these programs, personnel practices, bookkeeping, accounting, data processing, and record keeping systems, and forms, methods, content, and frequency of reports to us of sales and financial performance, and the furnishing of tax returns related to the Business and other operating and financial information to us;
13. respond to any and all customers' inquiries or complaints within one (1) business day, and resolve it within seven (7) days of the initial complaint, to reasonably insure positive customer relations and maintain the goodwill of the System, even when such response may necessitate re-performing a task not completed to the Customer's satisfaction or a refund of moneys received;
14. any other aspect of the operation and maintenance of your THE PATCH BOYS Business that we determine periodically to be useful to preserve or enhance the efficient operation, image, or goodwill of the Marks and the System;
15. public figures you choose in connection with local promotions;
16. use of a phone system, computer, electronic mail and website that meets our requirements, as periodically updated;
17. marketing, advertising, and promotional material prepared by you;
18. number of employees to necessary provide prompt courteous service;
19. timing of the training of other employees for the THE PATCH BOYS Business;
20. necessary amounts of working capital; and
21. any other aspect of the operation and maintenance of your THE PATCH BOYS Business that we determine periodically to be useful to preserve or enhance the efficient operation, image, or goodwill of the Marks and the System.

You agree to refrain from committing any act or pursuing any course of conduct that tends to bring our Marks into disrepute.

You must use your best efforts to promote and increase the demand for THE PATCH BOYS Business. All of your advertising and promotion must be completely factual and conform to the highest standards of ethical advertising. You agree to refrain from any business or advertising practice which may be injurious to the THE PATCH BOYS Business or the goodwill associated with the Marks and System.

You are solely responsible for: (a) selecting, retaining and paying your employees; (b) the payment of all invoices for the purchase of goods and services used in connection with operating the Business; and (c) determining whether, and on what terms, to obtain any financing or credit

that you deem advisable or necessary for the conduct of the Business. You agree to pay all current obligations and liabilities to suppliers, lessors, and creditors on a timely basis. You agree to indemnify us in the event that we are held responsible for debts owed by you if we elect to pay any of your obligations in order to preserve the relationship between system suppliers and THE PATCH BOYS franchisees. You agree to make prompt payment of all federal, state and local taxes, including individual and corporate taxes, sales and use taxes, franchise taxes, gross receipts taxes, employee withholding taxes, FICA taxes, personal property and real estate taxes arising from your operation of the Business. You agree to indemnify us in the event that we are held responsible for these taxes.

You shall meet and maintain the highest safety standards and ratings applicable to the operation of the Business. You shall furnish to us within two (2) days of your receipt thereof, a copy of all inspection reports and any violation or citation that indicates your failure to maintain federal, state, or local safety standards in the operation of the Business.

You acknowledge that we have developed the System to offer and sell Services that will distinguish the Business from other businesses that offer similar services valued at different prices and with less attention paid to service quality and customer service. You agree to offer Services and to operate the Business in such a manner that emulates and enhances the image we intend for the System. You further acknowledge and agree that each aspect of the System is important not only to you but also to us and to other THE PATCH BOYS franchisees in order to maintain the highest operating standards, achieve system-wide uniformity and increase the demand for the Services rendered by THE PATCH BOYS franchisees. You agree to comply with the standards, specifications and requirements we set forth in order to uniformly convey the distinctive image of a Business.

You must notify us, in writing, within five (5) days of the commencement of any action, suit or proceeding and the issuance of any order, suit or proceeding of any court, agency or other government instrumentality, including the receipt of any notice or citation, which may adversely affect the operation or financial condition of you or the Business.

B. MODIFICATION OF SYSTEM STANDARDS.

You acknowledge and agree that the System must continue to evolve to reflect changing market conditions and to meet new and changing consumer demands. As a consequence, changes, modifications, and variations to the Systems Standards may be required periodically to preserve and enhance the public image of the System and enhance the operational efficiency of all THE PATCH BOYS franchisees.

You, therefore, agree that we may periodically, and upon reasonable notice to you, add to, modify, phase out, or change the System, including without limitation, the adoption and use of new or modified trademarks, uniforms, signs, vehicle types, telephone numbers and technologies, products, equipment, services, techniques, proprietary software, non-proprietary software, methodologies and sales strategies. You promise to promptly accept, implement, use, and display in the operation of your THE PATCH BOYS Business, all such additions, modifications, and changes at your expense.

All products and materials must meet System Standards and specifications for representation of the Marks, and be pre-approved by us regardless of the supplier. In the event you wish to purchase an unapproved item, including inventory, and/or acquire approved items

from an unapproved supplier, you must provide us a written request for approval, including a proof of the materials you wish to order. We will notify you in writing of our approval or disapproval within ten (10) days of receipt of the materials and your written request. We have no obligation to approve any particular products, service or supplier. If you do not receive approval within ten (10) days, you should consider the materials disapproved. All products and materials must meet the quality of our current suppliers, and correctly bear the Marks. Standards and specifications are periodically modified to meet changing market conditions and are published in our Operations Manual and on our web site. You must reimburse us our reasonable costs, regardless of if we subsequently approve your request.

Use of products and materials that have not received our prior written approval and/or do not meet our standards and specifications can result in the termination of this Agreement. Standards and specifications are updated periodically at our sole determination and are made available to you on our THE PATCH BOYS owners' intranet website and in the Operations Manual.

C. INSURANCE.

Before attending either the Business Manager and Technical Operations Training, you promise to purchase and maintain in full force and effect throughout the term of this Agreement and at your expense, insurance protecting you, your employees, and us, our officers, and our employees, against loss, liability, fire, personal injury, death, property damages, or theft arising from, or occurring in connection with, the operation and promotion of the Business. You acknowledge and agree that (a) the insurance you will maintain reflects the minimum amounts of coverage we require, (b) these minimums are not meant to reflect the actual needs you may have, and (c) it is your responsibility to carefully evaluate if these minimums will adequately meet your needs.

All policies will be written by an insurance company(ies) that is/are licensed in the state in which you are doing business, and that has an A.M. Best rating of "A" or better. Currently, you are not obligated by the terms of this Agreement to purchase your insurance from any specific provider, although we reserve the right to specify the specific provider that you must use in the future.

Our current requirements are described below:

1. **Umbrella Policy and Commercial General Liability Insurance.** You shall maintain a commercial umbrella liability insurance policy with a limit of at least \$2,000,000 per occurrence and in the aggregate and shall list the commercial general liability and automobile liability policies as scheduled underlying policies. You shall maintain insurance for "bodily injury," "property damage," and "personal and advertising injury" with no exclusion or limitation applying to the products/completed operations liability coverage. Limits shall be at least \$2,000,000 general aggregate, \$2,000,000 products and completed operations aggregate, \$1,000,000 personal and advertising injury limit, and \$1,000,000 per occurrence limit. Contractual liability coverage including the assumed personal injury endorsement shall be included to cover the indemnity provisions of this Agreement. The exclusion for employer's liability shall not apply to claims for covered contractually assumed liability claims. Patch Boys International, LLC,

BELFOR Franchise Group, LLC, and BELFOR USA Group, Inc. shall be named as an additional insured on such policy on a primary and noncontributory basis with a Grantor of Franchise Form CG2029 or an insurer's comparable form.

2. Automobile Liability Insurance. You shall maintain insurance with a combined single limit, CSL, of \$1,000,000 for bodily injury and property damage for all owned or leased vehicles and for hired and non-owned motor vehicles. Additionally, uninsured motorist and under-insured motorist coverage will be equal to the CSL.

The insurance levels listed above are the minimum we require you to maintain for the Business. We may, periodically determine and modify the minimum insurance limits and require different or additional kinds of insurance to reflect changes in insurance standards, normal business practices, higher court awards and other relevant circumstance. To gain adequate protection, you should discuss with your insurance agent and financial advisor to determine if your personal situation requires you to maintain coverage in excess of the minimums that we require. If any lease or Customer contract requires an insurance policy amount to be higher than the amounts we have listed above, you must obtain the highest amount for such policy.

All general liability insurance policies will name us and our designated affiliates, employees, officers and directors as additional insureds, and will contain no provision which in any way limits or reduces coverage for you if a claim is made by any one (1) or more of the Indemnified Parties, as defined in Section 14.C of this Agreement, and will extend to and provide indemnity for all obligations assumed by you and all items for which you are required to indemnify us, will be primary to and without right of contribution from any other insurance purchased by the Indemnified Parties, and will provide, by endorsement, that we receive at least 30 days' notice of any intent to cancel or materially alter any policy.

At least ten (10) days before attending Business Manager and Technical Operations Training, commencing the operation of the Business, whenever a change is made to your policy, and before expiration of any insurance coverage, you promise to have your insurance provider send us a copy or certificate or other acceptable proof of such insurance. If you do not maintain the required insurance coverage, or do not furnish us with satisfactory evidence of insurance coverage and premium payments, we may obtain, at our sole option and in addition to our other rights and remedies under this Agreement, any required insurance coverage on your behalf. We are under no obligation whatsoever to obtain such insurance, but if we do so, you must fully cooperate with us in our efforts and must promptly sign all forms required to obtain or maintain the insurance. You must also allow any inspections of your Business required to obtain or maintain the insurance. Finally, you must pay us, on demand, any costs and premiums we incur in obtaining insurance on your behalf. Neither your obligation to maintain insurance coverage nor our maintenance of insurance on your behalf will reduce or absolve you of any obligations of indemnification described in this Agreement. You must promptly report all material claims, or potential claims, against you, any Indemnified Party or us, to the insurer and to us.

You may not commence your Business until you have provided the certificates of insurance or other acceptable proof of all insurances. You may not reduce the policy limits, restrict coverage, cancel, or otherwise alter or amend any insurance policy without our written consent.

You must provide us with copies of any insurance claims or insurance cancellations within 24 hours. You have a 24 hour opportunity to cure any lapses in insurance coverage. No insurance policy must be subject to cancellation, termination, non-renewal or material modification, except upon at least 30 days prior written notice from the insurance carrier to us. We have the right to increase or otherwise modify the minimum insurance requirements upon 30 days prior written notice to you, and you shall comply with any such modification within the time specified in said notice.

D. RECORDS, REPORTS AND FINANCIAL STATEMENTS.

We require you to use the THE PATCH BOYS Software, or other Required Software as we designate, for maintaining Customer records for the THE PATCH BOYS Business. We have confidential access to your databases and related information from the THE PATCH BOYS Software, which we use to compute the Royalty due on Gross Sales, and to make other evaluations and verifications. In addition, you promise to establish and maintain, at your expense, an accounting system that conforms to the requirements and formats that, from time to time, we prescribe. You shall furnish to us, in the manner and format that we require:

1. at our request, a complete employee list;
2. within 90 days after the close of your fiscal year, a complete income statement and other financial statements in a form we may prescribe in our sole discretion;
3. within ten (10) days of our request, exact copies of any state, federal, or other income tax returns covering the operation of the Business, as well as the state, federal and other income tax returns from your existing business(es) that provide light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement, which we may need to review to assure all Gross Sales have been accurately reported;
4. by November 1 of each year, financial projections and a marketing plan for the upcoming year in the form we may prescribe in our sole discretion; and
5. any other reports we may require in the future.

Your fiscal year must end on December 31. You promise to verify and sign each report and financial statement in the manner that we prescribe. We can disclose data derived from these reports without specifically identifying you or the Business (unless we have your written consent to do so). We can require you to have audited financial statements prepared on an annual basis if you fail to comply with any provision of this Agreement. Finally, you will allow us, as we deem appropriate, timely access to your copy of any computer systems that you maintain, to retrieve all information relating to the operation of the Business.

You are required to use our designated accounting software, which is currently QuickBooks Online and is subject to change. In addition, you are required to follow our specified Chart of Accounts. We have the right to change these requirements at our discretion. We will have automatic password access to your financial reports on this system.

You shall maintain all records, reports, and financial statements for a period of five (5) years during and following the termination, transfer, or expiration of this Agreement.

E. COMPLIANCE WITH LAWS.

You will, at your expense, secure and maintain in force all required licenses, permits, and certificates relating to the operation of the Business and shall operate the Business in full compliance with all applicable local, state and federal laws, rules and regulations. You must, at your expense, comply with all federal, state, and local laws and regulations that apply to businesses in general. It is your responsibility to investigate the federal, state and local laws and regulations that pertain to your business. You must maintain your license(s) in good standing with the licensing authority for the entire term of this Agreement and all renewals.

You will notify us in writing within five (5) days of the commencement of any action, suit, or proceeding for the issuance of any order, writ, injunction, award or decree or any court, agency or other governmental instrumentality which may adversely affect the operation or financial condition of the Business.

8. INSPECTIONS AND AUDITS.

A. OUR RIGHT TO INSPECT THE BUSINESS.

To determine whether you are complying with this Agreement and all System Standards, we have the right at any time during business hours to perform an on-site inspection of your business at your Office Site, and any other locations through which the Business is operated. During such inspection, we may: (i) participate in quality checks of home field services; (ii) interview employees; or (iii) review (a) your books and records, (b) your promotional materials and media advertising, (c) your personnel files and practices, and/or (d) any and all components of the Business.

You promise to cooperate fully with us in any inspection of your Business, and we promise to use our best efforts to not interfere with the operation of your Business.

B. OUR RIGHT TO AUDIT.

We have the right at any time during business hours, and without prior notice to you, to inspect and audit, or cause to be inspected and audited, any and all financial statements, reports, income tax records, sales tax records, payroll records, software databases, and other records. You promise to cooperate fully with our representatives and independent accountants we hire to conduct any inspection or audit.

If any inspection or audit discloses an understatement of Gross Sales, we can debit your account, as provided in Section 2 of this Agreement, for the Royalty and other fees which are due on the amount of the understatement, plus interest, at the rate of 18% per annum or the maximum rate permitted by applicable law, whichever is lesser, and all late fees, from the date originally due until the date of payment.

Furthermore, if we conduct an inspection or audit due to your failure to (a) furnish reports, supporting records, or other information as required, (b) furnish these items on a timely basis, or (c) use the THE PATCH BOYS /Required Software for scheduling or invoicing, or we discover that an understatement of Royalty is greater than 3% for any period reviewed, you promise to reimburse us for the cost of the inspection and/or audit, including without limitation, the charges of attorneys and independent accountants, the travel, room and board expenses, and compensation of our employees. Further, if an understatement of the Royalty is greater than 3%, you also

promise to pay us an additional penalty fee equal to 10% of the total amount of the understated Gross Sales.

These remedies are in addition to our other remedies and rights under this Agreement and applicable law.

9. TAXES AND ADVANCES.

A. TAXES.

You promise to pay all taxes as required by local, state, or federal laws regarding the products, service, or equipment furnished or used in connection with the operation of the Business. You promise to promptly pay us, when due, the amount of all sales taxes, use taxes, personal property taxes, and similar taxes imposed upon, required to be collected, or paid by us, to your state and/or local government, on account of services or goods furnished by us to you through sale, lease, or otherwise, or on account of collection by us of the Initial Franchise Fee, the Initial Package Fee, Royalties, or any other payments to us under this Agreement.

B. ADVANCES.

You promise to promptly reimburse us for all amounts that we have paid, or have been obligated to pay, on your behalf for any unpaid tax liability, provided, however, that we are not obligated to pay these or any other payments on your behalf.

10. TRANSFER.

A. BY US.

This Agreement is fully transferable by us and will inure to the benefit of any transferee or other legal successor to our interests herein.

B. BY YOU.

You cannot transfer this Agreement, the Business, or any part of your ownership in it (including any voluntary, involuntary, direct or indirect assignment, sale, gift, or other disposition) without our prior written approval and subject to the conditions below. Any such assignment, transfer, or encumbrance without such approval, will constitute a breach of this Agreement. Any change of ownership requires our approval and must meet the conditions specified below, and the payment of the Transfer Fee will be due should the change of ownership be 33% or more in the aggregate. We will not, however, unreasonably withhold our approval provided that the conditions specified below are met, which we will determine in our sole discretion:

1. you are in full compliance with this Agreement or any other agreement between you and us, our affiliates, or our designated/approved suppliers and vendors, and you have paid all accrued monetary obligations to us, our affiliates, and our designated/approved suppliers and vendors;
2. the transferee has demonstrated sufficient business experience, aptitude, and financial resources to meet our then-current standards for new franchisees, which may include aptitude or assessment testing;

3. the transferee and its owners and affiliates are not engaged in a competitive business, unless they agree to operate all competitive businesses that provide light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement as a part of the THE PATCH BOYS System;
4. you provide us with written authorization to release to the transferee any and all information about the operation of the Business which we have collected;
5. the transferee must sign our then-current form of franchise agreement for a full term;
6. you pay us:
 - a. our then-current Transfer Fee, as published in our Operations Manual, upon the transferee's execution of the new franchise agreement (we will waive the Transfer Fee for transfers to your spouse or children for the first transfer of this kind);
 - b. all Royalties for completed jobs up through the date of closing, fees, amounts owed under any promissory notes with us, Late Payment Fees, Late Report Fees, NSF Fees, Interest Fees, and all other fees or amounts owed to us, plus interest; and
 - c. all commissions, fees or other similar expenses if: (i) you list the Business with a broker, lead referral network or similar entity; (ii) the transferee is referred by a broker, lead referral network or similar entity; or (iii) the transferee is referred to you by us.
7. the transferee has successfully completed our Business Manager and Technical Operations Training program;
8. you, your principals, and the transferee (if we have a prior relationship with the transferee) have signed a general release, in a form satisfactory to us, of any and all claims against us and our shareholders, officers, directors, employees, and agents;
9. we have approved the material terms and conditions of the transfer and determined that the price and terms of payment will not adversely affect the transferee's operation of the Business;
10. if you finance any part of the sale price of the transferred interest, you agree and will assure that all of the transferee's obligations under any promissory notes, agreements, or security interests that you have reserved in the Business, are subordinate to the transferee's obligation to pay Royalties, Referral Fees, and other amounts due to us and otherwise to comply with this Agreement;
11. in the event of an approved transfer to a wholly owned corporation or limited liability company, we will require you to own and control at least 67% of the issued and outstanding capital stock or other ownership interest;

12. you must have attended Business Manager and Technical Operations Training and your business must be open in order to transfer the Business;
13. any transfer does not impact any of your post-termination obligations, including, without limitation, such obligations set forth in Sections 6 or 13.
14. the transferee must obtain, within the time limits set by us, and maintain thereafter, all permits and licenses required for the operation of the Business;
15. to the extent required by the terms of any leases or other agreements, the lessors or other parties must have consented to the proposed transfer;
16. the transfer must be made in compliance with any laws that apply to the transfer, including state and federal laws governing the offer and sale of franchises; and
17. if required by us, in our sole discretion, transferee must purchase all or a portion of the Initial Package, new or refurbished equipment, inventory, new vehicles/vehicle wraps, etc. to ensure the Business is in compliance with our current System Standards and in well-maintained condition.

We shall have 60 days from the date of the written notice to approve or disapprove in writing of your proposed assignment. You acknowledge that the proposed transferee shall be evaluated for approval by us based on the same criteria as is currently being used to assess new franchisees of us and that such proposed transferee shall be provided, if appropriate, with such disclosures as may be required by state or federal law. If we have not given you notice of our approval or disapproval within such period, the request for the transfer or assignment is deemed rejected.

C. YOUR DEATH OR DISABILITY.

Upon your death or disability (or the death or disability of an owner of 33% or more of the Franchised Business, (referred to in this document as “your death or disability”) the executor, administrator, conservator, guardian, or other personal representative must transfer your interest in this Agreement to a third party within a reasonable amount of time, but not to exceed one (1) year. During this time the Business must be operated in full compliance with this Agreement. The transfer will be subject to all of the terms and conditions applicable to transfers that are contained in this Section, with the exception that the Transfer Fee will be waived if the third party is your spouse, child or parent.

In the event of your death or disability, and before a transfer of your interests in this Agreement, your spouse, child, or parent may, if this party otherwise would qualify as a transferee, operate the Business, provided that this person personally manages the business on a full time basis, successfully completes our Training Program as described in Section 3.A, and signs our then-current franchise agreement.

For purposes of this Section, disability is defined as a condition that materially impairs your ability to operate the Franchised Business in accordance with this Agreement.

D. OUR RIGHT OF FIRST REFUSAL.

If you at any time determine to sell, assign, or transfer for consideration your interest in this Agreement, you must obtain a bona fide, signed written offer and earnest money (in the amount of 5% or more of the offer price) from a responsible and fully disclosed offeror, and immediately submit to us a true and complete copy of the offer which includes details of the payment terms. To be a valid, bona fide offer, the proposed purchase price is to be denominated in a dollar amount.

We have the right, exercisable by written notice delivered to you within 30 days from the date of the delivery to us of both an exact copy of the offer and all other information we request, to purchase the interest for the same price, less the Transfer Fee, and on the same terms and conditions contained in the offer provided that:

1. We may substitute cash for any form of payment proposed in the offer;
2. Our credit will be deemed equal to the credit of any proposed purchaser;
3. We will have 60 days, after giving notice of our election to purchase, to prepare for and complete the closing; and
4. We are entitled to receive, and you must make, the same representations and warranties given to the proposed purchaser.

If we do not exercise our right of first refusal, you may complete the sale to the purchaser on the exact terms of the offer, subject to our approval of the transfer as provided in Section 10.B above. If the sale is not completed within 60 days after the expiration of the right of first refusal, or if there is a material change in the terms of the sale (which you agree promptly to communicate to us), we will have an additional right of first refusal during the 30-day period following either the expiration of the 60-day period or notice to us of the material change(s) in the terms of the sale, either on the terms originally offered or the modified terms, at our option.

E. OWNERSHIP.

1. The following provisions apply if you or any permitted successor is a partnership, Limited Liability Company (“LLC”) or corporation:
 - a. The articles of partnership, partnership agreement, articles of organization, articles of incorporation, by-laws and other organizational documents shall provide that the issuance and transfer of any interest in the legal entity is restricted by the terms of this Agreement. Copies of such documents and of resolutions of the legal entity’s board of directors or managers authorizing its entry into this Agreement shall be furnished to us upon request.
 - b. All general partners, members and all direct and indirect holders of a 10% or greater equity interest shall, upon the legal entity’s execution of this Agreement, execute an agreement personally guaranteeing to us the full payment and performance of the legal entity’s obligations to us and undertaking to be bound, individually, jointly and severally, by all the terms of this Agreement including, without limitation, the restrictions on assignment contained herein. The personal guaranty shall be in the form attached hereto as Exhibit K or in such other form as we may from time to time prescribe.

- c. The legal entity shall not use the name “THE PATCH BOYS” or any other Mark, or any name deceptively similar thereto, except to reflect its franchise relationship with us. Neither the legal entity nor any of its owners may issue or sell, or offer to issue or sell, any securities of the legal entity or an affiliate of the legal entity, regardless of whether such sale or offer would be required to be registered pursuant to the provisions of the Securities Act of 1933, as amended, or the securities laws of any other jurisdiction, without obtaining our prior written consent, which is in our sole discretion, and complying with all of our requirements and restrictions concerning use of information about us.
- d. The legal entity shall furnish us, at the time of execution of this Agreement and upon all transfers subject to the provisions of this Section 10, a list of all stockholders, members, managers and partners having an interest in the legal entity, their respective percentage interests and the number of shares directly and indirectly owned or controlled by each.
- e. The legal entity, if a corporation, shall maintain stop transfer instructions against the transfer on its records of any securities with voting rights subject to the restrictions of this Section and shall cause all certificates representing outstanding voting securities to be surrendered for reissuance and cause all certificates for voting securities in the future to be issued with this legend printed conspicuously upon the face of each certificate: “The transfer of this certificate and the shares it represents is subject to the terms and conditions of a certain Franchise Agreement with PATCH BOYS International, LLC. Reference is made to that Agreement and to certain restrictive provisions of the Articles and by-laws of this corporation.”
- f. The legal entity acknowledges and agrees that the restrictions on transfer imposed herein are reasonable and necessary to protect the System, the Marks, the Confidential Information, as well as the our high reputation and image, and are for the protection of us and all other THE PATCH BOYS franchisees.

11. EXPIRATION OF THIS AGREEMENT.

A. YOUR RIGHTS UPON EXPIRATION OF THIS AGREEMENT.

Upon the expiration of this Agreement, provided that during its term you complied substantially with its provisions, including the timely payment of all fees and Royalties, you may continue your Franchised Business for one (1) additional term of five (5) years (a “**Renewal Term**” (as previously defined)).

We may refuse to offer you a Renewal Term if you:

1. are not, at the time, in substantial compliance with this Agreement, or any other ancillary agreement then in effect between you and us including but not limited to, the timely payment of all fees and compliance with System Standards;
2. have received written notice by us three (3) or more times during the last 30 months of the Initial Term or any Renewal Term(s) for failure to comply with the terms of this Agreement and were in violation of your obligation(s), whether or not the failure is subsequently cured;
3. have failed on more than three (3) separate occasions during the last 24 months of the Initial Term or any Renewal Term(s) to make timely payment to us of all sums due to us; or
4. have failed on more than three (3) separate occasions during the last 24 months of the Initial Term or any Renewal Term(s) to service all Customers in a manner consistent with our System Standards and reputation of ethical and professional conduct.

B. AWARD OF A RENEWAL AGREEMENT.

You promise to give us written notice of your election to pursue a Renewal Term no earlier than nine (9) months, and no later than six (6) months, before the expiration of this Agreement. We promise to give you notice (referred to as “**Our Notice**”), not more than 45 days after we receive your notice, of our decision in accordance with Paragraph A of this Section:

1. to award you a renewal franchise agreement;
2. to award you a renewal franchise agreement on the condition that you correct any provisions of this Agreement with which you are not in compliance, which may require you to attend and successfully complete additional trainings; or
3. not to award you a renewal franchise agreement based on our determination that you have not substantially complied with this Agreement during its term.

If applicable, Our Notice will state the actions you must take to correct operating deficiencies and a reasonable time period in which these deficiencies are to be corrected.

If we elect not to award you a renewal franchise agreement, Our Notice will describe the reasons for our decision. Your right to a renewal franchise agreement is subject to your continued compliance with all of the terms and conditions of this Agreement through the date of its expiration, in addition to your compliance with the obligations described in Our Notice.

C. AGREEMENTS/RELEASES.

If you satisfy all of the other conditions to the awarding of a Renewal Term, you promise to sign the then-current franchise agreement and any ancillary agreements for THE PATCH BOYS Businesses, which may include a different Royalty; provided, however, in no event will the Territory for the Renewal Term franchise agreement be changed from that contained in this Agreement. You and we further promise to sign a mutual general release, in a form satisfactory to us, of any and all claims against either of us and our respective shareholders, officers, directors, employees, agents, successors, and assigns.

Notwithstanding any provision to the contrary, at our request, you will promise to upgrade and remodel the Business at your sole expense to conform to the then-current Operations Manual (the completion of such upgrades shall be a condition of you receiving such Renewal Term). Further, you must submit proof to us that you have the right to operate the Business at the Office Site for the Renewal Term.

D. RENEWAL TERM FEE.

You promise to pay us a renewal fee of \$2,500 upon execution of your renewal franchise agreement.

12. TERMINATION OF AGREEMENT.

A. AUTOMATIC TERMINATION WITHOUT NOTICE.

This Agreement will automatically terminate without notice or an opportunity to cure upon the occurrence of any of the following:

1. If you make an assignment for the benefit of creditors, file a voluntary petition in bankruptcy, are adjudicated bankrupt or insolvent, file or acquiesce in the filing of a petition seeking reorganization or arrangement under any federal or state bankruptcy or insolvency law, or consent to or acquiesce in the appointment of a trustee or receiver for you or the Business.
2. If proceedings are commenced to have you adjudicated bankrupt or to seek your reorganization under any state or federal bankruptcy or insolvency law, and such proceedings are not dismissed within 60 days, or a trustee or receiver is appointed for you or the Business without your consent, and the appointment is not vacated within 60 days.
3. You attempt to make an unauthorized transfer of this Agreement or the Franchised Business in violation of any of the transfer provisions contained in Section 10 of this Agreement.

B. AUTOMATIC TERMINATION WITH NOTICE.

We have the right to terminate this Agreement, immediately, and without the opportunity to cure, effective upon delivery of written notice to you, or any of the following:

1. Your Managing Owner and, if applicable, Designated General Manager, fail to attend or successfully complete the Business Manager and Technical Operations Training within four (4) months of signing this Agreement and/or fulfill all the pre-training requirements, which include the payment of all monies due to us, and the completion of all the required tasks as designated on the THE PATCH BOYS owners' intranet website and in the Operations Manual;
2. You fail to commence operation of the Business within four (4) months of signing this Agreement and/or two (2) months following your successful completion of the Business Manager and Technical Operations Training, whichever is later.
3. You have made or make any material misrepresentation or omission in purchasing the Franchise or operating the Business;

4. You receive from us three (3) or more notices to cure the same or similar defaults or violations of this Agreement, within any two (2)-year period of time, regardless of whether these defaults were cured after notice was sent to you;
5. You are or have been convicted by a trial court of, or plead no contest to a felony or any conviction rising to the equivalent of a felony and/or failure to disclose a prior felony conviction or conviction rising to the equivalent of a felony to us;
6. You understate your Royalty by three percent (3%) or more, in any reported financial statement, on three (3) or more occasions, during any consecutive two (2)-year time frame during the term of this Agreement, regardless of whether or not you subsequently rectify the deficiency;
7. You engage in any dishonest or unethical conduct, which may adversely affect the reputation of the Business, or the general goodwill associated with the Marks;
8. You violate any provision regarding confidentiality or non-disclosure contained in Sections 6 and 13 of this Agreement;
9. You cease to continuously and actively operate the Business for five (5) consecutive days, unless caused by an act of God, or other circumstance beyond your control, as determined by us; or the business telephone is disconnected at any time and no new number is immediately reinstalled or reconnected; or your conduct is otherwise determined by us to constitute an abandonment of the Business;
10. You fail to acquire or continuously maintain the required minimum levels of insurance, fail to have us named as an additional insured, or fail to provide a current certificate of insurance to us as required in Section 7.C of this Agreement. However, we will not exercise our right to terminate this Agreement if upon receipt of notice from us, you immediately cease operating the Business and obtain such insurance within ten (10) days after written notice is delivered to you prior to resuming operation;
11. You fail to attend a THE PATCH BOYS annual convention without prior written permission;
12. Your Managing Owner or, if applicable, your Designated General Manager, fail to attend, or send a representative in their place, to a minimum of one (1) training course or regional meeting each calendar year, provided that at least one (1) of the above named events have been offered during that time period;
13. Any other franchise agreement or other agreement you or your owner(s) or affiliates have with us, or any franchise agreement you or your owner(s) or affiliates have with PATCH BOYS International, LLC is terminated for any reason;
14. You commit three (3) or more defaults of this Agreement, of any type, in any 12-month period;
15. If you or your principals materially breach any other agreement with us or any of our affiliates, or threaten any material breach of any such agreement, or any lease

for the Office Site, and fail to cure such breach within any permitted period for cure;

16. If you or your principals materially violate any provision hereof pertaining to Marks or Confidential Information or misuse the Marks or Confidential Information;
17. If you violate any safety or sanitation law, ordinance or regulation or operate the Business in a manner that presents a health or safety hazard to customers, or the general public;
18. If you violate the in-term restrictive covenant contained in Section 6;
19. If a levy of writ of attachment or execution or any other lien is placed against you or any of your principals or any of their assets which is not released or bonded against within 30 days;
20. If you or any of your principals become insolvent;
21. You order or purchase supplies, signs, furnishings, fixtures, equipment or inventory from an unapproved supplier;
22. You misuse or make unauthorized use of any THE PATCH BOYS/Required Software that we may develop for use in connection with the System;
23. You fail to comply with the provisions of Section 15.S;
24. You take for your own personal use any assets or property of the Business, including employee taxes, FICA, insurance or benefits; or
25. If there are insufficient funds in your bank account to cover a check or EFT payment to us three (3) or more times within any 12-month period or you fail to achieve minimum sales for three (3) consecutive months.

C. TERMINATION IF NOT CURED WITHIN 15 DAYS.

We have the right to terminate this Agreement if any of the following defaults remains uncured after your receipt of a default notice from us and expiration of a 15-day cure period:

1. You fail to make payment of any amounts due to us, or funds are not available in your account for debiting when they are due, or you do not record in the manner we prescribe funds paid to you for jobs completed, or you default on any loan made to you by us or our preferred lender, if applicable, in connection with your Business;
2. You fail, within 15 days after notification of non-compliance by federal, state or local government authorities to comply with any law or regulation applicable to the Business;
3. You fail to comply with any part or condition, warranty, or certification requirement in this Agreement, the THE PATCH BOYS owners' intranet website, Operations Manual and/or other THE PATCH BOYS confidential materials;

4. You fail to comply with modifications to System Standards on the THE PATCH BOYS owners' intranet website, or in the Operations Manual within the required time period;
5. You fail to make payments on the vehicle resulting in repossession and you do not have a vehicle that meets our standards to operate the Business;
6. You fail to receive our prior written approval and use products or materials that do not meet our System Standards and/or do not promptly discontinue use after written notice from us;
7. You fail to timely provide us with any report, statement, or return required by this Agreement;
8. You fail to service all Customers in a manner consistent with our System Standards and reputation and you fail to cure such inconsistency;
9. You service a Customer who is located in the THE PATCH BOYS Corporate Territory without permission;
10. You fail to immediately endorse and deliver to us any payments due to us from any third party that is erroneously made to you;
11. If you fail to maintain the prescribed months, days or hours of operation at the Business;
12. If you fail, in our sole discretion, to personally supervise day-to-day operation of the Business or fail to employ a sufficient number of qualified, competent personnel as we require from time to time;
13. If you fail to maintain the strict quality controls reasonably required by this Agreement and/or the Operations Manual;
14. You conduct yourself in a manner that, although not criminal, reflects adversely on the System, the Marks, or the products offered through the System; or
15. You fail to procure or maintain any licenses, certifications, or permits necessary for the operation of your Business.

We also have the right to terminate this Agreement after providing notice and a 30 day cure period if you fail to perform or comply with any one or more of the terms or conditions of this Agreement or the Operations Manual not specifically contained in Section 12.A above; including, without limitation, any warranty, or certification of this Agreement, and any System Standard or other provision in the THE PATCH BOYS owners' intranet website or the Operations Manual.

In addition to our right to terminate this Agreement, and not in lieu of such right, or any other rights we may have against you, upon a failure to cure any default within the applicable time period (if any), we have the right, but not the obligation, to enter upon the Business premises and exercise complete authority with respect to the operation of the Business until such time as we determine, in our sole discretion that the default has been cured, and you are otherwise in compliance with this Agreement. In the event we exercise the rights described in this Section,

you must pay us a reasonable management fee and reimburse us for all reasonable costs and overhead, if any, incurred in connection with our operation of your Business including, without limitation, costs of personnel for supervising and staffing the Business and their travel and lodging accommodations, plus a 20% service charge. This fee is in addition to the payment of the Royalty and all other fees due under this Agreement during the time we exercise our rights under this Agreement. If we undertake to operate the Business pursuant to this Section, you agree to indemnify and hold us (and our representative(s) and employees) harmless from and against any fines, claims, suits or proceedings that may arise out of our operation of the Business.

Our delay in exercising or failing to exercise any right or remedy under this Agreement or our acceptance of any late or partial payment due hereunder will not constitute a waiver of any of our rights or remedies against you.

D. LIQUIDATED DAMAGES

If we terminate this Agreement based upon your default (or if you purport to terminate this Agreement prior to its expiration), you will pay to us a lump sum (as liquidated damages and not as a penalty) calculated as follows: (x) the greater of the average monthly Royalty Fees or the amounts owed pursuant to section 2.F. of this Agreement and National Marketing Fund Fees that you owed to us under this Agreement for the 12-month period preceding the effective date of termination; multiplied by (y) the lesser of (1) 24 months or (2) the number of weeks remaining in the then-current term of this Agreement. If you have not operated the Business for at least 12 months, then (x) will equal the greater of the average Royalty Fees or the amounts owed pursuant to section 2.F. of this Agreement and National Marketing Fund contributions that you owed to us during the period that you operated the Business. You acknowledge that a precise calculation of the full extent of our damages under these circumstances is difficult to determine and the method of calculation of such damages as set forth in this Section is reasonable. Your payment to us under this Section will be in lieu of any direct monetary damages related to lost future payments of Royalty Fees and National Marketing Fund Fees that we may incur as a result of your default; however, such payment shall be in addition to all amounts owed and/or damages arising under Section 13 of this Agreement, and any attorneys' fees and other costs and expenses to which we are entitled under this Agreement. Except as provided in this Section, your payment of this lump sum shall be in addition to any other right or remedy that we may have under this Agreement or otherwise.

13. POST TERMINATION OBLIGATIONS.

A. PAYMENT OF AMOUNTS OWED TO US.

You promise to pay to us, on the effective date of termination or expiration of this Agreement, or at any later date that the amounts due to us are determined:

1. all Royalties, Referral Fees, promissory note balance(s), Late Report Fees, Late Payment Fees, NSF Fees, Interest Fees, or any other fees, amounts or interest owed to us; and
2. upon termination for any default, the actual and consequential damages, costs, and expenses (including reasonable attorneys' and experts' fees) incurred by us as a result of your default.

The obligation to pay said sums will create a lien in favor of us against any and all of the personal property, furnishings, equipment, signs, fixtures, and inventory of the Business and/or against any moneys we hold or otherwise come to our possession.

Any transferee (or purchaser of all or substantially all of the assets of the Business) shall be liable for payment of these items if you do not timely pay them. Provided, however, the foregoing sentence will not release or discharge you from your obligations to pay us pursuant to this Section and/or to indemnify or reimburse the transferee or purchaser pursuant to the applicable purchase or transfer agreement.

B. MARKS.

Upon the termination or expiration of this Agreement, you promise to:

1. strictly comply with, observe, and abide by all of the post-termination provisions of this Agreement, including those as set forth in Sections 5, 6 and 13.D of this Agreement;
2. neither directly nor indirectly represent to the public that any other business you may then own or operate, is or was operated as, or was in any way connected to, the System;
3. not hold yourself out or advertise in any context that you are a present franchisee or were a former franchisee of ours;
4. immediately refrain from engaging in any business relationship with any contacts with Customers or former Customers of the Business, whether with respect to collection of accounts receivable, providing Services, or for any other purpose whatsoever;
5. assign any and all accounts receivable to us for collection, unless all Royalties and other payment obligations to us are paid in full. In connection with this assignment, you appoint us as attorney-in-fact to engage in these collection activities and you specifically refrain from engaging in any of these collection activities. We promise to employ good faith efforts, including where appropriate in our sole and exclusive judgment the commencement of legal proceedings to collect the accounts receivable. We have no duty or obligation to you to accomplish the collection of such accounts receivable. We will remit to you any of these sums collected after first deducting all moneys owed to us and our costs of collection;
6. immediately cease operation under this Agreement and not operate or do business under any name or in any manner which might tend to give the general public the impression that you are operating a THE PATCH BOYS Business, or any confusingly similar business;
7. take the action required to cancel all DBAs or equivalent registrations relating to your use of any Mark;
8. deliver to us, within seven (7) days, all electronic and hard copies of Customer Information;
9. remove all signage from vehicles and store fronts and deliver to us, within five (5) days, the Operations Manual and all copies thereof, and all proprietary information,

confidential material, Required Software (including the THE PATCH BOYS Software), signs, sign-faces, marketing and advertising materials, forms, uniform patches, decals (or proof of their removal) and other materials containing any Mark or otherwise identifying or relating to a THE PATCH BOYS Business, and allow us, without liability to you or third parties, to remove all of these items from your vehicles and place of business;

10. notify the telephone company and all telephone directory publishers and Internet directory listings (including Google, Yahoo! and others) of the termination or expiration of your right to use any listing, telephone, telecopy, or other numbers and any telephone directory listings associated with any Mark, and authorize the transfer of these numbers and directory listings to us or, at our direction, instruct the telephone company to forward all calls made to your telephone number to numbers we specify. If you fail to do so, we can take whatever action is necessary, on your behalf and consistent with the telephone and other listing agreement attached to this Agreement as Exhibit C, to affect these events;
11. agree to cooperate with us to effectuate any change in telephone numbers or other transfers of our property to us, including the signing of any forms, authorizations or other documents necessary;
12. deliver to us, upon our request, an assignment of any real estate leases for property from which the Business was operated; and
13. deliver to us, within 30 days, evidence that is satisfactory to us of your compliance with each of the foregoing obligations.

C. CONFIDENTIAL INFORMATION.

You promise that, upon termination or expiration of this Agreement, you must immediately cease to use any of our Confidential Information (including any computer software that we have provided or made available to you) in any business or otherwise, return to us all copies of the Operations Manual and other confidential materials that we have loaned to you, and you shall not maintain any copies of any such materials, in whole or part.

D. COVENANT NOT TO COMPETE.

For a period of 18 months from the time of expiration or termination of this Agreement, you and your owners and, if applicable, your Designated General Manager, shall not (a) engage as an owner, shareholder, partner, director, officer, employee, consultant, salesperson, representative, or agent or in any other capacity in any light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement, (b) solicit business from Customers of your former Business or contact any of our suppliers or vendors for any competitive business purpose, or (c) divert or attempt to divert any business or Customer of the Business to any competitor, by direct or indirect inducement or otherwise, or (d) do or perform, directly or indirectly, any other act injurious or prejudicial to the goodwill associated with the Marks or the System or engage in any business relationship with any contacts with Customers or former Customers of the Business,

whether with respect to collection of accounts receivable, or to provide them services, or for any other purpose whatsoever, within:

1. the Territory as defined in this Agreement;
2. the geographic area encompassed by the Territories of any THE PATCH BOYS franchisees, Company Stores, or any other THE PATCH BOYS business operator, as of the date of the termination or expiration of this Agreement; or
3. a geographic area that is contained in a circle having a radius of 100 miles outward from the outside boundary of the Territory as defined in this Agreement.

E. CONTINUING OBLIGATIONS AND OTHER OBLIGATIONS.

All of our and your obligations that expressly or by their nature survive the expiration or termination of this Agreement, will continue in full force and effect subsequent to and notwithstanding its expiration or termination, until they are satisfied in full or by their nature expire.

If, within five (5) days after termination or expiration of this Agreement, you fail to remove all displays of the Marks, we may enter the Business to effect removal. In this event, you agree that you may not file any complaint or action against us for trespass or any other violation or claim, nor shall we be accountable or required to pay for any displays or materials. You agree that this Agreement shall constitute your complete consent to such entry set forth in this Section.

If, within 30 days after termination or expiration, you have not taken all steps necessary to amend or terminate any registration, telephone number, email address, domain name, URL, or filing of any business name or DBA or any other registration or filing containing the Marks or any names and marks which are identified or associated with the Marks and System, you hereby irrevocably appoint us as your true and lawful attorney-in-fact for you, and in your name, place and stead and on your behalf, to take action as may be necessary to amend or terminate all registrations and filings, this appointment being coupled with an interest to enable us to protect the Marks and System. We may, at our discretion, choose to have your telephone numbers, domain names and/or URLs forwarded or directed to us.

You shall permit us to make final inspection of your financial records, books, and other accounting records within eighteen (18) months of the effective date of termination, expiration, or transfer.

Termination or expiration of this Agreement shall not affect, modify or discharge any claims, rights, causes of action or remedies which we may have against you, whether such claims or rights arise before or after termination or expiration, including, without limitation, our rights to receive or collect fees or other amounts payable by you under this Agreement, to enforce the provisions of this Agreement against you, to sue for damages, seek and obtain ex-parte or other injunctive relief, to pursue any other legal or equitable remedy for breach of this Agreement, or otherwise constitute a waiver of any of our other rights upon the occurrence of an event giving rise to our right to terminate. We shall not be obligated following any such termination, expiration or cancellation, to refund any amount previously paid by you under the terms of this Agreement.

You shall, for three (3) years following any termination or expiration of this Agreement, keep us advised of your current business and residence address and telephone numbers, as well as the business address and phone number of your employer and the employer(s) of any of your principal owners.

Upon expiration or termination, you shall allow us, our affiliates and our franchisees to solicit your employees for employment.

You shall not form, adopt or use in connection with, or in the name of, any subsequent business the terms or term “THE PATCH BOYS” or any term confusingly similar to such term or any other term which may have the effect of creating confusion or question regarding his/her affiliation with the System or us.

14. RELATIONSHIP OF THE PARTIES/INDEMNIFICATION.

A. INDEPENDENT CONTRACTORS.

You acknowledge and agree that, under this Agreement; you are and will be an independent contractor of ours. You will not be deemed an employee of ours for any purpose, and no employee of yours will be deemed to be an employee of ours for any purpose, most particularly with respect to any mandated or other insurance coverage, tax, or contributions, or requirements pertaining to withholdings, levied or fixed by any city, state, or federal governmental agency. Nothing in this Agreement will be construed so as to create a partnership, joint venture, or agency. You do not have any power to obligate us for any expenses, liabilities, or other obligations, other than as is specifically provided for in this Agreement. We will not have the power to hire or fire your employees and, except as expressly provided in this Agreement, we may not control or have access to your funds or expenditures, or in any other way exercise dominion or control over the Business.

You promise to identify yourself conspicuously in all dealings with customers, suppliers, public officials, the Business’ employees, and others, and in the manner we prescribe, as the owner of the Business under a franchise agreement that we have awarded and to place notices of independent ownership on the forms, business vehicles, stationery, and advertising, and other materials we require you to use.

B. NO LIABILITY FOR ACTS OF OTHER PARTY.

Neither you nor we will make any express or implied agreements, warranties, guarantees, or representations or incur any debt in the name of or on behalf of the other party, or represent that the relationship between you and us is other than that of franchisor and franchisee. We do not assume any liability, and will not be deemed liable for any agreements, representations, or warranties made by you which are not expressly authorized under this Agreement, for any damages to any person or property which directly or indirectly arise from or relate to your operation of the Business authorized by this Agreement.

C. INDEMNIFICATION.

You promise to protect, defend, and indemnify us, and all of our past, present, and future shareholders, direct and indirect parent companies, subsidiaries, affiliates, officers, directors, employees, attorneys, and designees (the “**Indemnified Parties**”), and hold Indemnified Parties harmless from and against any and all costs and expenses, including attorneys’ fees, court costs, losses, liabilities, damages, claims and demands of every kind or nature on account of any actual

or alleged loss, injury, or damage to any person, firm, or corporation, or to any property arising out of, or in connection with, your operation of the Business.

Under no circumstances will we, or any other Indemnified Party, be required to seek recovery from any insurer or other third party, in order to maintain and recover fully a claim against you. You agree that a failure to pursue recovery against others will in no way reduce or alter the amounts we or another Indemnified Party may recover from you.

D. NO LIABILITY FOR TECHNOLOGY FAILURE.

We are not liable for any direct, incidental, or consequential damages, including but not limited to, lost profits, lost savings or consequential, punitive or incidental damages for any reason whatsoever, including but not limited to any cause arising out of or in any way connected to a technology related problem, such as high speed internet connection, electronic mail, software, website, computer, phone systems and other electronic equipment, or call center.

15. ENFORCEMENT.

A. SEVERABILITY.

Nothing contained in this Agreement will be construed as requiring the commission of any act contrary to law. Whenever there is any conflict between any provision of this Agreement, the THE PATCH BOYS owners' intranet website, or the Operations Manual, and any present or future statute, law, ordinance, or regulation, contrary to which the parties have no legal right to contract, the latter will prevail, but if the provisions of this Agreement, or the Operations Manual thus affected, will be curtailed and limited only if necessary to bring them within the requirements of the law. In the event that any part, article, paragraph, sentence, or clause of this Agreement, the THE PATCH BOYS owners' intranet website, or the Operations Manual, will be held to be indefinite, invalid, or otherwise unenforceable, the indefinite, invalid, or unenforceable provision will be deemed deleted, and the remaining part of this Agreement will continue in full force and effect.

If any covenant in this Agreement which restricts competitive activity is deemed unenforceable by virtue of its scope in terms of area, prohibited business activity, and/or length of time, but would be enforceable by reducing any part or all of the covenant, you and we agree that the covenant will be enforced to the fullest extent permissible under the laws and public policies applied in the jurisdiction whose law is applicable to the validity of the covenant.

If any applicable and binding law or rule of any jurisdiction requires a greater prior notice of termination, or refusal to renew, than this Agreement, the prior notice or other action required by such law or rule will be substituted for the notice requirements of this Agreement. Such modification to this Agreement will be effective only in such jurisdiction and this Agreement will otherwise be enforced as originally made and entered into in all other jurisdictions.

B. WAIVER OF OBLIGATIONS.

Either of us may, by written notice, unilaterally waive or reduce any obligation or restriction of the other party under this Agreement. The waiver or reduction may be revoked at any time, for any reason, on ten (10) days' written notice.

C. FEES AND EXPENSES.

If you are in breach or default of any monetary or non-monetary material obligation under this Agreement or any related agreement between you and us and/or our affiliates, and we engage an attorney to enforce our rights (whether or not formal judicial proceedings are initiated), you must pay all reasonable attorneys' fees, court costs and litigation expenses we incur. If you institute any legal action to interpret or enforce the terms of this Agreement, and your claim in such action is denied or the action is dismissed, we are entitled to recover our reasonable attorneys' fees, and all other reasonable costs and expenses incurred in defending against same, and to have such an amount awarded as part of the judgment in the proceeding.

D. YOU MAY NOT WITHHOLD PAYMENT TO US/RIGHT TO OFFSET.

You promise to not withhold payment of any amount due to us on the grounds of our alleged nonperformance or for any other reason. In the event that you are delinquent on any fees or payments to us, we have the right to offset against any payment obligations or sums we may owe to you to satisfy your delinquent payments in full.

E. RIGHTS OF PARTIES ARE CUMULATIVE.

Your and our rights are cumulative and no exercise or enforcement by either of us of any right or remedy in this Agreement will preclude the exercise or enforcement by that party of any other right or remedy to which it is entitled by law.

F. DISPUTE RESOLUTION PROCEDURES.

1. Internal Dispute Resolution. You must first bring any claim or dispute you have with us and our shareholders, officers, directors, agents and employees to our President, after providing notice as set forth in Section 15.F.4 below. You must exhaust this internal dispute resolution procedure before you may bring your dispute before a third party. This agreement to first attempt resolution of disputes internally shall survive termination or expiration of this Agreement.
2. Mediation. At our option, all claims or disputes between us, our shareholders, officers, directors, agents and employees and you, arising out of, or in any way relating to, this Agreement or any other agreement by and between you and us or our affiliates, or any of the parties' respective rights and obligations arising from such agreement, or the operation of the Business which are not first resolved through the internal dispute resolution procedure set forth in Section 15.F.1 above, must be submitted first to non-binding mediation in Ann Arbor, Michigan under the auspices of the American Arbitration Association ("AAA"), in accordance with AAA's Commercial Mediation Rules then in effect. Before commencing any legal action against us or our shareholders, officers, directors, agents and employees with respect to any such claim or dispute, you must submit a notice to us, which specifies, in detail, the precise nature and grounds of such claim or dispute. We will have a period of thirty (30) days following receipt of such notice within which to notify you as to whether we or our affiliates elects to exercise our option to submit such claim or dispute to mediation. You may not commence any action against us, our shareholders, officers, directors, agents and employees or our affiliates with respect to any such claim or dispute in any court unless we fail to

exercise our option to submit such claim or dispute to mediation, or such mediation proceedings have been terminated as the result of a written declaration of either: (i) the mediator(s) that further mediation efforts are not worthwhile; or (ii) us. We may specifically enforce our rights to mediation. Each party shall bear its own cost of mediation and you and we shall share mediation costs equally. This agreement to mediate shall survive any termination or expiration of this Agreement.

- a. We shall not be required to first attempt to mediate a controversy, dispute, or claim as set forth in this Section 15.F.2 if such controversy, dispute, or claim concerns an allegation that you have violated (or threaten to violate, or pose an imminent risk of violating):
 - i. Any federally protected intellectual property rights in the Marks, the System, trade secrets, or Confidential Information;
 - ii. Any claims pertaining to or arising out of any warranty issue;
 - iii. Any of the restrictive covenants contained in this Agreement; or
 - iv. Any claims arising out of or related to fraud or misrepresentation by you or your insolvency.
3. Selection of Venue. Nothing contained in this Agreement shall prevent us from applying to and obtaining from any court having jurisdiction a writ of attachment, a temporary injunction, preliminary injunction and/or other emergency relief available to safeguard and protect our interests. The parties expressly agree to the exclusive jurisdiction and venue of any court of general jurisdiction in Washtenaw County, Michigan or the United States District Court for the Eastern District of Michigan. You acknowledge that this Agreement has been entered into in the State of Michigan, and that you are to receive valuable and continuing services emanating from our headquarters in Ann Arbor, Michigan, including but not limited to training, assistance, support and the development of the System. In recognition of such services and their origin, you hereby irrevocably consent to the personal jurisdiction of the state and federal courts of the State of Michigan as set forth above and waive any objection you may have to either the jurisdiction or venue in such court. In the event that you file an action in any forum or jurisdiction in violation of this Section 15.F.3, you shall pay our costs and fees, including our reasonable attorneys' fees, in connection with any efforts to order the dispute to the proper forum or jurisdiction.
4. Prior Notice of Claims. As a condition precedent to commencing an action for damages or for violation or breach of this Agreement, you must notify us within 30 days after the occurrence of the violation or breach, and failure to timely give such notice shall preclude any claim for damages.
5. Third Party Beneficiaries. Our officers, directors, shareholders, agents and/or employees are express third party beneficiaries of the provisions of this Agreement, including the mediation provision set forth in this Section 15.F, each having

authority to specifically enforce the right to mediate/litigate claims asserted against such person(s) by you.

G. INJUNCTIVE RELIEF.

Nothing in this Agreement shall prevent us from seeking to obtain injunctive relief, without posting a bond, against threatened conduct that will cause us loss or damages, under the usual equity rules, including the applicable rules for obtaining restraining orders and preliminary and permanent injunctions. If injunctive relief is granted, your only remedy will be the court's dissolution of the injunctive relief. If the injunctive relief was wrongfully issued, you expressly waive all claims for damages you incur as a result of the wrongful issuance.

H. CHOICE OF LAW.

Except to the extent governed by the United States Trademark Act of 1946 (Lanham Act, 15 U.S.C. Sections 1051 et seq.) or other federal law, this Agreement shall be interpreted under the laws of the State of Michigan, and any dispute between the parties shall be governed by and determined in accordance with the substantive laws of the State of Michigan, which laws shall prevail in the event of any conflict of law.

I. WAIVER OF PUNITIVE DAMAGES, JURY TRIAL AND CLASS ACTIONS.

You hereby waive to the fullest extent permitted by law, any right to or claim for any punitive, exemplary, incidental, indirect, special or consequential damages (including, without limitation, lost profits) against us arising out of any cause whatsoever (whether such cause be based in contract, negligence, strict liability, other tort or otherwise) and agree that in the event of a dispute, that your recovery is limited to actual damages. If any other term of this Agreement is found or determined to be unconscionable or unenforceable for any reason, the foregoing provisions shall continue in full force and effect, including, without limitation, the waiver of any right to claim any consequential damages.

THE PARTIES HEREBY AGREE TO WAIVE TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM, WHETHER AT LAW OR EQUITY, REGARDLESS OF WHICH PARTY BRINGS SUIT. THIS WAIVER WILL APPLY TO ANY MATTER WHATSOEVER BETWEEN THE PARTIES HERETO WHICH ARISES OUT OF OR IS RELATED IN ANY WAY TO THIS AGREEMENT, THE PERFORMANCE OF EITHER PARTY, AND/OR YOUR PURCHASE FROM US OF THE FRANCHISE AND/OR ANY GOODS OR SERVICES. THE PARTIES AGREE THAT ALL PROCEEDINGS ARISING OUT OF OR RELATED TO THIS AGREEMENT, OR THE SALE OF THE THE PATCH BOYS BUSINESS, WILL BE CONDUCTED ON AN INDIVIDUAL, NOT A CLASS-WIDE BASIS, AND THAT ANY PROCEEDING BETWEEN YOU, YOUR OWNERS AND US OR OUR AFFILIATES/OFFICERS/EMPLOYEES MAY NOT BE CONSOLIDATED WITH ANY OTHER PROCEEDING BETWEEN US AND ANY OTHER THIRD PARTY.

J. BINDING EFFECT.

This Agreement is binding upon us and you and will inure to the benefit of the parties identified in the Agreement and their respective executors, administrators, heirs, assigns, and successors in interest and may not be modified, except by a written agreement signed by you and us.

K. LIMITATIONS OF CLAIMS.

Except for claims arising from your non-payment or underpayment of amounts you owe us under this Agreement, any and all claims arising out of or relating to this Agreement or our relationship with you will be barred unless a judicial proceeding is commenced within one (1) year from the date on which the party asserting the claim knew or should have known of the facts giving rise to the claim. You hereby waive the right to obtain any remedy based on alleged fraud, misrepresentation, or deceit by us, including, without limitation, rescission of this Agreement, in any mediation, judicial, or other adjudicatory proceeding arising hereunder, except upon a ground expressly provided in this Agreement, or pursuant to any right expressly granted by any applicable statute expressly regulating the sale of franchises, or any regulation or rules promulgated thereunder.

L. CONSTRUCTION AND INTEGRATION.

This Agreement and all exhibits to this Agreement constitute the entire agreement between the parties and supersede any and all prior negotiations, understandings, representations or inducements, and agreements. Nothing in this or in any related agreement, however, is intended to disclaim the representations we made in the franchise disclosure document that we furnished to you. You acknowledge that you are entering into this Agreement as a result of your own independent investigation of our THE PATCH BOYS Business and not as a result of any representations about us made by our shareholders, officers, directors, employees, agents, representatives, independent contractors, or franchisees that are contrary to the terms set forth in this Agreement, or in any disclosure document, prospectus, or other similar document required or permitted to be given to you pursuant to applicable law.

You agree that no modifications of this Agreement (except those specifically authorized herein) shall be effective except those in writing and signed by both parties. You acknowledge that you have not received any express or implied representations or warranties regarding the sales, earnings, income, profits, gross revenues, business or financial success, value of the franchise, provided by us or our representatives or any other matters pertaining to the franchise from us or any of our officers, employees or agents that were not contained in this Agreement or the Franchise Disclosure Document received by you (hereinafter “**Representations**”). You further acknowledge that if you had received any such Representations, you would not have executed this Agreement, and you would have: (a) promptly notified us in writing of the person or persons making such Representations; and (b) provided to us a specific written statement detailing the Representations made. You acknowledge that we justifiably have relied on your representations made before the execution of this Agreement. Nothing in this Agreement is intended, nor is deemed, to confer any rights or remedies upon any person or legal entity not a party to this Agreement.

Except where this Agreement expressly obligates us reasonably to approve or not unreasonably to withhold our approval of any of your actions or requests, we have the absolute right, in our sole discretion, to refuse any request you make or to withhold our approval of any of your proposed initiated or effected actions that require our approval.

The headings of the sections and paragraphs in this Agreement are for convenience only and do not define, limit, or construe the contents of such sections or paragraphs.

References in this Agreement to “we,” “us,” and “our,” with respect to all of our rights and all of your obligations to us under this Agreement, will be deemed to include any of our affiliates

with whom you deal. The term “affiliate,” as used in this Agreement with respect to you or us, means any person or entity directly or indirectly owned or controlled by, under common control with, or owning or controlling you or us. For purposes of this definition, “control” means the power to direct or cause the direction of management and policies.

If two (2) or more persons are the franchisee under this Agreement, their obligation and liability to us will be joint and several.

This Agreement may be signed in multiple copies, each of which will be deemed an original.

M. COMPLIANCE WITH OTHER LAWS.

You must comply with all national, state, and local laws and regulations that apply. You are solely responsible for investigating and complying with these laws.

N. WAIVERS.

We will not be deemed to have waived our right to demand exact compliance with any of the terms of this Agreement, even if at any time: (a) we do not exercise a right or power available to us under this Agreement; (b) we do not insist on your strict compliance with the terms of this Agreement; (c) there develops a custom or practice which is at variance with the terms of this Agreement; or (d) we do not demand payments which are otherwise due to us under this Agreement. Similarly, our waiver of any particular breach or series of breaches under this Agreement or of any similar term in any other agreement between you and us or between us and any other franchise owner, will not affect our rights with respect to any later breach by you or anyone else.

O. EFFECTIVE DATE AND LOCATION OF AGREEMENT.

This Agreement shall not be effective until accepted by us as evidenced by dating and signing by an officer of us and the place of execution of this Agreement shall be the State of Michigan.

P. DAYS.

Unless otherwise specifically stated in this Agreement, the term “days” shall refer to calendar days.

Q. ADDITIONAL DOCUMENTATION.

You must from time to time, subsequent to the date first set forth above, at our request and without further consideration, execute and deliver such other documentation or agreement and take such other action as we reasonably may require in order to effectuate the transactions contemplated herein. In the event that you fail to comply with the provisions of this Section, you hereby appoint us as your attorney-in-fact to execute any and all documents on your behalf that are reasonably necessary to effectuate the transactions contemplated herein.

R. FORCE MAJEURE.

Neither you nor us or our affiliates will be liable for loss or damage or deemed to be in breach of this Agreement or any related agreement if that party’s failure to perform its obligations is not the fault nor within the reasonable control of that person due to perform but results from, without limitation, fire, flood, natural disasters, acts of God, governmental acts or orders, or civil

disorders. Any delay resulting from any such cause will extend the time of performance for the period of such delay or for such other reasonable period of time as the parties agree in writing or will excuse performance, in whole or in part, as we deem reasonable.

S. ANTI-TERRORIST ACTIVITIES.

You certify that neither you, nor your owners, principals, employees or anyone associated with you are listed in the Annex to Executive Order 13224 (the “Annex”). You agree not to hire or have any dealings with a person listed in the Annex. You certify that you have no knowledge or information that, if generally known, would result in you, your owners, principals, employees, or anyone associated with you being listed in the Annex. You agree to comply with and/or assist us to the fullest extent possible in our efforts to comply with the Anti-Terrorism Laws (as defined below). In connection with such compliance, you certify, represent, and warrant that none of your property or interests are subject to being “blocked” under any of the Anti-Terrorism Laws and that you and your owners or principals are not otherwise in violation of any of the Anti-Terrorism Laws. You are solely responsible for ascertaining what actions must be taken by you to comply with all such Anti-Terrorism Laws, and you specifically acknowledge and agree that your indemnification responsibilities as provided in Section 14.C of this Agreement pertain to your obligations under this Section. Any misrepresentation by you under this Section or any violation of the Anti-Terrorism Laws by you, your owners, principals or employees will constitute grounds for immediate termination, upon notice, of this Agreement and any other agreement you have entered into with us or one (1) of our affiliates in accordance with the terms of Section 12 of this Agreement. As used herein, “Anti-Terrorism Laws” means Executive Order 13224 issued by the President of the United States, the Terrorism Sanctions Regulations (Title 31, Part 595 of the U.S. Code of Federal Regulations), the Foreign Terrorist Organizations Sanctions Regulations (Title 31, Part 597 of the U.S. Code of Federal Regulations), the Cuban Assets Control Regulations (Title 31, Part 515 of the U.S. Code of Federal Regulations), the USA PATRIOT Act, and all other present and future federal, state and local laws, ordinances, regulations, policies lists and any other requirements of any Governmental Authority (including without limitation, the United States Department of Treasury Office of Foreign Assets Control) addressing or in any way relating to terrorist acts and acts of war.

16. NOTICES AND PAYMENTS.

Any notice, report, payment, or other communication that is required to be delivered by the provisions of this Agreement, will be in writing and will be deemed to be delivered:

1. at the time of hand delivery;
2. at the time delivered via computer transmission (electronically verified and absent a notice of non-delivery) and, in the case of Royalty and other due fees, at the time we actually debit your account;
3. one (1) business day after transmission by telecopy, facsimile, or other electronic system;
4. one (1) business day after being placed in the hands of a commercial courier service for next business day delivery; or
5. five (5) business days after placement in the United States mail by registered or certified mail, return receipt requested, postage prepaid.

All communications are to be addressed to the party to be notified at its most current principal business address. Both you and we agree to immediately notify the other of any change in address. Any required payment or report that we do not actually receive during regular business hours on the date due will be deemed delinquent.

17. YOUR AFFIRMATIONS.

In awarding this THE PATCH BOYS Business, we are relying upon your statements, as affirmed by your initials to the left of each statement, that:

____ The Managing Owner or, if applicable, the Designated General Manager, shall devote his/her full-time best efforts to the development and management of your Business. At least one (1) Managing Owner or Designated General Manager will operate the Business on a full-time basis.

____ We have not made, nor have you relied on, any representation as to the past or future sales, volume or potential profitability, earnings or income of the Business, or any other Business, other than the information provided in our franchise disclosure document.

____ You have had the opportunity, and have been encouraged by us, to independently investigate and analyze both the THE PATCH BOYS franchise opportunity and the terms and provisions of this Agreement by contacting any and all of our franchise owners and by utilizing the services of attorneys, accountants, or other advisors as you deem to be necessary.

____ You are not relying on any representation or statement that we have made, regarding the anticipated income, earnings and growth of THE PATCH BOYS, the System, or the viability of the THE PATCH BOYS franchise opportunity.

____ Like any other business, the nature of the business conducted by Businesses may, and probably will, evolve over time.

____ Your abilities and efforts are vital to the success of the Business.

____ Continually securing new Customers is necessary to the Business and requires you to make consistent and repeated marketing and advertising efforts through a variety of mediums.

____ We have certain rights reserved to us to own and operate THE PATCH BOYS Businesses, to franchise or franchise others to operate THE PATCH BOYS Businesses, and to otherwise use the System, Marks, know-how, techniques, and procedures, including (without limitation) those expressly set forth in of this Agreement.

____ We may sell our assets, Marks, or the System, outright to a third party; may go public; may engage in a private placement of some or all of our securities; may merge, acquire other corporations; may undertake a re-financing, re-capitalization, leverage buyout or other economic or financial restructuring; and with regard to any or all of the above sales, assignments, and dispositions, you expressly and agree to provide reasonable closing certificates and other documentation as reasonably requested by us to conclude the transaction, and specifically waive any claims, demands, or damages arising from or related to the loss of said Marks (or any variations of them) and/or the loss of association with or identification of PATCH BOYS International, LLC, as the franchisor of this Agreement.

____ The covenants not to compete set forth in this Agreement are fair and reasonable, and will not impose any undue hardship on you, since you have other considerable skills,

experience, and education which will afford you the opportunity to derive income from other endeavors.

____ All information that you have set forth in any and all applications, financial statements, and submissions to us is true, complete, and accurate in all respects, and you expressly acknowledge that we are relying upon the truthfulness, completeness, and accuracy of this information.

18. REPRESENTATIONS.

NO SALESPERSON, REPRESENTATIVE OR OTHER PERSON HAS THE AUTHORITY TO BIND OR OBLIGATE US EXCEPT OUR AUTHORIZED OFFICER BY A WRITTEN DOCUMENT. YOU ACKNOWLEDGE THAT NO REPRESENTATIONS, PROMISES, INDUCEMENTS, GUARANTEES OR WARRANTIES OF ANY KIND WERE MADE BY US OR ON OUR BEHALF THAT HAVE LED YOU TO ENTER INTO THIS AGREEMENT. YOU UNDERSTAND THAT WHETHER YOU SUCCEED AS A FRANCHISEE IS DEPENDENT UPON YOUR EFFORTS, BUSINESS JUDGMENTS, THE PERFORMANCE OF YOUR EMPLOYEES, MARKET CONDITIONS AND VARIABLE FACTORS BEYOND OUR CONTROL OR INFLUENCE. YOU FURTHER UNDERSTAND THAT SOME FRANCHISEES ARE MORE OR LESS SUCCESSFUL THAN OTHER FRANCHISEES AND THAT WE HAVE MADE NO REPRESENTATION THAT YOU WILL DO AS WELL AS ANY OTHER FRANCHISEE.

THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF THIS AGREEMENT, WITH ALL BLANKS COMPLETED AND WITH ANY AMENDMENTS AND EXHIBITS, AT LEAST SEVEN (7) CALENDAR DAYS PRIOR TO EXECUTION OF THIS AGREEMENT. IN ADDITION, THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF OUR FRANCHISE DISCLOSURE DOCUMENT AT LEAST 14 CALENDAR DAYS PRIOR TO THE EXECUTION OF THIS AGREEMENT OR YOUR PAYMENT OF ANY MONIES TO US, REFUNDABLE OR OTHERWISE.

YOU ACKNOWLEDGE THAT WE HAVE RECOMMENDED, AND THAT YOU HAVE HAD THE OPPORTUNITY TO OBTAIN, REVIEW THIS AGREEMENT AND OUR FRANCHISE DISCLOSURE DOCUMENT BY YOUR LAWYER, ACCOUNTANT OR OTHER BUSINESS ADVISOR PRIOR TO EXECUTION HEREOF.

EACH OF THE UNDERSIGNED PARTIES WARRANTS THAT IT HAS THE FULL AUTHORITY TO SIGN AND EXECUTE THIS AGREEMENT. IF YOU ARE A PARTNERSHIP, CORPORATION, OR LIMITED LIABILITY COMPANY, THE PERSON EXECUTING THIS AGREEMENT ON BEHALF OF SUCH PARTNERSHIP, CORPORATION, OR LIMITED LIABILITY COMPANY WARRANTS TO US, BOTH INDIVIDUALLY AND IN HIS CAPACITY AS PARTNER, OFFICER, OR MANAGER/MEMBER THAT ALL OF THE PARTNERS OF THE PARTNERSHIP, ALL OF THE SHAREHOLDERS OF THE CORPORATION, OR ALL OF THE MANAGERS/MEMBERS OF THE LIMITED LIABILITY COMPANY, AS APPLICABLE, HAVE READ AND APPROVED THIS AGREEMENT, INCLUDING ANY RESTRICTIONS WHICH THIS AGREEMENT PLACES UPON RIGHTS TO TRANSFER THEIR INTEREST IN THE PARTNERSHIP, CORPORATION, OR LIMITED LIABILITY COMPANY.

IN WITNESS WHEREOF, the parties hereto have signed and delivered this Agreement on the date stated on the first page hereof.

FRANCHISOR:

By: _____

Name: _____

Title: _____

FRANCHISEE:

By: _____

Name: _____

Title: _____

OWNERS

[NAME], Individually

[NAME], Individually

EXHIBIT A TO THE FRANCHISE AGREEMENT

FRANCHISE MANAGEMENT SOFTWARE LICENSE AGREEMENT

Franchisor grants a renewable license (“License”) to Licensee, upon the terms included in this Agreement and subject to all the terms of a Franchise Agreement between Franchisor and Licensee signed concurrently with this Agreement.

Licensee shall, during the term of this Agreement and upon the start of their THE PATCH BOYS franchised business, pay Franchisor a monthly usage/support/upgrade fee. The amount of this fee may change periodically at the discretion of Franchisor. Failure to make any payment shall result in the immediate termination of this License.

TERMS AND CONDITIONS

1. **License Grant:** Franchisor grants to Licensee a renewable License to use the THE PATCH BOYS Franchise Management Software System (“Product” or “THE PATCH BOYS Software”), and all subsequent upgrades, on Licensee’s computer. This License does not extend to other parties, even if they use the same computer. Franchisor reserves the right to issue new modules, which may be separately licensed.
2. **Title:** Title to the Product shall remain with Franchisor.
3. **Term:** This License is a quarterly license. It shall automatically renew each quarter and shall remain in effect throughout the term of the Franchise Agreement between Franchisor and Licensee.
4. **Copies and Listings:** The Licensee shall not copy or reverse-engineer the Product in whole or in part, nor shall it permit other parties to do so.
5. **Protection of Product:** Licensee agrees not to make available to any party the Product or any of its parts. Licensee agrees to take appropriate action with its employees and any other parties to obtain assurances of non-disclosure consistent with this Agreement.

Licensee recognizes that the Product is Franchisor’s copyrighted property, represents a large investment of human and financial resources by Franchisor, is a trade secret of Franchisor, and is confidential information. Licensee agrees to keep the Product, and all related materials, confidential. Licensee will use its best efforts, including any reasonable security precautions as Franchisor may request, to insure that the proprietary rights of Franchisor are preserved to the fullest extent possible under the law. In addition to the right to terminate this Agreement, Franchisor shall be entitled to seek appropriate injunctive relief in the event of any violation of the confidentiality of its copyrighted materials, and to bring an action at law where appropriate.

6. **Assignment and Sub-Licensing:** This License shall not be assigned or sub-licensed by Licensee, except with the prior, specific written consent of Franchisor.

7. **Warranty:** Franchisor warrants that the Product, when delivered to Licensee, shall be free from material defects and shall conform to the program documentation. Licensee acknowledges that the Product is of a complexity that it may have certain defects when delivered. Licensee agrees that the sole liability of Franchisor shall be to correct program errors in the Product, and not to correct problems due to the hardware upon which the Product is operated, interaction with other non-standard software, or incorrect handling or employment of the Product by Licensee. All warranties extend only to the Licensee.

THE ABOVE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, STATUTORY OR OTHERWISE, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

8. **Limitation of Liability; Limitation of Actions:** FRANCHISOR SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO LOST PROFITS FROM ANY CAUSE ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE PRODUCT, NOR FOR ANY CLAIM OR DEMAND BY OR AGAINST LICENSEE. No action arising out of the transactions under this Agreement may be brought by either party more than one (1) year after the cause of action has occurred. Additionally, any cause of action for improper use, transfer, sub-licensing, or disclosure of the Product or materials may be brought within one (1) year of the date when Franchisor shall have actual knowledge thereof. In the event Franchisor must institute suit to enforce the terms and conditions of this Agreement, Licensee shall pay reasonable attorneys' fees and costs incurred by Franchisor.
9. **Termination by Franchisor:** The parties agree that any of the following events shall be considered to be a default under the terms of this Agreement, shall entitle Franchisor to terminate this Agreement, and shall authorize Franchisor to immediately terminate Licensee's access to the Product:
- a. Failure to maintain the Franchise Agreement between Franchisor and Licensee in good standing;
 - b. Failure to make payments of any kind to Franchisor in full or on time;
 - c. Failure to comply with any covenants or agreements herein;
 - d. Licensee's disposing of, licensing, or transferring the Product, other than strictly in accordance with the terms of this Agreement.
 - e. Upon termination of this Agreement, Licensee shall immediately deliver to Franchisor all Products, and copies of Products, and related materials in its possession, and shall not maintain any copies of any of these materials, in whole or part, for itself.
10. **Miscellaneous:** In the event that any part of this Agreement shall be found to be unenforceable, these findings shall not invalidate the other parts of this Agreement. This Agreement expresses the entire understanding of the parties with respect to the subject matter herein, all promises, undertakings, representations, agreements and arrangements with reference to the subject matter of this Agreement. This Agreement shall be construed in accordance with the laws of the State of Michigan, and shall be deemed to have been

made in the State of Michigan. This Agreement may not be modified, except by a written agreement signed by Franchisor and Licensee.

FRANCHISOR

LICENSEE

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

EXHIBIT B
TO THE FRANCHISE AGREEMENT
TELEPHONE AND OTHER LISTING AGREEMENT

In accordance with the terms of the Franchise Agreement between FRANCHISOR and FRANCHISEE signed concurrently with this Agreement, under which FRANCHISOR granted FRANCHISEE the right to own and operate a franchised business (the “Franchised Business”), FRANCHISEE, for value received, hereby agrees with FRANCHISOR that all of FRANCHISEE’S right, title, and interest in and to those certain telephone numbers and regular, classified, or other telephone directory listings, domain names, internet directory listings or rights and/or URLs (collectively, the “Telephone Numbers and Listings”) associated with FRANCHISOR’S trade and service marks and used periodically in connection with the operation of the Franchised Business, shall be promptly transferred to the FRANCHISOR, upon termination or expiration of the Franchise Agreement.

Upon termination or expiration of the Franchise Agreement (without renewal or extension), it is agreed and acknowledged that as between FRANCHISOR and FRANCHISEE, title or interest in the Telephone Numbers and Listings, directly or indirectly, will be assigned to the FRANCHISOR. Further, the FRANCHISEE will not seek to utilize, directly or indirectly, call forwarding messages of any nature, or otherwise seek to take advantage of the goodwill and/or marketing advantage associated with the Telephone Numbers and Listings. It is further agreed and understood, FRANCHISEE will remain liable to the telephone company or other vendor for all past due fees owing to the telephone company or other vendor on or before the effective date of the cancellation hereunder.

FRANCHISEE appoints FRANCHISOR as FRANCHISEE’S true and lawful attorney-in-fact to direct the Telephone Company or other vendor to assign the Telephone Number and Listings, and sign any necessary documents and take any actions as may be necessary to effectuate the assumption.

The parties further agree that if the telephone company or other vendor requires that the parties sign any change forms or other documentation at the time of transfer, FRANCHISOR’S execution of the forms or documentation will effectuate FRANCHISEE’S consent and agreement to the change. The parties finally agree they will perform these acts and sign and deliver the documents as may be necessary to assist in or accomplish the transfer described herein, upon termination or expiration of the Franchise Agreement.

FRANCHISOR

By: _____

Name: _____

Title: _____

FRANCHISEE

By: _____

Name: _____

Title: _____

EXHIBIT C
TO THE FRANCHISE AGREEMENT

ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZATION
AUTOMATIC DEBIT OF AMOUNT DUE TO FRANCHISOR

PATCH BOYS International, LLC (“THE PATCH BOYS” or “Franchisor”)) is hereby authorized to charge the below account, owned by _____ (“Franchisee”) by way of Automated Clearing House (“ACH”) debit for the amount due THE PATCH BOYS by Franchisee pursuant to the terms of the Franchise Agreement signed by and between THE PATCH BOYS and Franchisee, for the month preceding the debit (the “Due Date”). As the amount due THE PATCH BOYS may vary on each Due Date, THE PATCH BOYS is authorized to transfer amounts from Franchisee’s Account, which amounts are subject to change, without prior notice to Franchisee.

Franchisee may terminate this authorization by giving not less than three (3) days’ notice to PATCH BOYS International, LLC in writing, Attn: Controller, at 731 Fairfield Court, Ann Arbor, MI 48108.

Both THE PATCH BOYS and Franchisee agree to be bound by the operating rules of the National Automated Clearing House Association (“NACHA”).

Franchisee Bank Information

Bank Name	
Bank Address	
Account Name	
ABA Routing Number	
Account Number	

FRANCHISEE

[Insert entity name]

By: _____

Date: _____

[insert name of signatory]

EXHIBIT D
TO
FRANCHISE AGREEMENT

PERSONAL GUARANTY AND GUARANTY OF SPOUSES

NOTE: IF FRANCHISEE IS A CORPORATION, EACH OF FRANCHISEE'S SHAREHOLDERS AND THEIR SPOUSES MUST EXECUTE THE FOLLOWING UNDERTAKING. IF FRANCHISEE IS A PARTNERSHIP, EACH OF FRANCHISEE'S GENERAL PARTNERS AND THEIR SPOUSES MUST EXECUTE THE FOLLOWING UNDERTAKING. IF FRANCHISEE IS A LIMITED LIABILITY COMPANY, EACH OF FRANCHISEE'S MEMBERS AND MANAGERS AND THEIR SPOUSES MUST EXECUTE THE FOLLOWING UNDERTAKING.

ARTICLE I
PERSONAL GUARANTY

The undersigned persons (individually and collectively "you") hereby represent to PATCH BOYS International, LLC ("Franchisor") that you are all of the shareholders of, or all of the general partners of, or all of the members and managers of, or the spouse of any such shareholder, general partner, or member or mager of Franchisee, as the case may be. In consideration of the grant by Franchisor to the Franchisee as herein provided, each of you hereby agree, in consideration of benefits received and to be received by each of you, jointly and severally, and for yourselves, your heirs, legal representatives and assigns, to be firmly bound by all of the terms, provisions and conditions of the foregoing Franchise Agreement, and any other agreement between Franchisee and Franchisor and/or its affiliates, and do hereby unconditionally guarantee the full and timely performance by Franchisee of each and every obligation of Franchisee under the aforesaid Franchise Agreement or other agreement between Franchisor and Franchisee, including, without limitation, any indebtedness of Franchisee arising under or by virtue of the aforesaid Franchise Agreement and that you (jointly and individually) will not permit or cause any change in the percentage of Franchisee owned, directly or indirectly, by any person, without first obtaining the written consent of Franchisor prior to said proposed transfer, which consent must not be unreasonably withheld, and without first paying or causing to be paid to Franchisor the Transfer Fee provided for in said Franchise Agreement, if applicable, and without otherwise complying with the transfer provisions of the foregoing Franchise Agreement. You further agree to be bound by the in-term and post-term covenants against competition of the aforesaid Franchise Agreement.

ARTICLE II CONFIDENTIALITY

During the term of this Agreement, you will receive information which Franchisor considers a trade secret and confidential information (“Confidential Information”). You will not, during the term of this Agreement or thereafter, communicate, divulge, or use for the benefit of any other person, partnership, association, corporation, or limited liability company any Confidential Information including, without limitation, operating procedures, customer lists, sources of supply, supplier contracts, advertising materials, copyrighted materials, equipment specifications, any information contained in the Operations Manual, trade secrets, copyrighted materials, and other methods, techniques and know-how concerning the operation of the Franchised Business which may be communicated to you or of which you may be apprised by virtue of your relationship with Franchisee and role as a Guarantor of the Franchise Agreement.

ARTICLE III NON-COMPETITION

1. **During the Term of the Franchise Agreement.** During the term of this Franchise Agreement, you shall not:
 - a. Engage as an owner, partner, shareholder, director, officer, employee, consultant, agent, or in any other capacity in any other business offering light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement services that are the same as or similar to the services sold by the THE PATCH BOYS Business (except for other franchises or authorizations we enter into with you;
 - b. Use our Confidential Information, System, THE PATCH BOYS owners’ intranet website, Operations Manual, Marks, Customer lists, Customer Information, trade secrets, trade dress, proprietary knowledge, or know-how, or any colorable imitations, in the design, development, or operation of any business other than the Business franchised hereunder, unless specifically authorized by us;
 - c. Employ or seek to employ any person who is at that time employed by us, our affiliates or any other THE PATCH BOYS Business, or otherwise directly or indirectly induce or seek to induce such person to leave his or her employment thereat; or
 - d. Divert or attempt to divert any business or customer of the Business to any competitor, by direct or indirect inducement or otherwise, or do or perform, directly or indirectly, any other act injurious or prejudicial to the goodwill associated the Marks or the System.

2. **After the Term of the Franchise Agreement.** For a period of 18 months from the time of expiration or termination of this Agreement, you and your owners and, if applicable, your Designated General Manager, shall not: (a) engage as an owner, shareholder, partner, director, officer, employee, consultant, salesperson, representative, or agent or in any other capacity in any business offering light restoration and reconstruction services including the installation or repair of drywall, plaster, ceiling treatments, and ancillary services including but not limited to painting or trim replacement services, (b) employ or seek to employ any person who is at that time employed by us, our affiliates or any other THE PATCH BOYS franchisee, or otherwise directly or indirectly induce or seek to induce such person to leave his or her employment thereat, (c) solicit business from Customers of your former Business or contact any of our supplies or vendors for any competitive business purpose, or (d) divert or attempt to divert any business or Customer of the Business to any competitor, by direct or indirect inducement or otherwise, or do or perform, directly or indirectly, any other act injurious or prejudicial to the goodwill associated with the Marks or the System or engage in any business relationship with any contacts with Customers or former Customers of the Business, whether respect to collection of accounts receivable, or to provide them services, or for any other purpose whatever, within:
- e. The Territory defined in the Franchise Agreement;
 - f. The geographic area encompassed by the Territories of any THE PATCH BOYS franchisees, Company Stores, or any other THE PATCH BOYS business operator, as of the date of the termination or expiration of the Franchise Agreement; or
 - g. A geographic area that is contained in a circle having a radius of 100 miles outward from the outside boundary of the Territory as defined in the Franchise Agreement.

- 2) **Intent and Enforcement.** It is the parties' intent that the provisions of this Article III be judicially enforced to the fullest extent permissible under applicable law. Accordingly, the parties agree that any reduction in scope or modification of any part of the noncompetition provisions contained herein will not render any other part unenforceable. In the event of the actual or threatened breach of this Article III by you, any of your principals, or any members of their immediate family, Franchisor will be entitled to an injunction restraining such person from any such actual or threatened breach. You agree that in the event of the actual or threatened breach of this Article III, Franchisor's harm will be irreparable and that Franchisor has no adequate remedy at law to prevent such harm. You acknowledge and agree that each of you has previously worked or been gainfully employed in other careers and that the provisions of this Article III in no way prevent you from earning a living. You further acknowledge and agree that the time limitation of this Article III will be tolled during any default under this Personal Guaranty.

ARTICLE IV

DISPUTE RESOLUTION

- 1) **Acknowledgment.** You acknowledge that this Personal Guaranty is not a franchise agreement and does not confer upon you any rights to use the Franchisor's Proprietary Marks or its system.
- 2) **Governing Law.** This Personal Guaranty will be deemed to have been made in and governed by the laws of the State of Michigan (without reference to its conflict of laws principals).
- 3) **Internal Dispute Resolution.** You must first bring any claim or dispute arising out of or relating to the Franchise Agreement or this Personal Guaranty to Franchisor's President. You agree to exhaust this internal dispute resolution procedure before bringing any dispute before a third party. This agreement to engage in internal dispute resolution first will survive the termination or expiration of this Agreement.
- 4) **Mediation.** At Franchisor's option, all claims or disputes between you and Franchisor arising out of, or in any way relating to, this Personal Guaranty or the Franchise Agreement or any other agreement by and between you and the Franchisor, or any of the parties' respective rights and obligations arising from such agreements must be submitted first to non-binding mediation, in Ann Arbor, Michigan under the auspices of the American Arbitration Association ("AAA"), in accordance with AAA's Commercial Mediation Rules then in effect. Before commencing any legal action against Franchisor or its affiliates with respect to any such claim or dispute, you must submit a notice to Franchisor, which specifies, in detail, the precise nature and grounds of such claim or dispute. Franchisor will have a period of 30 days following receipt of such notice within which to notify you as to whether Franchisor or its affiliates elects to exercise its option to submit such claim or dispute to mediation. You may not commence any action against Franchisor or its affiliates with respect to any such claim or dispute in any court unless Franchisor fails to exercise its option to submit such claim or dispute to mediation, or such mediation proceedings have been terminated either: (i) as the result of a written declaration of the mediator(s) that further mediation efforts are not worthwhile; or (ii) as a result of a written declaration by Franchisor. Franchisor's rights to mediation, as set forth herein, may be specifically enforced by Franchisor. Each party will bear its own cost of mediation and the parties will share the cost of mediator. This agreement to mediate at our option will survive the termination or expiration of the Franchise Agreement.
 - a) The parties will not be required to first attempt to mediate a controversy, dispute, or claim through mediation as set forth in this Section IV if such controversy, dispute, or claim concerns an allegation that a party has violated (or threatens to violate, or poses an imminent risk of violating):
 - (1) Any federally protected intellectual property rights in the Proprietary

Marks, the System, or in any Confidential Information;

(2) Any claims arising out of or pertaining to any warranty issued; or

(3) Any of the restrictive covenants contained in this agreement.

- 5) **Third Party Beneficiaries.** Franchisor's officers, directors, shareholders, agents and/or employees are express third party beneficiaries of the Franchise Agreement and this Personal Guaranty, and the mediation provisions contained herein, each having authority to specifically enforce the right to mediate and arbitrate claims asserted against such person(s) by you.
- 6) **Injunctive Relief.** Nothing contained in this Personal Guaranty will prevent Franchisor from applying to or obtaining from any court having jurisdiction, without bond, a writ of attachment, temporary injunction, preliminary injunction and/or other emergency relief available to safeguard and protect Franchisor's interest prior to the filing of any mediation proceeding or pending the trial or handing down of a decision or award pursuant to any mediation or judicial proceeding conducted hereunder.
- 7) **Jurisdiction and Venue.** With respect to any proceeding not subject to mediation, the parties expressly agree to submit to the jurisdiction and venue of any court of general jurisdiction in Washtenaw County, Michigan and the jurisdiction and venue of the United States District Court presiding over Ann Arbor, Michigan.
- 8) **Jury Trial Waiver.** THE PARTIES HEREBY AGREE TO WAIVE TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM, WHETHER AT LAW OR EQUITY, REGARDLESS OF WHICH PARTY BRINGS SUIT. THIS WAIVER WILL APPLY TO ANY MATTER WHATSOEVER BETWEEN THE PARTIES HERETO WHICH ARISES OUT OF OR IS RELATED IN ANY WAY TO THIS PERSONAL GUARANTY OR THE FRANCHISE AGREEMENT, THE PERFORMANCE OF EITHER PARTY, AND/OR YOUR PURCHASE FROM FRANCHISOR OF THE FRANCHISE, OPTION AND/OR ANY GOODS OR SERVICES.
- 9) **Waiver of Punitive Damages.** You waive to the fullest extent permitted by law, any right to or claim for any punitive, exemplary, incidental, indirect, special or consequential damages (including, without limitation, lost profits) that you may have against us arising out of any cause whatsoever (whether such cause be based in contract, negligence, strict liability, other tort or otherwise) and agree that in the event of a dispute, your recovery will be limited to actual damages. If any other term of this Personal Guaranty is found or determined to be unconscionable or unenforceable for any reason, the foregoing provisions will continue in full force and effect, including, without limitation, the waiver of any right to claim any consequential damages.
- 10) **Limitation on Action.** You agree that no cause of action arising out of or under this Personal

Guaranty or the Franchise Agreement may be maintained by you unless brought before the expiration of one (1) year after the act, transaction or occurrence upon which such action is based or the expiration of one (1) year after you become aware of facts or circumstances reasonably indicating that you may have a claim against the Franchisor, whichever occurs sooner, and that any action not brought within this period will be barred as a claim, counterclaim, defense or set-off.

- 11) **Attorneys' Fees.** If either party institutes any mediation action or judicial proceeding to enforce any monetary or nonmonetary obligation or interpret the terms of this Personal Guaranty and the Franchise Agreement, and Franchisor prevails in such action, you will be liable to Franchisor for all costs, including reasonable attorneys' fees, incurred in connection with such proceeding.
- 12) **Nonwaiver.** Franchisor's failure to insist upon strict compliance with any provision of this Personal Guaranty and the Franchise Agreement will not be a waiver of Franchisor's right to do so, any law, custom, usage or rule to the contrary notwithstanding. Delay or omission by Franchisor respecting any breach or default will not affect Franchisor's rights respecting any subsequent breaches or defaults. All rights and remedies granted in this Personal Guaranty will be cumulative. Franchisor's election to exercise any remedy available by law or contract will not be deemed a waiver or preclude exercise of any other remedy.
- 13) **Severability.** The parties agree that if any provisions of this Personal Guaranty may be construed in two ways, one of which would render the provision illegal or otherwise voidable or unenforceable and the other which would render it valid and enforceable, such provision will have the meaning that renders it valid and enforceable. The language of all provisions of this Personal Guaranty will be construed according to fair meaning and not strictly construed against either party. The provisions of this Personal Guaranty are severable, and this Personal Guaranty will be interpreted and enforced as if all completely invalid or unenforceable provisions were not contained herein, and partially valid and enforceable provisions will be enforced to the extent that they are valid and enforceable. If any material provision of this Personal Guaranty will be stricken or declared invalid, the parties agree to negotiate mutually acceptable substitute provisions. In the event that the parties are unable to agree upon such provisions, Franchisor reserves the right to terminate this Personal Guaranty.
- 14) **Construction of Language.** Any term defined in the Franchise Agreement which is not defined in this Personal Guaranty will be ascribed the meaning given to it in the Franchise Agreement. The language of this Personal Guaranty will be construed according to its fair meaning, and not strictly for or against either party. All words in this Personal Guaranty refer to whatever number or gender the context requires. If more than one party or person is referred to as you, their obligations and liabilities must be joint and several. Headings are for reference purposes and do not control interpretation.

15) **Successors.** References to “Franchisor” or “the undersigned,” or “you” include the respective parties’ successors, assigns or transferees.

16) **No Personal Liability.** You agree that fulfillment of any and all of Franchisor’s obligations written in this Personal Guaranty or in the Franchise Agreement or based on any oral communications that may be ruled to be binding in a court of law will be Franchisor’s sole responsibility and none of Franchisor’s agents, representatives, nor any individuals associated with Franchisor’s franchise company will be personally liable to Franchisee or you for any reason.

PERSONAL GUARANTOR(S)

SPOUSE(S)

EXHIBIT B
TO FRANCHISE DISCLOSURE DOCUMENT

PROMISSORY NOTE

Principal: \$ _____

1. FOR VALUE RECEIVED, _____ and _____ (collectively, the “Undersigned”) promises to pay to the order of **PATCH BOYS International, LLC**, a Delaware Limited Liability Company, at 731 Fairfield Court, Ann Arbor, Michigan 48108 (the “Holder”), the principal sum of \$ _____ together with interest at a rate of 10% from the date of execution for 24 months. The principal and interest shall be paid in equal monthly installments as stated in the payment schedule attached to this Promissory Note as Exhibit “1”, which is made a part of this. The first installment shall be due via Electronic Funds Transfer (“EFT”) on the first of the month following the successful completion of the training required under the franchise agreement between Holder and the Undersigned, and thereafter monthly installments will be due via EFT on the first day of each successive month until the principal and interest due under this Promissory Note have been paid in full. PROVIDED, HOWEVER, that the entire principal balance together with all accrued interest thereon shall be due and payable on or before 36 months following the payment of the first installment, anything here in this Agreement to the contrary notwithstanding.

2. Monthly installments shall be applied first upon interest and the balance upon principal. This Promissory Note may be prepaid in full at any time without restriction or penalty.

3. Should any monthly installment not be paid when due, then the whole sum of the remaining principal and interest shall become due immediately and payable without notice or demand at the option of the holder of this Promissory Note. All unpaid amounts owing on this Promissory Note shall immediately become due and payable at the option of Holder without notice or demand upon the occurrence of any of the following events of default: (i) the default of any provision of the Promissory Note; or (ii) the death, dissolution, insolvency (however expressed or indicated) or the filing of a petition in bankruptcy, reorganization or for the adjustment of debts for, by or against the Undersigned; (iii) the sale of substantially all of the Undersigned’s stock or assets; (iv) the Undersigned’s failure to permit Holder to collect amounts via EFT.

4. The Undersigned hereby waives presentation for payment, demand, notice of non-payment, protest, and all other demands and notices required by law (statutory or otherwise). In the event that the undersigned should default under this Promissory Note, and legal proceedings are commenced to collect the indebtedness evidenced hereby, the undersigned agrees to pay all costs and expenses, including reasonable attorney fees, incurred in the collection of this Promissory Note.

5. Should the undersigned transfer or assign their franchise rights to a third party prior to the pay-off of this Promissory Note, said Promissory Note must be paid in full before Holder will approve such transfer or assignment.

6. The validity, construction, interpretation and enforceability of the terms of this Promissory Note shall be determined and governed by the laws of the State of Michigan.

7. The Undersigned hereby confirms that the proceeds of this Promissory Note represents the balance of the Initial Franchise Fee payable by the Undersigned to Holder under that certain franchise agreement between Undersigned as franchisee and Holder as franchisor.

8. It is the parties' intent that the provisions of this Promissory Note be judicially enforced to the fullest extent permissible under applicable law. Accordingly, the parties agree that any reduction in scope or modification of any part of the provisions contained here in this Promissory Note shall not render any other part unenforceable.

9. Holder's failure to enforce any rights granted to it under this Promissory Note will not constitute a waiver of such rights.

10. This Promissory Note is binding upon and will insure to the benefit of the parties and their successors, heirs, and assigns.

11. The persons executing this Note on behalf of the Undersigned acknowledge their authority to do so.

I HAVE READ THE ABOVE NOTE AND UNDERSTAND ITS TERMS. I WOULD NOT SIGN THIS NOTE IF I DID NOT UNDERSTAND AND AGREE TO BE BOUND BY ITS TERMS.

This Promissory Note is personally guaranteed by _____.

HOLDER
PATCH BOYS INTERNATIONAL, LLC

UNDERSIGNED
[FRANCHISEE ENTITY NAME]

By: _____

Name: _____

Title: _____

Date: _____

By: _____

Name: _____

Title: _____

Date: _____

[FRANCHISEE NAME]

[NAME], Individually

EXHIBIT C
TO THE FRANCHISE DISCLOSURE DOCUMENT

CONFIDENTIALITY/NON-DISCLOSURE AGREEMENT

With respect to determining the feasibility of whether or not to purchase a THE PATCH BOYS franchise, PATCH BOYS International, LLC, is prepared to provide you with certain financial, business, marketing, and operational information concerning the business operations of THE PATCH BOYS franchise.

We are able to provide you this information with your explicit understanding and agreement that you recognize and agree that this information is confidential and valuable, and that this information constitutes special and unique proprietary rights and assets of PATCH BOYS International, LLC.

The term "Confidential Information" shall mean and include any and all information disclosed by us to you relating to the THE PATCH BOYS business and potential trade name and internet web names, whether copyrighted or patented. Provided; however, Confidential Information shall not include information which:

- A. Is disclosed to you following the date of this Agreement by a third party who is not under an obligation to keep the information confidential;
- B. Is or becomes publicly disclosed through no act or omission of yours; and/or
- C. Information previously known by you prior to contact with PATCH BOYS International, LLC.

In accepting this Confidential Information, you agree that you will not disclose it to any third party or make use of it yourself, in any regard, with the exception that it may be disclosed to an attorney, accountant or business consultant that you utilize as part of your due diligence process, provided you assure they are informed of and comply with all the terms of this Confidentiality and Non-Disclosure Agreement.

You further agree to maintain the confidentiality of any and all confidential information which has been provided to you in a manner using at least the same degree of care as the manner used to maintain the confidentiality of your most confidential information.

In the event that you do not purchase a THE PATCH BOYS business, or upon our request at any time, you agree to return all materials furnished to you or to certify in writing that such information has been destroyed.

You further recognize that breach of this Confidentiality and Non-Disclosure Agreement by you will cause severe and irreparable damage to PATCH BOYS International, LLC, and that PATCH BOYS International, LLC, may pursue all of its rights and remedies after any breach, including specific performance.

Please indicate that you agree to the conditions, as stated above, under which confidential information will be furnished to you by signing a copy of this letter in the space provided below.

ACKNOWLEDGED:

By: _____

Date: _____

Signature

EXHIBIT D
TO THE FRANCHISE DISCLOSURE DOCUMENT
FORMS OF RELEASE

GENERAL RELEASE – RENEWAL

THIS SETTLEMENT AND RELEASE is being made by and between PATCH BOYS INTERNATIONAL, LLC (“FRANCHISOR”) and [Name] (together referred to as the “FRANCHISE OWNER” and/or “you”) resident of [State], and [Corp/LLC,] (“Franchisee”) and shall be effective as of the date of the last signature below.

W I T N E S S E T H:

WHEREAS, FRANCHISOR and FRANCHISE OWNER(S) entered into Franchise Agreement on the [date] (the “Franchise Agreements”) for the operation of a THE PATCH BOYS business in a defined territory(s) in the state of [State] (the “Business”), which Franchise Agreements is being renewed;

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by and between each of the parties, it is agreed and understood as follows:

1. FRANCHISE OWNER(S) and FRANCHISOR have agreed a upon new renewal Franchise Agreement, to be executed contemporaneously with this Mutual Release, which will replace your original Franchise Agreement, thus continuing FRANCHISE OWNER(S) rights to operate Business within a Territory, as defined in the Franchise Agreement in the State of [State].

2. In reliance upon the execution of a renewal Franchise Agreement, the parties agree to the following mutual releases:

A. FRANCHISE OWNER(S) and FRANCHISEE, for themselves and for their employees, agents, heirs, successor and assigns, and for every other person, firm, entity, and/or corporation succeeding to the interest of FRANCHISE OWNER(S) and/or FRANCHISEE, hereby releases, acquits, and forever discharges FRANCHISOR and its directors, officers, shareholders, employees, agents, legal representatives, successors and assigns, and every other person, firm, entity, and/or corporation succeeding to its interests, from any and all claims, actions, causes of action, demands, costs, losses, expenses and suits whatsoever and of every conceivable kind, character, and nature, whether absolute or contingent, and whether known or unknown, which

either party may have against the other, by reason of, or arising out of, or in any way related to any acts or omissions of the other party occurring prior to the date of this Release.

B. FRANCHISOR, for themselves and for their employees, agents, heirs, successor and assigns, and for every other person, firm, entity, and/or corporation succeeding to the interest of FRANCHISOR, hereby releases, acquits, and forever discharges FRANCHISE OWNER(S) and/or FRANCHISEE and their directors, officers, shareholders, employees, agents, legal representatives, successors and assigns, and every other person, firm, entity, and/or corporation succeeding to its interests, from any and all claims, actions, causes of action, demands, costs, losses, expenses and suits whatsoever and of every conceivable kind, character, and nature, whether absolute or contingent, and whether known or unknown, which either party may have against the other, by reason of, or arising out of, or in any way related to any acts or omissions of the other party occurring prior to the date of this Release.

C. **[CALIFORNIA ONLY]** Except as set forth herein, FRANCHISOR, FRANCHISE OWNER(S) and FRANCHISEE expressly waives and relinquishes all rights and benefits afforded by Section 1542 of the Civil Code of the State of California (“Section 1542”), and does so understanding and acknowledging the significance and consequence of such specific waiver of Section 1542. Section 1542 states as follows:

“A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS WHICH EITHER PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN ITS FAVOR AS OF THE DATE OF EXECUTION OF THIS AGREEMENT, WHICH IF KNOWN BY SUCH PARTY WOULD HAVE MATERIALLY AFFECTED THE TERMS OF THE AGREEMENT.”

Notwithstanding the provisions of Section 1542, and for the purpose of implementing the general release and discharges described in this paragraph, FRANCHISOR, FRANCHISE OWNER(S) and FRANCHISEE expressly acknowledge that this Agreement is intended to include in its effect without limitation, all claims described in this paragraph which FRANCHISOR, FRANCHISE OWNER and/or FRANCHISEE does not know or suspect to exist in its favor at the time of execution hereof, and that this Agreement contemplates the extinguishment of any such claims.

3. Any controversy or claim whatsoever arising out of or relating to this Release or the enforcement of the promises made by the parties herein or with regard to the interpretation, formation, or breach of this Release, shall be litigated exclusively in the courts of general jurisdiction of Washtenaw County, Michigan or the United States District Court presiding over Ann Arbor, Michigan.

4. Both parties acknowledges and agree that money damages will not be a sufficient remedy for any breach of this provision and that either party shall be entitled to specific performance as a remedy for any such breach. Such remedy shall not be deemed to be the exclusive remedy, but shall be in addition to all other remedies available at law or equity to the party. In the

event of any litigation to enforce any of the terms of this Mutual Release, the unsuccessful party shall pay the costs and attorneys' fees of the successful party.

5. Neither this Release nor any provision of this Release can be modified or waived in any way, except by an agreement in writing signed by each of the parties hereto, consenting to such modification or waiver.

6. All parties hereto do hereby acknowledge and agree that they have been represented by independent counsel of their own choice throughout all negotiations which preceded the execution of this Release, and that they have executed this Release with the consent and upon the advice of said independent counsel.

7. This Release may be signed in two (2) or more counterparts, and will be effective when all the parties and signatories have affixed their signatures to two (2) or more of the counterparts and they have been delivered as aforesaid, at which time the counterparts together will be deemed one (1) original document.

8. The terms of this Mutual Release shall remain confidential and may not be disclosed except when and to the extent necessary to comply with applicable federal, state, or local laws or regulations.

9. This Agreement contains the entire agreement between the parties hereto concerning the resolution of any and all disputes or controversies between or among them.

10. **[MARYLAND ONLY]** This Mutual Release may not apply to any liability under the Maryland Franchise Registration and Disclosure Law.

IN WITNESS WHEREOF, the parties have caused this Release to be executed as of the day and year written below.

FRANCHISOR

FRANCHISEE

PATCH BOYS INTERNATIONAL, LLC

[FRANCHISEE ENTITY/NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

FRANCHISE OWNER(S)

[Name of Owner], Individually

[Name of Owner], Individually

[Name of Owner], Individually

GENERAL RELEASE – ASSIGNMENT

THIS SETTLEMENT AND RELEASE is being made by and between PATCH BOYS International, LLC (“FRANCHISOR”) and [Franchise Owner Name(s)] (together referred to as the “FRANCHISE OWNER(S)”), resident(s) of [State], and [Company] (“Franchisee”) and shall be effective as of the date of the last signature below.

WITNESSETH:

WHEREAS, FRANCHISOR and FRANCHISE OWNER(S) entered into a Franchise Agreement on the _____ day of _____, 20____ (the “Franchise Agreement(s)”) for the operation of a THE PATCH BOYS business in a defined territory(s) in the state of [State Name(s)], (the “Business”);

WHEREAS, FRANCHISOR and FRANCHISE OWNER(S) have reached agreement that it is in the best interest of all parties for FRANCHISE OWNER(S) to discontinue operations and terminate the Franchise Agreement, upon the terms and conditions specified below, and for the parties to exchange mutual releases;

NOW THEREFORE, in consideration of the mutual covenants and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by and between each of the parties, it is agreed and understood as follows:

1. Effective as of the date last signed below, FRANCHISE OWNER(S) hereby transfers, sets over and assigns to FRANCHISOR all right, title and interest in and to the Franchise Agreement and agrees to abide by and observe all Post-Termination Obligations and Covenants Not to Compete as set forth in the Franchise Agreement.
2. FRANCHISOR hereby releases FRANCHISE OWNER(S) from any further duties and obligations thereunder except those continuing duties and obligations specifically set forth in Paragraph 1 of this Agreement.
3. The parties hereby agree to the following mutual releases:

A. Except for the obligations of the parties herein contained, FRANCHISE OWNER(S) and FRANCHISEE for themselves, and their employees, agents, heirs, successors and assigns, and for every other person, firm, entity, and/or corporation succeeding to the interests of FRANCHISE OWNER(S) and/or FRANCHISEE, hereby releases, acquits, and forever discharges FRANCHISOR and its directors, officers, members, shareholders, employees, agents, legal representatives, heirs, successors and assigns, and every other person, firm, entity, and/or corporation succeeding to its interests, from any and all claims, actions, causes of action, demands, costs, losses, expenses, and suits whatsoever and of every conceivable kind, character and nature, whether absolute or contingent and whether known or unknown, which FRANCHISE OWNER(S) and/or FRANCHISEE has, has had or may ever have against FRANCHISOR, by reason of, or arising out of, or in any way related to any acts or omissions of the other party prior to the date of this Agreement.

B. Except for the obligations of the parties herein contained, FRANCHISOR for themselves, and their employees, agents, heirs, successors and assigns, and for every other person, firm, entity, and/or corporation succeeding to the interests of FRANCHISOR, hereby releases, acquits, and forever discharges FRANCHISE OWNER(S) and FRANCHISEE and its directors, officers, members, shareholders, employees, agents, legal representatives, heirs, successors and assigns, and every other person, firm, entity, and/or corporation succeeding to its interests, from any and all claims, actions, causes of action, demands, costs, losses, expenses, and suits whatsoever and of every conceivable kind, character and nature, whether absolute or contingent and whether known or unknown, which FRANCHISOR has, has had or may ever have against FRANCHISE OWNER(S) and/or FRANCHISEE, by reason of, or arising out of, or in any way related to any acts or omissions of the other party prior to the date of this Agreement.

C. **[CALIFORNIA – for use in CA only]** Except as set forth herein, FRANCHISOR, FRANCHISE OWNER(S) and FRANCHISEE expressly waives and relinquishes all rights and benefits afforded by Section 1542 of the Civil Code of the State of California (“Section 1542”), and does so understanding and acknowledging the significance and consequence of such specific waiver of Section 1542. Section 1542 states as follows:

“A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS WHICH EITHER PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN ITS FAVOR AS OF THE DATE OF EXECUTION OF THIS AGREEMENT, WHICH IF KNOWN BY SUCH PARTY WOULD HAVE MATERIALLY AFFECTED THE TERMS OF THE AGREEMENT.”

Notwithstanding the provisions of Section 1542, and for the purpose of implementing the general release and discharges described in this paragraph, FRANCHISOR, FRANCHISE OWNER(S) and FRANCHISEE expressly acknowledge that this Agreement is intended to include in its effect without limitation, all claims described in this paragraph which FRANCHISOR, FRANCHISE OWNER(S) and/or FRANCHISEE does not know or suspect to exist in its favor at the time of execution hereof, and that this Agreement contemplates the extinguishment of any such claims.

4. Any controversy or claim whatsoever arising out of or relating to this Release or the enforcement of the promises made by the parties herein or with regard to the interpretation, formation, or breach of this Release, shall be litigated exclusively in the courts of general jurisdiction of Washtenaw County, Michigan or the United States District Court presiding over Ann Arbor, Michigan.

5. Neither this Mutual Release nor any provision of this Mutual Release can be modified or waived in any way, except by an agreement in writing signed by each of the parties hereto, consenting to such modification or waiver.

6. All parties hereto do hereby acknowledge and agree that they have been represented by independent counsel of their own choice throughout all negotiations which preceded the execution of this Mutual Release, and that they have executed this Mutual Release with the consent and upon the advice of said independent counsel.

7. This Mutual Release may be signed in two (2) or more counterparts, and will be effective when all the parties and signatories have affixed their signatures to two (2) or more of the counterparts and they have been delivered as aforesaid, at which time the counterparts together will be deemed one (1) original document.

8. The terms of this Mutual Release shall remain confidential and may not be disclosed except when and to the extent necessary to comply with applicable federal, state, or local laws or regulations.

9. This Agreement contains the entire agreement between the parties hereto concerning the resolution of any and all disputes or controversies between or among them.

10. **[MARYLAND – for use in MD only]** This Mutual Release may not apply to any liability under the Maryland Franchise Registration and Disclosure Law.

11. **[TRANSFERS – WHEN BUYER IS PAYING IN INSTALLMENTS]** FRANCHISE OWNER(S) and Franchisee acknowledge and agree (i) that they negotiated the sale of their franchise to Buyer without the assistance, or any other involvement of the Franchisor; (ii) that the purchase price for such sale (the “Purchase Price”) will not be paid in full at closing, but will be paid over a period of time after closing, and (iii) that they are assuming the full risk of nonpayment of the Purchase Price, FRANCHISE OWNER(S) and Franchisee further agree that they will not, in any manner, at any time, under any set of circumstances, seek payment of any portion of the Purchase Price from PATCH BOYS International, LLC, and/or any of its directors, officers, members, shareholders, employees, agents, representatives, heirs, successors or assigns.

IN WITNESS WHEREOF, the parties have caused this Release to be executed as of the day and year written below.

FRANCHISOR

FRANCHISEE

PATCH BOYS INTERNATIONAL, LLC

[FRANCHISEE ENTITY/NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

FRANCHISE OWNER(S)

[Name of Owner], Individually

[Name of Owner], Individually

[Name of Owner], Individually

EXHIBIT E
TO THE FRANCHISE DISCLOSURE DOCUMENT
FINANCIAL STATEMENTS

Patch Boys International, LLC

Financial Report
December 31, 2020

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Independent Auditor's Report

To the Board of Directors
Patch Boys International, LLC

We have audited the accompanying financial statements of Patch Boys International, LLC (the "Company"), which comprise the balance sheet as of December 31, 2020 and the related statements of operations, member's deficit, and cash flows for the period from May 6, 2020 (date of inception) through December 31, 2020, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Patch Boys International, LLC as of December 31, 2020 and the results of its operations and its cash flows for the period from May 6, 2020 (date of inception) through December 31, 2020 in accordance with accounting principles generally accepted in the United States of America.

A handwritten signature in black ink that reads "Plante & Moran, PLLC".

February 18, 2021

Balance Sheet

December 31, 2020

Assets

Current Assets

Cash	\$ 198,229
Accounts receivable:	
Trade	1,766
Unbilled	45,188
Notes receivable - Current portion	85,615
Prepaid expenses	9,414

Total current assets 340,212

Property and Equipment - Net (Note 5) 35,996

Goodwill (Note 3) 4,122,333

Intangible Assets - Net (Note 6) 1,834,392

Deferred Broker Commissions (Note 2) 29,000

Other Assets

Notes receivable - Net of current portion	44,385
Amounts due from related parties (Note 4)	204

Total assets **\$ 6,406,522**

Liabilities and Member's Deficit

Current Liabilities

Accounts payable	\$ 15,171
Deferred revenue - Current portion (Note 2)	266,000
Accrued and other current liabilities:	
Accrued compensation	9,251
Deferred purchase price (Note 3)	240,125
Other accrued liabilities	12,588

Total current liabilities 543,135

Amount Due to Related Parties (Note 4) 3,997,660

Deferred Revenue - Net of current portion (Note 2) 1,885,751

Total liabilities 6,426,546

Member's Deficit (20,024)

Total liabilities and member's deficit **\$ 6,406,522**

Statement of Operations**Period Ended December 31, 2020****Revenue**

Royalties	\$	256,715
Franchise fees		147,582
Other revenue		91,199

Total revenue	495,496
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Operating Expenses

General and administrative expenses	507,110
Selling and marketing	8,897

Total operating expenses	516,007
--------------------------	---------

Operating Loss

(20,511)

Nonoperating Income (Expense)

Gain on sale of property and equipment	443
Interest expense	(56)

Total nonoperating income	387
---------------------------	-----

Net Loss**\$ (20,124)**

Patch Boys International, LLC

Statement of Member's Deficit

Balance - May 6, 2020 (date of inception)	\$ 100
Net loss	<u>(20,124)</u>
Balance - December 31, 2020	<u>\$ (20,024)</u>

Statement of Cash Flows**Period Ended December 31, 2020****Cash Flows from Operating Activities**

Net loss	\$ (20,124)
Adjustments to reconcile net loss to net cash from operating activities:	
Depreciation and amortization	148,366
Bad debt expense	2,830
Gain on sale of property and equipment	(443)
Changes in operating assets and liabilities that (used) provided cash:	
Accounts receivable	(49,784)
Amounts due from related parties	(204)
Notes receivable	(62,000)
Deferred broker commissions	(29,000)
Prepaid expenses and other assets	(9,414)
Accounts payable	15,171
Accrued and other liabilities	21,839
Deferred revenue	60,543
Amounts due to related parties	3,997,760
Net cash provided by operating activities	4,075,540

Cash Flows from Investing Activities

Cash paid for business acquisition	(3,838,000)
Purchase of property and equipment	(60,408)
Proceeds from sale of property and equipment	21,097
Net cash used in investing activities	(3,877,311)

Net Increase in Cash**Cash - Beginning of period****Cash - End of period****Supplemental Cash Flow Information - Cash paid for interest**

198,229
-
\$ 198,229
\$ 56

December 31, 2020

Note 1 - Nature of Business

Patch Boys International, LLC (the "Company") is organized in the state of Delaware. The Company is a wholly owned subsidiary of Belfor Franchise Group, LLC (the "Member"), which is a wholly owned subsidiary of Belfor USA Group Inc (Belfor). The Company was formed on May 6, 2020 (date of inception). The Company's operations are principally related to the sales and support of franchises that specialize in drywall repair primarily in the United States.

The Member is also the sole member of Hoodz North America, LLC; Hoodz International, LLC; Ductz North America, LLC; Ductz International, LLC; 1 800 Water Damage North America, LLC; 1 800 Water Damage International, LLC; Driploc, LLC; A Cure Disaster Services, LLC; Packoutz North America, LLC; Packoutz International, LLC; Plumberz North America, LLC; and Plumberz International, LLC.

Note 2 - Significant Accounting Policies

Revenue Recognition

The Company's revenue mainly consists of franchise fees, royalties, and technology fees. The Company sells individual franchises that grant the right to service customers within a defined territory using the franchise name. The initial term of franchise agreements is typically 10 years, with an option to renew for a fee or transfer the franchise agreement to a new or existing franchisee, at which point a transfer fee is typically paid.

The Company has performance obligations to provide franchisees with the franchise rights to service customers, as well as provide customized software for which a technology fee is charged. The Company has concluded that these items represent a single performance obligation. Therefore, initial franchise fees for each agreement and technology fees are allocated to each individual franchise and recognized over the term of the respective franchise agreement from the date the agreement is entered into. Technology fees are recorded as other revenue within the statement of operations. Renewal fees are recognized over the renewal term for the respective franchise from the start of the renewal period. Transfer fees are recognized over the remaining term of the franchise agreement beginning at the time of transfer. Royalty income is recognized over the term of the respective franchise agreement as the underlying sales occur.

Payment Terms

Initial franchise, renewal, and transfer fees are due and typically paid when a franchise agreement is entered into and are nonrefundable. Royalties and technology fees are paid on a weekly basis, based upon a percentage of franchisee gross sales and an amount defined within the franchise agreement. Franchise fees are collected prior to the satisfaction of the Company's performance obligation, resulting in the Company recognizing deferred revenue contract liabilities. Refer to the *Notes Receivable* section for information about financing provided to franchisees. Amounts that are expected to be recognized as revenue within one year are classified as current deferred revenue in the balance sheet.

Allocating the Transaction Price

The transaction price is the amount of consideration to which the Company expects to be entitled in exchange for providing franchisees with the franchise rights to service customers. To determine the transaction price, the Company considers its customary business practices and the terms of the underlying agreement. For the purpose of determining transaction prices, the Company assumes performance obligations will be satisfied as promised in accordance with franchise agreements and that agreements will not be canceled, renewed, or modified.

The Company's franchise agreements with franchisees have transaction prices that contain a fixed and variable component. Variable consideration includes revenue related to royalties, management fees, technology fees, and advertising fees, as the transaction price is based on the franchisees' sales. The variable consideration is recognized based on the actual amounts incurred each month.

December 31, 2020

Note 2 - Significant Accounting Policies (Continued)

Costs to Obtain a Franchise Agreement

The Company occasionally incurs broker commission expenses paid to third parties to obtain franchise agreements with franchisees. The commissions are related to franchise fee revenue, which is recognized over time. As a result, the commissions are capitalized as deferred broker commissions and are expensed over the term of the respective franchise agreement. For the period ended December 31, 2020, the amounts expensed related to costs to obtain a franchise agreement were approximately \$1,000.

Accounts Receivable

Accounts receivable are stated at net invoice amounts. Accounts receivable and unbilled receivables arise from contracts with franchisees. An allowance for doubtful accounts is established based on a specific assessment of all invoices issued to franchisees that remain unpaid following normal payment periods. All amounts deemed to be uncollectible are charged against the allowance for doubtful accounts in the period that determination is made. At December 31, 2020, the Company recorded an allowance for doubtful accounts in the amount of \$2,830.

Notes Receivable

During the normal course of business, the Company may provide financing to franchisees in the form of notes.

Notes receivable are reported at original issue amount plus accrued interest, less principal repaid. Interest is recognized according to terms of the specific notes. An allowance for loan losses is determined based on a specific assessment of all notes that are delinquent or determined to be doubtful to be collected. Notes are considered delinquent if the repayment terms are not met. All amounts deemed to be uncollectible are charged against the allowance for loan losses in the period that determination is made. Management considers all notes receivable collectible; therefore, an allowance for loan losses has not been recorded at December 31, 2020.

At December 31, 2020, notes receivable represent various loans bearing interest between 8.0 percent and 9.5 percent, including related accrued interest. The notes are generally secured by the related assets or business. Notes receivable generally require monthly payments of principal and interest, due one to three years from the original issuance date. The notes are classified as current or long term on the accompanying balance sheet, depending on their maturity dates.

Property and Equipment

Property and equipment are recorded at cost. Depreciation is provided using the straight-line method over the estimated useful lives of the individual assets, ranging from two to seven years. Depreciation of leasehold improvements is provided using the straight-line method over the lesser of the useful life of the improvement or the term of the lease. Costs of maintenance and repairs are charged to expense when incurred.

Goodwill

The recorded amount of goodwill from a business acquisition is based on management's best estimates of the fair values of assets acquired and liabilities assumed at the date of acquisition. Goodwill is not amortized, but rather is assessed at least on an annual basis for impairment.

December 31, 2020

Note 2 - Significant Accounting Policies (Continued)

As of May 6, 2020, the Company adopted Financial Accounting Standards Board (FASB) Accounting Standards Update (ASU) No. 2017-004, *Intangibles - Goodwill and Other (Topic 350), Simplifying the Test for Goodwill Impairment*. This standard simplifies the annual goodwill impairment analysis to a one-step procedure rather than a two-step procedure. In addition to the elimination of step two of the goodwill impairment test, the FASB also eliminated the requirement for reporting units with a zero or negative carrying amount to perform a qualitative assessment and, if it fails that qualitative test, to perform step two of the goodwill impairment test. As of December 31, 2020, the Company had goodwill of \$4,122,333 allocated to it, and it had a negative carrying value as of December 31, 2020.

No impairment charge was recognized during the period ended December 31, 2020. It is reasonably possible that management's estimates of the carrying amount of goodwill will change in the near term.

Intangible Assets

Acquired intangible assets subject to amortization are stated at cost and are amortized using the straight-line method over the estimated useful lives of the assets (5 years for the trade name and 10 years for the franchise rights). Intangible assets that are subject to amortization are reviewed for potential impairment whenever events or circumstances indicate that carrying amounts may not be recoverable. No impairment charge was recognized during the period ended December 31, 2020.

Advertising Expense

Advertising expense is charged to income during the year in which it is incurred. Advertising expense for the period ended December 31, 2020 was \$22,523.

Income Taxes

The Company is a single-member limited liability company (LLC) and joins in filing a consolidated federal income tax return with the Member and Belfor. Current and deferred tax obligations or benefits are not allocated to the Company by the Member or Belfor.

Use of Estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates.

Impact of Disease Outbreak

On March 11, 2020, the World Health Organization declared the outbreak of a respiratory disease caused by a new coronavirus a pandemic. First identified in late 2019 and now known as COVID-19, the outbreak has impacted thousands of individuals worldwide. In response, many countries have implemented measures to combat the outbreak that have impacted global business operations. While the Company's results of operations, cash flows, and financial condition were not significantly impacted, the extent of any future impact cannot be reasonably estimated at this time.

Subsequent Events

The financial statements and related disclosures include evaluation of events up through and including February 18, 2021, which is the date the financial statements were available to be issued.

Note 3 - Business Combination

On June 4, 2020, the Company acquired certain assets of Patch Boys Franchising, LLC. The primary reason for the acquisition was to acquire the rights to market, sell, and support Patch Boys franchises that provide light restoration and reconstruction services.

December 31, 2020**Note 3 - Business Combination (Continued)**

The following table summarizes the fair value of the consideration transferred as part of the acquisition of Patch Boys Franchising, LLC:

Cash	\$ 3,838,000
Deferred purchase price	<u>240,125</u>
Total	<u>\$ 4,078,125</u>

The following table summarizes the acquisition date fair values of the assets acquired and liabilities assumed:

Notes receivable	\$ 68,000
Identifiable intangible assets	1,979,000
Contract liabilities	<u>(2,091,208)</u>
Total identifiable net assets	(44,208)
Goodwill	<u>4,122,333</u>
Total	<u>\$ 4,078,125</u>

Identifiable intangible assets consist of the trade name of \$500,000, with an estimated useful life of 5 years, and franchise rights of \$1,479,000, with an estimated useful life of 10 years.

In addition, goodwill of \$4,122,333 was recognized for the excess of the purchase price over the fair value of the net assets acquired. Goodwill relates to synergies and economies of scale expected from combining with the operations of Belfor USA Group, Inc. Goodwill is not expected to be deductible for tax purposes.

Note 4 - Related Party Transactions

The following is a description of transactions between the Company and related parties:

Amounts Due to and from Related Parties

The Company's portion of shared expenses is allocated to the Company by parties related through common ownership, including employee payroll costs, certain retirement costs, occupancy costs, and other general and administrative expenses. Expenses that are not allocated to the Company by parties related through common ownership include property taxes, certain retirement contributions, and payroll processing fees. The Company and parties related through common ownership also advance funds to each other for working capital purposes. Amounts due to and from related parties result from these transactions:

As of December 31, 2020, the Company owed Ductz North America, LLC \$74,658.

As of December 31, 2020, the Company owed Belfor \$3,821,743.

As of December 31, 2020, Hoodz International, LLC owed the Company \$102.

As of December 31, 2020, the Company owed the Member \$99,582.

As of December 31, 2020, Ductz International, LLC owed the Company \$102.

As of December 31, 2020, the Company owed 1 800 Water Damage North America, LLC \$1,556.

As of December 31, 2020, the Company owed Plumberz North America, LLC \$121.

December 31, 2020

Note 4 - Related Party Transactions (Continued)**Guarantee**

The Company has guaranteed balances outstanding on term loans and a line of credit issued to Belfor Holdings, Inc. and other entities related through common ownership. In the event of a default by the affiliates, the Company could be obligated to repay the full amount outstanding on these loans. As of December 31, 2020, the affiliates' outstanding borrowings under the loans and the maximum potential future obligations under this guarantee totaled approximately \$800,100,000 and \$1,000,100,000, respectively. The term loans are payable through April 2027 and 2028, and the line of credit expires in April 2026. In the event the Company is required to make payments under this guarantee, the Company could seek to recover those amounts from the affiliate; however, the Company does not hold specific recourse or collateral rights in connection with the guarantee.

Note 5 - Property and Equipment

Property and equipment are summarized as follows:

Trucks	\$ 25,257
Furniture and fixtures	717
Computer equipment and software	<u>13,489</u>
Total cost	39,463
Accumulated depreciation	<u>3,467</u>
Net property and equipment	<u><u>\$ 35,996</u></u>

Depreciation expense for the period ended December 31, 2020 was \$3,758.

Note 6 - Intangible Assets

Intangible assets of the Company are summarized as follows:

	Gross Carrying Amount	Accumulated Amortization
Amortized intangible assets:		
Trade name	\$ 500,000	\$ 58,333
Franchise rights	<u>1,479,000</u>	<u>86,275</u>
Total amortized intangible assets	<u><u>\$ 1,979,000</u></u>	<u><u>\$ 144,608</u></u>

Amortization expense for intangible assets for the period ended December 31, 2020 was \$144,608.

Estimated amortization expense for the years ending December 31 is as follows:

Years Ending	Amount
2021	\$ 247,900
2022	247,900
2023	247,900
2024	247,900
2025	189,567
Thereafter	<u>653,225</u>
Total	<u><u>\$ 1,834,392</u></u>

December 31, 2020

Note 7 - Lease

The Company has an operating lease for the use of building space with the sole member, with a lease term of one year or less. The Company has elected to account for this lease as a short-term lease, and it is excluded as a right-of-use asset and lease liability. Total expense related to the short-term lease was \$0 for the period ended December 31, 2020.

Note 8 - 401(k) Plan

The Company participates in the Belfor Group 401(k) plan of Belfor. The employer matching contribution and discretionary match are paid by Belfor. The Company was not allocated any contributions for the period ended December 31, 2020.

EXHIBIT F
TO FRANCHISE DISCLOSURE DOCUMENT
STATE ADMINISTRATORS

State	State Administrator
CALIFORNIA	Commissioner of Business Oversight Division of Corporations 320 West 4 th Street, Suite 750 Los Angeles, CA 90013 213.576.7500 or Toll Free 866.275.2677
HAWAII	Business Registration Division Department of Commerce and Consumer Affairs 335 Merchant Street, Room 203 Honolulu, HI 96813 808.586.2722
ILLINOIS	Office of Attorney General Franchise Division 500 South Second Street Springfield, IL 62706 217.782.1090
INDIANA	Indiana Secretary of State Securities Division Franchise Section, Room E-111 302 West Washington Street Indianapolis, IN 46204 317.232.6681
MARYLAND	Office of the Attorney General Division of Securities 200 St. Paul Place Baltimore, MD 21202-2020 410.576.6360
MICHIGAN	Michigan Department of Attorney General Division of Securities Consumer Protection Division Antitrust and Franchise Unit 670 Law Building Lansing, MI 48913 517.373.7117
MINNESOTA	Minnesota Department of Commerce 85 7 th Place East, Suite 280 St. Paul, MN 55101 651.539.1600
NEW YORK	New York State Department of Law Investor Protection Bureau 28 Liberty Street, 21st Floor, New York, NY 10005 212.416.8222

NORTH DAKOTA	North Dakota Securities Department 600 East Boulevard Avenue State Capital, Fifth Floor Dept. 414 Bismarck, ND 58505-0510 701-328-4712
OREGON	Department of Consumer and Business Services Division of Finance and Corporate Securities 350 Winter Street, N.E. #410 Salem, OR 97310 503.378.4387
RHODE ISLAND	Department of Business Regulation Division of Securities 1151 Pontiac Avenue Building 69-1 Cranston, RI 02920 401.222.3048
SOUTH DAKOTA	Department of Labor and Regulation Division of Insurance Securities Regulation 124 S. Euclid, Suite 104 Pierre, SD 57501 605.773.3563
VIRGINIA	State Corporation Commission Division of Securities and Retail Franchising 1300 East Main Street, 9 th Floor Richmond, VA 23219 804.371.9051
WASHINGTON	Director of Dept. of Financial Institutions Securities Division 150 Israel Rd. SW Tumwater, WA 98501 360.902.8760
WISCONSIN	Wisconsin Securities Commissioner Department of Financial Institutions 201 W. Washington Avenue, 3 rd Floor P.O. Box 1768 Madison, WI 53703 608.261.9555

AGENTS FOR SERVICE OF PROCESS

State	Agent for Service of Process
CALIFORNIA	California Commissioner of Business Oversight 320 West 4 th Street, Suite 750 Los Angeles, CA 90013 213.576.7500 or Toll Free 866.275.2677
HAWAII	Commissioner of Securities of the State of Hawaii 335 Merchant Street, Room 203 Honolulu, HI 96813 808.586.2722
ILLINOIS	Illinois Attorney General 500 South Second Street Springfield, IL 62706 217.782.1090
INDIANA	Indiana Secretary of State 201 State House Indianapolis, IN 46204 317.232.6681
MARYLAND	Maryland Securities Commissioner 200 St. Paul Place Baltimore, MD 21202-2020 410.576.6360
MICHIGAN	Michigan Department of Commerce, Corporations and Securities Bureau 670 Law Building Lansing, MI 48913 517.373.7117
MINNESOTA	Minnesota Commissioner of Commerce 85 7 th Place East, Suite 280 St. Paul, MN 55101 651. 539.1600
NEW YORK	Secretary of State, New York One Commerce Plaza 99 Washington Avenue, 6 th floor Albany, NY 12231
NORTH DAKOTA	North Dakota Securities Commissioner 600 East Boulevard Avenue State Capital, Fifth Floor Dept. 414 Bismarck, ND 58505-0510 701.328.4712
OREGON	Director of Oregon Department of Insurance and Finance 350 Winter Street, N.E. #410 Salem, OR 97310 503.378.4387
RHODE ISLAND	Director of Rhode Island Department of Business Regulation 1151 Pontiac Avenue Building 69-1 Cranston, RI 02920 401.222.3048

SOUTH DAKOTA	Division of Insurance Securities Regulation 124 S. Euclid, Suite 104 Pierre, SD 57501 605.773.3563
VIRGINIA	Clerk of State Corporation Commission 1300 East Main Street, 1 st Floor Richmond, VA 23219 804.371.9051
WASHINGTON	Director of Dept. of Financial Institutions Securities Division 150 Israel Rd SW Tumwater, WA 98501 360.902.8760
WISCONSIN	Commissioner of Securities of Wisconsin Department of Financial Institutions 201 W. Washington Avenue, 3 rd Floor P.O. Box 1768 Madison, WI 53703 608.261.9555

EXHIBIT G
TO FRANCHISE DISCLOSURE DOCUMENT

DISCLOSURE ACKNOWLEDGEMENT QUESTIONNAIRE

As you know, PATCH BOYS International, LLC (“we”, “us”), and you are preparing to enter into a Franchise Agreement for the right to open and operate a franchise (a “Franchised Business”). The purpose of this Questionnaire is to: (i) determine whether any statements or promises were made to you that we have not authorized or that may be untrue, inaccurate or misleading; (ii) be certain that you have been properly represented in this transaction; and (iii) be certain that you understand the limitations on claims you may make by reason of the purchase and operation of your franchise. **You cannot sign or date this Questionnaire the same day as the Receipt for the Franchise Disclosure Document but you must sign and date it the same day you sign the Franchise Agreement, and pay us the appropriate franchise fee.** Please review each of the following questions carefully and provide honest responses to each question. If you answer “No” to any of the questions below, please explain your answer on the back of this sheet.

1. Have you received and personally reviewed the Franchise Agreement, as well as each exhibit or schedule attached to the agreement that you intend to enter into with us? _____
Yes _____ No _____
2. Have you received and personally reviewed the Franchise Disclosure Document we provided? _____ Yes _____ No _____
3. Did you sign a receipt for the Disclosure Document indicating the date you received it? _____
Yes _____ No _____
4. Do you understand all the information contained in the Disclosure Document and the Franchise Agreement you intend to enter into with us? _____ Yes _____ No _____
5. Have you reviewed the Disclosure Document and Franchise Agreement with a lawyer, accountant or other professional advisor and discussed the benefits and risks of operating the Franchised Business with these professional advisor(s)? _____ Yes _____ No _____
6. Do you Understand the success or failure of your Franchised Business will depend in large part upon your skills, abilities and efforts and those of the persons you employ, as well as many factors beyond your control such as demographics of your territory, interest rates, the economy, inflation, labor and supply costs, vehicle lease terms and the marketplace? _____
Yes _____ No _____
7. Do you understand we have only granted you certain, limited territorial rights under the Franchise Agreement, and that we have reserved certain rights under the Franchise Agreement? _____ Yes _____ No _____
8. Do you understand we and our affiliates retain the exclusive unrestricted right to engage, directly or through others, in the providing of services under the THE PATCH BOYS marks or any other mark at any location outside your Territory under the Franchise Agreement without regard to the proximity of these activities to your Franchised Business? _____
Yes _____ No _____

9. Do you understand all disputes or claims you may have arising out of or relating to the Franchise Agreement must be mediated, at our option, at our then-current headquarters?
_____ Yes _____ No
10. Do you understand the Franchise Agreement provides that you can only collect compensatory damages on any claim under or relating to the Franchise Agreement and are not entitled to any punitive, consequential or other special damages?
_____ Yes _____ No
11. Do you understand the sole entity or person against whom you may bring a claim under the Franchise Agreement is us? _____ Yes _____ No
12. Do you understand that the Franchisee (or one of its principals if Franchisee is an organization) must successfully complete the appropriate initial training program(s) before we will allow the Franchised Business to open or consent to a transfer of that Franchised Business? _____ Yes _____ No
13. Do you understand that we require you to successfully complete certain initial training program(s) and if you do not successfully complete the applicable training program(s) to our satisfaction, we may terminate your Franchise Agreement? _____ Yes _____ No
14. Do you understand that we do not have to sell you a franchise or additional franchises or consent to your purchase of existing franchises? _____ Yes _____ No
15. Do you understand that we will send written notices, as required by your Franchise Agreement to either your Franchised Business or home address until you designate a different address by sending written notice to us? _____ Yes _____ No
16. Do you understand that we will not approve your purchase of a franchise, or we may immediately terminate your Franchise Agreement, if we are prohibited from doing business with you under any anti-terrorism law enacted by the United States Government? _____ Yes _____ No
17. Is it true that no broker, employee or other person speaking on our behalf made any statement or promise regarding the costs involved in operating a Franchised Business that is not contained in the Disclosure Document or that is contrary to, or different from, the information contained in the Disclosure Document?
_____ Yes _____ No
18. Is it true that no broker, employee or other person speaking on our behalf made any statement or promise regarding the actual, average or projected profits or earnings, the likelihood of success, the amount of money you may earn, or the total amount of revenue a Franchised Business will generate, that is not contained in the Disclosure Document or that is contrary to, or different from, the information contained in the Disclosure Document? _____ Yes _____ No
19. Is it true that no broker, employee or other person speaking on our behalf made any statement or promise or agreement, other than those matters addressed in your Franchise Agreement concerning advertising, marketing, media support, marketing penetration, training, support service or assistance that is contrary to, or different from, the information contained _____ in _____ the _____ Disclosure _____ Document?
_____ Yes _____ No
20. Is it true that no broker, employee or other person providing services to you on our behalf has solicited or accepted any loan, gratuity, bribe, gift or any other payment in money, property or services from you in connection with a Franchised Business purchase with

exception of those payments or loans provided in the Disclosure Document? _____ Yes
_____ No

All representations requiring prospective franchisees to assent to a release, estoppel or waiver of liability are not intended to nor shall they act as a release, estoppel or waiver of any liability incurred under the Maryland Franchise Registration and Disclosure Law.

YOU UNDERSTAND THAT YOUR ANSWERS ARE IMPORTANT TO US AND THAT WE WILL RELY ON THEM. BY SIGNING THIS QUESTIONNAIRE, YOU ARE REPRESENTING THAT YOU HAVE CONSIDERED EACH QUESTION CAREFULLY AND RESPONDED TRUTHFULLY TO THE ABOVE QUESTIONS.

Signature of Franchise Applicant

Signature of Franchise Applicant

Name (please print)

Name (please print)

Dated: _____, 20____

Dated: _____, 20____

**GIVE A COMPLETE EXPLANATION OF ANY NEGATIVE RESPONSES ON
BACK OF THIS PAGE (REFER TO QUESTION NUMBER)**

EXHIBIT H
TO FRANCHISE DISCLOSURE DOCUMENT

STATE ADDENDA TO DISCLOSURE DOCUMENT
AND THE FRANCHISE AGREEMENT

ADDITIONAL DISCLOSURES FOR THE STATE OF CALIFORNIA

In recognition of the requirements of the California Franchise Investment Law, Cal. Corp. Code §§ 31000-31516, and the California Franchise Relations Act, Cal. Bus. & Prof. Code §§ 20000 – 20043, the Franchise Disclosure Document, in connection with the offer and sale of franchises for use in the State of California, shall be amended to include the following:

A surety bond in the amount of \$29,900 has been obtained by the Franchisor. The California Department of Business Oversight has made the issuance of the franchisor's permit contingent upon the franchisor maintaining surety bond coverage acceptable to the Commissioner until (a) all California franchisees have (i) received all initial training that they are entitled to under the franchise agreement or offering circular, and (ii) are open for business.

The following is added to the Cover Page of this Disclosure Document:

THE CALIFORNIA FRANCHISE INVESTMENT LAW REQUIRES THAT A COPY OF ALL PROPOSED AGREEMENTS RELATING TO THE SALE OF THE FRANCHISE BE DELIVERED TOGETHER WITH THE DISCLOSURE DOCUMENT.

SECTION 31125 OF THE FRANCHISE INVESTMENT LAW REQUIRES US TO GIVE YOU A DISCLOSURE DOCUMENT APPROVED BY THE COMMISSIONER OF BUSINESS OVERSIGHT BEFORE WE ASK YOU TO CONSIDER A MATERIAL MODIFICATION OF YOUR FRANCHISE AGREEMENT.

The cover page of this Disclosure Document is amended to state that the California's Department of Business Oversight toll free number is 866.275.2677.

Franchisor certifies that it has complied with all requirements of California Corporations Code Section 31109.1.

Item 6 of the Franchise Disclosure Document is hereby supplemented with the following: "The highest interest rate allowed in California is 10%."

The following paragraphs are added at the end of Item 17 of the Disclosure Document:

1. California Law Regarding Termination and Non-Renewal. California Business and Professions Code Sections 20000 through 20043 provide rights to you concerning termination, transfer or non-renewal of a franchise. If the Franchise Agreement contains any provision that is inconsistent with the law, the law will control.
2. Non-Competition Covenants. The Franchise Agreement contains a covenant not to compete that extends beyond the termination of the franchise. This provision may not be enforceable under California law.

3. Applicable Law. The Franchise Agreement requires application of the laws of the State of Michigan. This provision may not be enforceable under California law.
4. General Release. The Franchise Agreement requires you to sign a general release of claims upon renewal or transfer of the Franchise Agreement. California Corporations Code Section 31512 provides that any condition, stipulation, or provision purporting to bind any person acquiring any franchise to waive compliance with any provision of that law or any rule or order is void. Section 31512 voids a waiver of your rights under the Franchise Investment Law (California Corporations Code Section 31000-31516). Business and Professions Code Section 20010 voids a waiver of your rights under the Franchise Relations Act (Business and Professions Code Sections 20000-20043).
5. Litigation. The Franchise Agreement requires that all disputes be litigated in Michigan. This provision may not be enforceable under California law. Prospective franchisees are encouraged to consult private legal counsel to determine the applicability of California and federal laws (such as Business and Professions Code Section 20040.5 and Code of Civil Procedure Section 1281) to any provisions of the Franchise Agreement restricting venue to a forum outside of the State of California.
6. Financial Performance Representations. “The earnings claims figure(s) does (do) not reflect the costs of sales, operating expenses, or other costs or expenses that must be deducted from the gross revenue or gross sales figures to obtain your net income or profit. You should conduct an independent investigation of the costs and expenses you will incur in operating your franchise business. Franchisees or former franchisees, listed in the offering circular, may be one source of this information.”
7. Liquidated Damages. The franchise agreement contains a liquidated damages clause. Under California Civil Code Section 1671, certain liquidated damage clauses are unenforceable.

OUR WEBSITE WWW.THE PATCH BOYS.COM HAS NOT BEEN REVIEWED OR APPROVED BY THE CALIFORNIA DEPARTMENT OF BUSINESS OVERSIGHT, ANY COMPLAINTS CONCERNING THE CONTENT OF THE WEBSITE MAY BE DIRECTED TO THE CALIFORNIA DEPARTMENT OF BUSINESS OVERSIGHT AT WWW.DBO.CA.GOV.

Neither PATCH BOYS International, LLC, nor any person, or franchise broker in Item 2 of the Disclosure Document, is subject to any currently effective order of any national securities association or national securities exchange, as defined in the Securities Exchange Act of 1934, 15 U.S.C.A. 78a et seq., suspending or expelling such persons from membership in such association or exchange.

ADDITIONAL DISCLOSURES FOR THE STATE OF HAWAII

The following is added to the Cover Page of this Disclosure Document:

THESE FRANCHISES WILL BE/HAVE BEEN FILED UNDER THE FRANCHISE INVESTMENT LAW OF THE STATE OF HAWAII. FILING DOES NOT CONSTITUTE APPROVAL, RECOMMENDATION, OR ENDORSEMENT BY THE DIRECTOR OF

COMMERCE AND CONSUMER AFFAIRS OR A FINDING BY THE DIRECTOR OF COMMERCE AND CONSUMER AFFAIRS THAT THE INFORMATION PROVIDED HEREIN IS TRUE, COMPLETE, AND NOT MISLEADING.

THE FRANCHISE INVESTMENT LAW MAKES IT UNLAWFUL TO OFFER OR SELL ANY FRANCHISE IN THIS STATE WITHOUT FIRST PROVIDING TO THE PROSPECTIVE FRANCHISEE, OR SUBFRANCHISOR, AT LEAST SEVEN DAYS PRIOR TO THE EXECUTION BY THE PROSPECTIVE FRANCHISEE, OF ANY BINDING FRANCHISE OR OTHER AGREEMENT, OR AT LEAST SEVEN DAYS PRIOR TO THE PAYMENT OF ANY CONSIDERATION BY THE FRANCHISEE, OR SUBFRANCHISOR, WHICHEVER OCCURS FIRST, A COPY OF THE DISCLOSURE DOCUMENT, TOGETHER WITH A COPY OF ALL PROPOSED AGREEMENTS RELATING TO THE SALE OF THE FRANCHISE.

THE DISCLOSURE DOCUMENT CONTAINS A SUMMARY ONLY OF CERTAIN MATERIAL PROVISIONS OF THE FRANCHISE AGREEMENT, THE CONTRACT OR AGREEMENT SHOULD BE REFERRED TO FOR A STATEMENT OF ALL RIGHTS, CONDITIONS, RESTRICTIONS, AND OBLIGATIONS OF BOTH THE FRANCHISOR AND THE FRANCHISEE.

1. The following is added to the end of Item 5 for the State of Hawaii:
Registered agent in the state authorized to receive service of process: Director of Commerce and Consumer Affairs, Business Registration Division, 1010 Richards Street, Honolulu, HI, 96813
2. In recognition of the requirements of the Hawaii Franchise Investment Law, Hawaii Rev. Stat. Sections 482E-, *et. seq.*, the Franchise Disclosure Document of PATCH BOYS International, LLC, in connection with the offer and sale of franchises for use in the State of Hawaii, shall be amended to include the following:
 - a. The following list is hereby added to the end of Item 20 of the Disclosure Document to reflect the status of our franchise registrations in states which have franchise registration and/or disclosure laws:
 - i. The states in which a registration is effective, in which we are relying on an exception, or where an offering has been filed: None
 - ii. The states in which a proposed registration of filing is or will be shortly on file: California, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Virginia, Washington, and Wisconsin.
 - iii. The states, if any, which have refused, by order or otherwise, to register these franchises: None.
 - iv. The states, if any, which have revoked or suspended the right to offer these franchises: None
 - v. The states, if any, in which proposed registration of these franchises has been withdrawn: None

ADDITIONAL DISCLOSURES FOR THE STATE OF ILLINOIS

Illinois law govern the agreements between the parties to this franchise.

A Surety Bond has been obtained by Franchisor to assure its financial capability; the bond is on file with the Office of the Illinois Attorney General. This financial assurance requirement was imposed by the Office of the Illinois Attorney general due to Franchisor's financial condition. Item 5 and Section 2 of the Franchise Agreement are amended accordingly.

Section 4 of the Illinois Franchise Disclosure Act provides that any provision in a franchise agreement that designates jurisdiction or venue outside the State of Illinois is void. However, a franchise agreement may provide for arbitration outside of Illinois.

Section 41 of the Illinois Franchise Disclosure Act provides that any condition, stipulation or provision purporting to bind any person acquiring any franchise to waive compliance with the Illinois Franchise Disclosure Act or any other law of Illinois is void.

Your rights upon termination and non-renewal of a franchise agreement are set forth in sections 19 and 20 of the Illinois Franchise Disclosure Act.

You will be assessed a \$500 Administrative Fee each time you request support from the Franchisor.

“NATIONAL ACCOUNTS” EXIST IN THE FRANCHISE SYSTEM. YOU MAY BE OFFERED THE OPPORTUNITY TO SERVICE A NATIONAL ACCOUNT. IF YOU DECLINE TO DO SO, THE FRANCHISOR, AN AFFILIATE OR ANOTHER FRANCHISEE MAY PROVIDE THE SERVICE WITH NO COMPENSATION TO YOU (EVEN IF THE SERVICE IS PROVIDED WITHIN YOUR TERRITORY.)

The Franchisor reserves the right to manage any project or enterprise undertaking by two or more Patch Boys Businesses. The Franchisor may also determine whether any service to a customer is “beyond your equipment capabilities.”

ADDITIONAL DISCLOSURES FOR THE STATE OF INDIANA

In recognition of the requirements of the Indiana Code, Title 23, Article 2, Chapter 2.7, Sections 1 -7; amended by Laws of 1985, PL 233, the Franchise Disclosure Document, in connection with the offer and sale of franchises for use in the State of Indiana, shall be amended to include the following:

1. It is unlawful for any Franchise Agreement entered into between any franchisor and a franchisee that is either a resident of Indiana or a nonresident who will be operating a franchise in Indiana, to contain any of the following provisions. The following statements are added at the end of the Franchise Agreement table in Item 17: “Any release required as a condition of renewal and/or transfer will not apply to any claims that may arise under the Indiana Franchise Disclosure Law and the Indiana Deceptive Franchise Practices Act.”
2. The Summary section of Item 17(r.) entitled Non-Competition Covenants after the Franchise Terminates or Expires is amended to provide that the provisions contained in the Franchise Agreement and Item 12 of this Disclosure Document are subject to Indiana Code

23-2-2-7-1(9), which prohibits covenants not to compete which extend beyond any exclusive Territory granted to you.

3. Item 17(v) and 17(w) entitled Choice of Forum and Choice of law are amended to provide that Michigan law generally applies except for matters arising under the Indiana Franchise Disclosure Law and the Indiana Deceptive Franchise Practices Act.
4. In reference to Section 15.I. of the Franchise Agreement, such waivers constitute a limitation on litigation and therefore violate IC 23-2-2.7-1(10) and may not occur under this provision.
5. In reference to Section 15.K. of the Franchise Agreement, such a limitation of claims may only be barred unless an action is brought more than two years after the violation pursuant to IC 23-2-2.7-7.

Each provision of these Additional Disclosures to the Disclosure Document shall be effective only to the extent, with respect to such provision, that the jurisdictional requirements of the Indiana Franchise Disclosure Law, Indiana Code 23-2-2.5-1 to 23-2-2.5-51, and the Indiana Deceptive Franchise Practices Act, Indiana Code 23-2-2.7-1 to 23-2-2.7-10, are met independently without reference to these Additional Disclosures to the Disclosure Document.

ADDITIONAL DISCLOSURES FOR THE STATE OF MARYLAND

In recognition of the requirements of the Maryland Franchise Registration and Disclosure Law, the Uniform Franchise in connection with the offer and sale of franchises for use in the State of Maryland, shall be amended to include the following:

Item 5: Based upon the franchisor's financial condition, the Maryland Securities Commissioner has required a financial assurance. Therefore, we have secured a surety bond in the amount of \$29,900 from the Hartford Fire Insurance Company. A copy of the bond is on file at Maryland's state authority in the Office of the Attorney General, Securities Division, 200 St. Paul Place, Baltimore, Maryland 21202. Also, a copy is attached in Exhibit 1 to the Maryland State Addendum to the Franchise Agreement.

Item 17.C. and 17.M. require a general release as a condition of renewal, sale, and/or transfer. Any such release shall not apply to any liability that falls under the Maryland Franchise Registration and Disclosure Law.

Item 17.U. Any claims arising under the Maryland Franchise Registration and Disclosure Law must be brought by you within three (3) years after the grant of the Franchise.

Item 17.V., requires that all actions will be commenced in the state, and any court of general jurisdiction in Washtenaw, Michigan, or the United States District Court for the Eastern District of Michigan except for claims arising under the Maryland Franchise Registration and Disclosure Law, which may be commenced by you in Maryland.

Exhibit G of the Franchise Agreement is a Disclosure Acknowledgement Statement. Such representations are not intended to nor shall they act as a release, estoppel, or waiver of any liability incurred under the Maryland Franchise Registration and Disclosure Law.

The following is added to the end of the Item 17 chart:

Despite any contradicting provision in the Franchise Agreement, you have three years from the date on which we grant you the franchise to bring a claim under the Maryland Franchise Registration and Disclosure Law.

ADDITIONAL DISCLOSURES FOR THE STATE OF MINNESOTA

In recognition of the requirements of the Minnesota Franchises Law, Minn. Stat 80C.01 through 80C.22, and the Rules and Regulations promulgated thereunder by the Minnesota Commissioner of Commerce, Minn. Rules 2860.0100 through 2860.9930, the Franchise Disclosure Document in connection with the offer and sale of franchises for use in the State of Minnesota shall be amended to include the following:

Item 5 A surety bond in the amount of \$29,900 has been obtained by the Franchisor. The Minnesota Department of Commerce has made the issuance of the franchisor's permit contingent upon the franchisor maintaining surety bond coverage acceptable to the Commissioner until all Minnesota franchisees have opened for business.

Item 6 Notwithstanding anything in Item 6 to the contrary, NSF Fees are capped at \$30 per fee in accordance with Minnesota Stat. Sec. 604.113

Item 13 "Trademarks, Service Marks, Trade Names Logotypes and Commercial Symbols," is amended by the addition of the following:

Pursuant to Minnesota Stat. Sec. 80C.12, Subd. 1(g), we are required to protect any rights that you have to use our proprietary rights, including your right to use the trademarks, service marks, trade names, logotypes or other commercial symbols and indemnify the franchisee from any loss, costs, or expenses arising out of any claim, suite or demand regarding the use of the name.

Item 17 "Renewal, Termination, Transfer, and Dispute Resolution," is amended by the addition of the following paragraphs:

1. Minn. Rule 2860.4400J. prohibits the waiver of a jury trial.
2. Minn. Stat. 80C.17, Subd. 5 requires that no action may be commenced pursuant to this section more than three years after the cause of action occurs.
3. Minn. Stat. Sec. 80C, 14 Subds. 3, 4, and 5 requires that, except in certain specified cases, a franchisee be given 90 days' notice of termination (with 60 days to cure) and 180 days' notice of non-renewal of the Franchise Agreement, and that consent to the transfer of the franchise cannot be unreasonably withheld.
4. Minn. Stat. 80C.21 and Minn. Rule 2860.4400J might prohibit us from requiring litigation to be conducted outside Minnesota or requiring a franchisee to consent to liquidated damages. In addition, nothing in the Disclosure Document or agreement can abrogate or reduce any rights you have under the Minnesota Franchises Law, including (if applicable) the right to submit matters to the jurisdiction of the courts of Minnesota and the right to any procedure, forum, or remedies that the laws of jurisdiction provide.

5. Minn. Rule 2860.4400D. prohibits us from requiring you to assent to a general release.

Each provision of this Addendum to the Disclosure Document shall be effective only to the extent, with respect to such provision, that the jurisdictional requirements of the Minnesota Franchises Law or the Rules and Regulations promulgated by the Minnesota Commissioner of Commerce, are met independently without reference to these Additional Disclosures in the Disclosure Document.

ADDITIONAL DISCLOSURES FOR THE STATE OF NEW YORK

The following is added to the Cover Page of the Disclosure Document:

SPECIAL RISK FACTORS:

INFORMATION COMPARING FRANCHISORS IS AVAILABLE. CALL THE STATE ADMINISTRATORS LISTED IN EXHIBIT C OR YOUR PUBLIC LIBRARY FOR SOURCES OF INFORMATION. REGISTRATION OF THIS FRANCHISE BY NEW YORK STATE DOES NOT MEAN THAT NEW YORK STATE RECOMMENDS IT OR HAS VERIFIED THE INFORMATION IN THIS DISCLOSURE DOCUMENT. IF YOU LEARN THAT ANYTHING IN THE DISCLOSURE DOCUMENT IS UNTRUE, CONTACT THE FEDERAL TRADE COMMISSION AND NYS DEPARTMENT OF LAW, INVESTOR PROTECTION BUREAU, 28 LIBERTY STREET, 21ST FLOOR, NEW YORK, NY 10005.

REGISTRATION OF THIS FRANCHISE BY NEW YORK STATE DOES NOT MEAN THAT NEW YORK STATE RECOMMENDS IT OR HAS VERIFIED THE INFORMATION IN THIS DISCLOSURE DOCUMENT. IF YOU LEARN THAT ANYTHING IN THIS DISCLOSURE DOCUMENT IS UNTRUE, CONTACT THE FEDERAL TRADE COMMISSION AND NYS DEPARTMENT OF LAW, INVESTOR PROTECTION BUREAU, 28 LIBERTY STREET, 21ST FLOOR, NEW YORK, NY 10005.

THE FRANCHISOR MAY, IF IT CHOOSES, NEGOTIATE WITH YOU ABOUT ITEMS COVERED IN THE DISCLOSURE DOCUMENT. HOWEVER, THE FRANCHISOR CANNOT USE THE NEGOTIATION PROCESS TO PREVAIL UPON A PROSPECTIVE FRANCHISEE TO ACCEPT TERMS THAT ARE LESS FAVORABLE THAN THOSE SET FORTH IN THIS PROSPECTUS.

Item 4. Bankruptcy. The first paragraph is deleted in its entirety and replaced with the following:

“Neither we, nor any of our predecessors, affiliates, officers or general partners have, during the ten-year period immediately preceding the date of the Disclosure Document; (a) filed as debtor (or had filed against it) a petition to start an action under the U.S. Bankruptcy Code; (b) obtained a discharge of its debts under the U.S. Bankruptcy Code; or (c) was a principal officer of a company, or a general partner in a partnership, that either filed as a debtor (or had filed against it) a petition to start an action under the U.S. Bankruptcy Code, or that obtained a discharge of its debts under the U.S. Bankruptcy Code during or within one year after that officer or general partner of ours held this position in the company or partnership.”

Item 11. The following is inserted at the end of Item 11: “Advertising on the Internet”. We have no restrictions regarding our use of the internet or the worldwide web for advertising purposes.

You must have a customized web site connected to our web site and managed by our web site provider (Items 6 and 8 of this Disclosure Document). You may not develop and implement a THE PATCH BOYS website through a third party provider (Item 8 of the Disclosure Document and Section 2.I. of the Franchise Agreement).

Item 15. The following is inserted to the end of paragraph 1: If you hire an employee to serve as the Managing Owner of the THE PATCH BOYS Business (“delegate”), the delegate does not need to have any ownership in the THE PATCH BOYS Business. However, the delegate must attend Business Manager and Technical Operations Training and sign our Confidentiality and Non-Disclosure document prior to assuming this role. Your delegate must not have pleaded no contest or been convicted of a felony and must submit to a background check, whose cost is to be paid by the Franchisee.

The following is added to the end of 17(c) and 17 (m):

“However to the extent required by applicable law, all rights you enjoy and any causes of action arising by your favor from the provisions of Article 33 of the General Business Law of the State of New York and the regulations issued thereunder shall remain in force; it being the intent of this proviso that the non-waiver provisions of General Business Law, Sections 687.4 and 687.5 be satisfied.”

Item 17.D. Summary Column, is amended to read: “You may terminate any time with at least 60 days prior written notice. You may terminate on any grounds available by law.”

Item 17.J. Summary Column, is amended to read: “No restriction on us of the right to assign however, no assignment will be made except to an assignee that, in our good faith judgment, is willing and able to assume our obligations under the Franchise Agreement.”

Item 17.S. Summary Column, the following is added to the end of Item 17.S.:

“Modifications to the THE PATCH BOYS System Standards will not unreasonably affect your obligations under the Franchise Agreement.”

Item 17.V. and 17.W. Summary Column, is amended to read:

“However, the governing choice of law and choice of forum should not be considered a waiver of any right conferred upon you by the provisions of Article 33 of the General Business Law of the State of New York.”

ADDITIONAL DISCLOSURES FOR THE STATE OF NORTH DAKOTA

For franchises and franchisees subject to the North Dakota Franchise Investment Law, the following information supersedes on supplements, as the case maybe, the corresponding disclosures in the main body of the text of the PATCH BOYS International, LLC Franchise Disclosure Document.

1. Item 5 is amended by the addition of the following language to the original language that appears therein:
 - a. Due to our financial condition, we will defer the collection of the initial franchise fees until all initial obligations owed to you under the Franchise Agreement or other

documents have been fulfilled by us and you have commenced doing business pursuant to the Franchise Agreement.

2. Item 17 is amended by the addition of the following language to the original language that appears therein:
 - a. Covenants not to compete upon termination or expiration of a Franchise Agreement are generally unenforceable in North Dakota, except in certain instances as provides by law.
 - b. Any provision in the Franchise Agreement which designates jurisdiction or venue or requires the franchisee to agree to jurisdiction or venue in a forum outside of North Dakota is void with respect to any cause of action which is otherwise enforceable in North Dakota.
 - c. Any provision in the Franchise Agreement which requires a franchisee to waive his or her right to a jury trial has been determined to be unfair, unjust and inequitable within the intent of Section 51-19-09 of the North Dakota Franchise Investment Law.
 - d. Any provision requiring a franchisee to sign a general release upon renewal of the Franchise Agreement has been determined to be unfair, unjust and inequitable within the intent of Section 51-19-09 of the North Dakota Franchise Investment Law.
 - e. Apart from civil liability as set forth in Section 51-19-12 of the N.D.C.C., which is limited to violations of the North Dakota Franchise Investment Law (registration and fraud), the liability of the franchisor to a franchisee is based largely on contract law. Despite the fact that those provisions are not contained in the franchise investment law, those provisions contain substantive rights intended to be afforded to North Dakota residents and it is unfair to franchise investors to require them to waive their rights under North Dakota Law.
 - f. Any provision in the Franchise Agreement requiring that the agreement be construed according to the laws of a state other than North Dakota are unfair, unjust or inequitable within the intent of Section 51-19-09 of the North Dakota Franchise Investment Law.
 - g. Any provision in the Franchise Agreement requiring a franchisee to consent to liquidated damages or termination penalties has been determined to be unfair, unjust

and inequitable within the intent of Section 51-19-09 of the North Dakota Franchise Investment Law.

ADDITIONAL DISCLOSURES FOR THE STATE OF RHODE ISLAND

The following is added to the Cover Page of the Disclosure Document:

EVEN THOUGH THE FRANCHISE AGREEMENT PROVIDES THAT “HOME STATE” LAW APPLIES, LOCAL LAW MAY SUPERSEDE IT IN YOUR STATE. PLEASE REFER TO ANY STATE-SPECIFIC ADDENDUM THAT MAY BE ATTACHED TO THE OFFERING FOR DETAILS.

In recognition of the requirements of the State of Rhode Island Franchise Investment Act §19-28.1 *et seq.*, the Franchise Disclosure Document for PATCH BOYS International, LLC, for use in the State of Rhode Island is amended as follows:

1. Item 17 (u) shall be amended to read: §19-28.1-21 (a) A person who violates any provision of this act is liable to the franchisee for damages, costs, and attorneys and experts fees. In the case of a violation of §§19-28.1-5, 19-28.1-8, or 19-28.1-17(1)-(5), the franchisee may also sue for rescission. No person shall be liable under this section if the defendant proves that the plaintiff knew the facts concerning the violation. (b) Every person who directly or indirectly controls a person liable under this section, every principal executive officer or director of the liable person, every person occupying a similar status or performing similar functions, and every agent or employee of a liable person, who materially aids in the act or transaction constituting the violation, is also liable jointly and severally with and to the same extent as the person liable under this section, unless the agent, employee, officer, or director proves he or she did not know, and in the exercise of reasonable care could not have known of the existence of the fact by reason of which the liability is alleged to exist.
2. Item 17 (v)(w) shall be amended to read: §19-28.1-14 A provision in a franchise agreement restricting jurisdiction or venue to a forum outside this state or requiring the application of the laws of another state is void with respect to a claim otherwise enforceable under this act.

ADDITIONAL DISCLOSURES FOR THE STATE OF WASHINGTON

A surety bond in the amount of \$100,000 has been obtained by the Franchisor. The Washington Securities Division has made the issuance of the franchisor’s permit contingent upon the franchisor maintaining surety bond coverage acceptable to the Administrator until (a) all Washington franchisees have (i) received all initial training that they are entitled to under the franchise agreement or offering circular, and (ii) are open for business; or (b) the Administrator issues written authorization to the contrary.

The following risk factor is added to the State Cover Page:

Use of Franchise Brokers. The franchisor uses the services of franchise brokers to assist it in selling franchises. A franchise broker represents the franchisor and is paid a fee for referring

prospects to the franchisor and/or selling the franchise. Do not rely only on the information provided by a franchise broker about a franchise. Do your own investigation by contacting the franchisor's current and former franchisees to ask them about their experience with the franchisor.

The following is added to the cover page for the state of Washington:

Washington Addendum and Item 17 should state: "If any provision in this Disclosure Document or Franchise Agreement are inconsistent with the relationship provisions of Revised Code of Washington, Section 19.100.180 or any other requirements of the Washington Franchise Investment Protection Act (the "Act"), the provisions of the Act will prevail over the inconsistent terms of the Disclosure Document or Franchise Agreement.

In the event of a conflict of laws, the provisions of the Washington Franchise Investment Protection Act, Chapter 19.100 RCW will prevail.

RCW 19.100.180 may supersede the franchise agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise. There may also be court decisions which may supersede the franchise agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise.

In any arbitration or mediation involving a franchise purchased in Washington, the arbitration or mediation site will be either in the state of Washington, or in a place mutually agreed upon at the time of the arbitration or mediation, or as determined by the arbitrator or mediator at the time of arbitration or mediation. In addition, if litigation is not precluded by the franchise agreement, a franchisee may bring an action or proceeding arising out of or in connection with the sale of franchises, or a violation of the Washington Franchise Investment Protection Act, in Washington.

A release or waiver of rights executed by a franchisee may not include rights under the Washington Franchise Investment Protection Act or any rule or order thereunder except when executed pursuant to a negotiated settlement after the agreement is in effect and where the parties are represented by independent counsel. Provisions such as those which unreasonably restrict or limit the statute of limitations period for claims under the Act, or rights or remedies under the Act such as a right to a jury trial, may not be enforceable.

Transfer fees are collectable to the extent that they reflect the franchisor's reasonable estimated or actual costs in effecting a transfer.

Pursuant to RCW 49.62.020, a noncompetition covenant is void and unenforceable against an employee, including an employee of a franchisee, unless the employee's earnings from the party seeking enforcement, when annualized, exceed \$100,000 per year (an amount that will be adjusted annually for inflation). In addition, a noncompetition covenant is void and unenforceable against an independent contractor of a franchisee under RCW 49.62.030 unless the independent contractor's earnings from the party seeking enforcement, when annualized, exceed \$250,000 per year (an amount that will be adjusted annually for inflation). As a result, any provisions contained in the franchise agreement or elsewhere that conflict with these limitations are void and unenforceable in Washington.

RCW 49.62.060 prohibits a franchisor from restricting, restraining, or prohibiting a franchisee from (i) soliciting or hiring any employee of a franchisee of the same franchisor or (ii) soliciting or hiring any employee of the franchisor. As a result, any such provisions contained in the franchise agreement or elsewhere are void and unenforceable in Washington.

STATE ADDENDA TO THE FRANCHISE AGREEMENT

ADDENDUM TO THE FRANCHISE AGREEMENT FOR USE IN CALIFORNIA

This is an addendum to the Franchise Agreement between Franchisor and Franchisee.

Notwithstanding anything to the contrary in the Franchise Agreement, if there is a conflict between the terms of this Addendum and the terms of your Franchise Agreement, the terms of this Addendum shall control and supersede the Franchise Agreement. Any terms not defined herein shall have the same meanings as in the Franchise Agreement and any references to sections and paragraphs refer to the sections and paragraphs of the Franchise Agreement unless stated otherwise.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by each of the parties signing below, it is hereby agreed and understood that the following will supersede and replace Section 13.D. of the Franchise Agreement:

13.D. COVENANT NOT TO COMPETE.

You acknowledge and reaffirm that the THE PATCH BOYS customer list developed under your Franchise Agreement, is the sole and exclusive proprietary information of Franchisor, and you have no ownership right(s) or any other interest in this customer list except as a THE PATCH BOYS franchisee. In the event of any future termination and/or expiration of your franchise agreement with Franchisor, you will not retain, in any form, a copy of this customer list. You further agree not to market to, service or otherwise deal with any customers on the list for inventorying, packing, moving, cleaning, deodorizing and storage services for a period of 18 months after the termination and/or expiration of your Franchise Agreement.

It is also agreed and understood that if you sell any one (1) or more of your THE PATCH BOYS franchise businesses, as a condition precedent to our approving your purchaser as a new THE PATCH BOYS franchisee, you will agree with your purchaser and with us not to compete for 18 months after the sale closing, in the inventorying, packing, moving, cleaning, deodorizing and storage services business within a geographic area extending out from the purchased THE PATCH BOYS territory boundaries, in every direction, for 100 miles. Provided, however, these non-competition provisions do not create or imply any additional restrictions upon your ownership of other THE PATCH BOYS franchise business(es) in and around this geographic area.

The terms of this Addendum shall remain confidential and may not be disclosed except when and to the extent necessary to comply with applicable federal, state, or local laws or regulations.

In all other respects, the terms and conditions contained in your original Franchise Agreement, and any previous addendums to your Franchise Agreement, remain in full force and effect. Further this it to confirm that we have made no other promises or commitments of any nature concerning this or any other aspect of your franchise business that have not been set forth

in writing, and any future promises, commitments or assurances must be in writing and signed by both of us, to be enforceable.

FRANCHISOR

FRANCHISEE

PATCH BOYS INTERNATIONAL, LLC

[FRANCHISEE ENTITY NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

ADDENDUM TO THE FRANCHISE AGREEMENT FOR USE IN ILLINOIS

This is a Rider to the Effective Date between Franchisor and Franchisee.

Notwithstanding anything to the contrary in the Franchise Agreement, in the event of a conflict between the terms of this Rider and the terms of the Franchise Agreement, the terms of this Rider shall control and supersede the Franchise Agreement. Any terms not defined herein shall have the same meanings as in the Franchise Agreement and any references to sections and paragraphs refer to the sections and paragraphs of the Franchise Agreement unless stated otherwise.

In recognition of the requirements of the Illinois Franchise Disclosure Act of 1987, (Ill. Comp. Stat. §§ 705/1 to 705/44), the parties to the Franchise Agreement agree as follows:

1. Background

We and you are parties to the Agreement that has been executed concurrently with the execution of this Rider. This Rider is annexed to and forms part of the Franchise Agreement. This Rider is being executed because (a) the offer or sale of the franchise for franchise you will operate under the Agreement was made in the State of Illinois and you will operate the Franchise in the State of Illinois and/or (b) you are a resident of the State of Illinois.

2. Dispute Resolution Procedures

Section 15.F. entitled “Dispute Resolution Procedures” is superseded and replaced by the following:

Subject to Section 15.F., Section 4 of the Illinois Franchise Disclosure Act provides that any provision in a franchise agreement that designates jurisdiction or venue outside of the State of Illinois is void. However, a franchise agreement may provide for arbitration in a venue outside of Illinois.

3. Choice of Law

Section 15.H. entitled “Choice of Law” is superseded and replaced by the following:

Except to the extent governed the United States Trademark Act of 1946 (Lanham Act, 15 U.S.C. Sections 1051 ET SEQ.) or Federal Law, and except for claims arising under the Illinois Franchise Disclosure Act, this Agreement, the Franchise and all claims arising from the relationship between us and you will be governed by the laws of the State of Illinois.

4. Limitation of Claims

The following is added to the beginning of Section 15.K. of the Franchise Agreement, entitled “Limitations of Claims

“Except for claims arising under the Illinois Franchise Disclosure Act, and...”

5. Illinois Franchise Disclosure Act

The following language is added to Section 15.M. of the Franchise Agreement:

15.M. Illinois Franchise Disclosure Act. Section 41 of the Illinois Franchise Disclosure Act states that any condition, stipulation, or provision purporting to bind any person acquiring any franchise to waive compliance with the Illinois Franchise Disclosure Act, or any law of the State of Illinois is void.”

6. Your Affirmations

Section 17 of the Franchise Agreement.

(a) The second affirmation, beginning with the phrase “We have not made” is hereby amended to read as follows:

“We ask that, before you execute this Agreement, you bring to our attention any statements or representations that have been made to you by any of our officers, directors, employees, or agents that are contrary to or inconsistent with the statements made in the THE PATCH BOYS Franchise Disclosure Document you received or the provisions of this Agreement.”

(b) The ninth affirmation, beginning with the phrase, “We may sell our assets,” the following is deleted:

“...you specifically waive any claims, demands, or damages arising from or related to the loss of said Marks (or any variations of them) and/or the loss of association with or identification of the FRANCHISOR of this Agreement.”

7. Agreements/Releases.

Section 11 Paragraph C of the Franchise Agreement is deleted in its entirety and replaced by the following:

“If you satisfy all of the other conditions to the awarding of a Renewal Term, you promise to execute the form of franchise agreement and any ancillary agreements we then are customarily using in awarding Renewal Terms for THE PATCH BOYS franchises, provided that in no event will the Territory or Royalty for the Renewal Term franchise agreement be changed from that contained in this agreement.”

Each provision of this Rider shall be effective only to the extent, with respect to such provision, that the jurisdictional requirements of the Illinois Franchise Disclosure Act of 1987 are met independently without reference to this Rider.

FRANCHISOR

FRANCHISEE

PATCH BOYS INTERNATIONAL, LLC

[FRANCHISEE ENTITY NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

ADDENDUM TO THE FRANCHISE AGREEMENT FOR USE IN MARYLAND

The parties to this Rider are Franchisor and FRANCHISEE. The parties to the attached Franchise Agreement agree as follows:

1. Background:

Franchisor and Franchisee are parties to the Franchise Agreement that has been executed concurrently with the execution of this Rider. This Rider is annexed to and forms part of the Agreement. This Rider is being executed because (a) the offer or sale of the franchise for the THE PATCH BOYS franchise you will operate under the Agreement was made in the State of Maryland and you will operate the Franchise in the State of Maryland and/or (b) you are a resident of the State of Maryland.

2. Intentionally Deleted.

3. Expiration of this Agreement:

Pursuant to COMAR 02.02.08.16L, the following is added at the end of Sections 10.B.8, 11.C., and 12.A. of the Franchise Agreement:

The general release required as a condition of renewal, sale, and/or assignment/transfer shall not apply to any liability under the Maryland Franchise Registration and Disclosure Law.

4. Enforcement:

The following is added at the end of Section 15.F. and 15.K. of the Franchise Agreement:

Any limitation of claims provisions shall not act to reduce the three (3) year statute of limitations afforded a franchisee for bringing a claim arising under the Maryland Franchise Registration and Disclosure Law. Any claims arising under the Maryland Franchise Registration and Disclosure Law must be brought within 3 years after the grant of the franchise.

5. Dispute Resolution Procedures:

Pursuant to Section 14-216(c)(25) of the Maryland Franchise Registration and Disclosure Law, the following is added at the end of Sections 15.F. and 15.H. of the Franchise Agreement:

You may bring a lawsuit in Maryland for claims arising under the Maryland Franchise Registration and Disclosure Law.

6. Acknowledgment:

Pursuant to Section 14-226 of the Maryland Franchise Registration and Disclosure Law The following is added at the end of Section 17 of the Agreement and to the Disclosure Acknowledgement Questionnaire:

The representations, acknowledgements and affirmations in the preceding section are not intended to nor shall they act as a release, estoppel, or waiver of any liability incurred under the Maryland Franchise Registration and Disclosure Act.

In all other respects, the terms and conditions contained in your Franchise Agreement, and any previous Addendums to your Franchise Agreement, remain in effect.

FRANCHISOR

PATCH BOYS INTERNATIONAL, LLC

By: _____

Name: _____

Title: _____

Date: _____

FRANCHISEE

[FRANCHISEE ENTITY NAME]

By: _____

Name: _____

Title: _____

Date: _____

ADDENDUM TO THE FRANCHISE AGREEMENT FOR USE IN MINNESOTA

This is a Rider to the Franchise Agreement, which is being executed concurrently with this Rider, between Franchisor and Franchisee.

Notwithstanding anything to the contrary in the Franchise Agreement, in the event of a conflict between the terms of this Rider and the terms of the Franchise Agreement, the terms of this Rider shall control and supersede the Franchise Agreement. Any terms not defined herein shall have the same meanings as in the Franchise Agreement and any references to sections and paragraphs refer to the sections and paragraphs of the Franchise Agreement unless stated otherwise.

In recognition of the requirements of the Minnesota Franchises Law, Minn. Stat. 80C.01 through 80C.22, and the Rules and Regulations promulgated thereunder by the Minnesota Commissioner of Commerce, Minn. Rule 2860.0100 through 2860.9930, the parties to the attached Franchise Agreement agree as follows:

Background. We and you are parties to the Franchise Agreement that has been executed concurrently with the execution of this Rider. This Rider is annexed to and forms part of the Franchise Agreement.

This Rider is being executed because (a) the offer or sale of the franchise for the THE PATCH BOYS franchise you will operate under the Franchise Agreement was made in the State of Minnesota and you will operate the Franchise in the State of Minnesota and/or (b) you are a resident of the State of Minnesota.

Marks. The following language is added at the end of Section 4 of the Franchise Agreement:

Pursuant to Minnesota Stat. Sec. 80C.12, Subd. 1(g), we are required to protect any rights that you have to use our proprietary rights, including your right to use the trademarks, service marks, trade names, logotypes or other commercial symbols and indemnify the franchisee from any loss, costs, or expenses arising out of any claim, suite or demand regarding the use of the name.

Termination by Franchisor. The following language is added to Section 12.B of the Franchise Agreement:

With respect to franchises governed by Minnesota law, the franchisor will comply with Minn. Stat. Sec. 80C.14, Subds. 3, 4, and 5 which require, except in certain specified cases, that a franchisee be given 90 days' notice of termination (with 60 days to cure) and 180 days' notice of non-renewal of the franchise agreement.

Waiver of Punitive Damages and Jury Trial. The following is added to Section 15.I, of the Franchise Agreement:

Minn. Rule 2860.4400J. prohibits the waiver of a jury trial and requiring a franchisee to consent to liquidated damages or termination penalties.

Limitations of Claims. The following is added to Section 15.K. of the Franchise Agreement:

Minn. Stat. 80C.17, Subd. 5 requires that no action may be commenced pursuant to this section more than three (3) years after the cause of action occurs.

Dispute Resolution Procedures/Governing Law. The following language is added to Sections 15.F and 15.H. of the Franchise Agreement:

PURSUANT TO MINN. STAT. 80C.21 AND MINN. RULE 2860.4400J, THESE SECTIONS SHALL NOT IN ANY WAY ABROGATE OR REDUCE YOUR RIGHTS AS PROVIDED FOR IN MINNESOTA STATUTES 1984, CHAPTER 80C, INCLUDING THE RIGHT TO SUBMIT MATTERS TO THE JURISDICTION OF THE COURTS OF MINNESOTA.

Agreements/Releases. The following language is added to Section 11.C.:

Provided; however, that such general releases do not apply to the extent prohibited by applicable law with respect to claims which arise under Minn. Rule 2860.4400D.

In all other respects, the terms and conditions contained in your Franchise Agreement, and any previous Addendums to your Franchise Agreement, remain in effect.

FRANCHISOR

FRANCHISEE

PATCH BOYS INTERNATIONAL, LLC

[FRANCHISEE ENTITY NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

ADDENDUM TO THE FRANCHISE AGREEMENT FOR USE IN NEW YORK

This is a Rider to the Franchise Agreement, which is being executed concurrently with this Rider, between Franchisor and Franchisee.

Notwithstanding anything to the contrary in the Franchise Agreement, in the event of a conflict between the terms of this Rider and the terms of the Franchise Agreement, the terms of this Rider shall control and supersede the Franchise Agreement. Any terms not defined herein shall have the same meanings as in the Franchise Agreement and any references to sections and paragraphs refer to the sections and paragraphs of the Franchise Agreement unless stated otherwise.

1. **BACKGROUND.** Franchisor and Franchisee are parties to the Franchise Agreement that has been signed concurrently with the signing of this Rider. This Rider is annexed to and forms part of the Franchise Agreement. This Rider is being signed because (a) the offer or sale of the franchise for the THE PATCH BOYS Business that you will operate under the Franchise Agreement was made in the State of New York, and/or (b) you are a resident of New York and will operate the Business in New York.

2. **AGREEMENTS/RELEASES.** Section 11.C. of the Franchise Agreement is amended by adding the following language to the end of the last sentence of the paragraph:

Provided, however, that all rights Franchisee enjoys and any causes of action arising in Franchisee's favor from the provisions of Article 33 of the General Business Law of the State of New York and the regulations issued thereunder shall remain in force; it being the intent of the proviso that the non-waiver provisions of GBL 687 and 687.5 be satisfied.

3. **TERMINATION OF AGREEMENT BY FRANCHISEE.** Section 12.A. of the Franchise Agreement is amended by adding the following as the last sentence:

Franchisee also may terminate this Agreement on any grounds available by law under the provisions of Article 33 of the General Business Law of the State of New York.

4. **TRANSFER BY US** Section 10.A. of the Franchise Agreement is amended by adding the following language at the end:

However, to the extent required by applicable law, no assignment will be made except to an assignee who, in our good faith judgment, is willing and able to assume our obligations under this Agreement.

5. **DISPUTE RESOLUTION PROCEDURES/CHOICE OF LAW.** Sections 15.F. and 15.H. of the Franchise Agreement are amended by adding the following language:

HOWEVER, THE GOVERNING CHOICE OF LAW SHALL NOT BE CONSIDERED A WAIVER OF ANY RIGHT CONFERRED UPON FRANCHISEE BY THE PROVISIONS OF ARTICLE 33 OF THE GENERAL BUSINESS LAW OF THE STATE OF NEW YORK.

6. BINDING EFFECT. Section 15.J. of the Franchise Agreement is amended by adding the following language:

Modifications to the Operations Manual will not unreasonably affect Franchisee's obligations, including economic requirements, under this Agreement.

In all other respects, the terms and conditions contained in your Franchise Agreement, and any previous Addendums to your Franchise Agreement, remain in effect.

FRANCHISOR

FRANCHISEE

PATCH BOYS INTERNATIONAL, LLC

[FRANCHISEE ENTITY NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

ADDENDUM TO THE FRANCHISE AGREEMENT FOR USE IN NORTH DAKOTA

This is a Rider to the Franchise Agreement, which is being executed concurrently with this Rider, between Franchisor and Franchisee.

Notwithstanding anything to the contrary in the Franchise Agreement, in the event of a conflict between the terms of this Rider and the terms of the Franchise Agreement, the terms of this Rider shall control and supersede the Franchise Agreement. Any terms not defined herein shall have the same meanings as in the Franchise Agreement and any references to sections and paragraphs refer to the sections and paragraphs of the Franchise Agreement unless stated otherwise.

1. BACKGROUND.

Franchisor and Franchisee are parties to the Franchise Agreement that has been signed concurrently with the signing of this Rider. This Rider is annexed to and forms part of the Franchise Agreement. This Rider is being signed because (a) the offer or sale of the franchise for the THE PATCH BOYS Business that you will operate under the Franchise Agreement was made in the State of North Dakota, and/or (b) you are a resident of North Dakota and your Business will be located or operated in North Dakota.

2. AGREEMENTS/RELEASES.

Sections 10.B.8, 11.C and 12.A. of the Franchise Agreement are amended by adding the following:

“Any release required as a condition of renewal and/or assignment/transfer will not apply to the extent otherwise prohibited by applicable law with respect to claims arising under the North Dakota Franchise Investment Law.”

3. LIQUIDATED DAMAGES.

To the extent required by the North Dakota Franchise Investment Law, the following paragraph is deleted from Section 12.D of the Franchise Agreement:

“If we terminate this Agreement based upon your default (or if you purport to terminate this Agreement prior to its expiration), you will pay to us a lump sum (as liquidated damages and not as a penalty) calculated as follows: (x) the greater of the average Royalty Fees or the amounts owed pursuant to section 2.F of this Agreement and National Marketing Fund Fees that you owed to us under this Agreement for the 12-month period preceding the effective date of termination; multiplied by (y) the lesser of (1) 24 or (2) the number of weeks remaining in the then-current term of this Agreement. If you have not operated the Business for at least 12 months, then (x) will equal the greater of the average Royalty Fees or the amounts owed pursuant to section 2.F. of this Agreement and National Marketing Fund contributions that you owed to us during the period that you operated the Business. You acknowledge that a precise calculation of the full extent of our damages under these circumstances is difficult to determine and the method of calculation of such damages as set forth in this Section is reasonable. Your payment to us under this Section will be

in lieu of any direct monetary damages related to lost future payments of Royalty Fees and National Marketing Fund Fees that we may incur as a result of your default; however, such payment shall be in addition to all amounts owed and/or damages arising under Section 13 of this Agreement, and any attorneys' fees and other costs and expenses to which we are entitled under this Agreement. Except as provided in this Section, your payment of this lump sum shall be in addition to any other right or remedy that we may have under this Agreement or otherwise."

4. COVENANT NOT TO COMPETE.

Section 13.D of the Franchise Agreement is amended by adding the following:

"Covenants not to compete such as those mentioned above are generally considered unenforceable in the State of North Dakota. However, you acknowledge and agree that we intend to seek enforcement of these provisions to the extent allowed under the law."

5. GOVERNING LAW.

The following is added to the end of Section 15.H. of the Franchise Agreement:

"except as otherwise required by North Dakota law."

6. DISPUTE RESOLUTION PROCEDURES.

Section 15.F. of the Franchise Agreement is amended by adding the following language:

"Notwithstanding the foregoing, to the extent required by the North Dakota Franchise Investment Law, and subject to Franchisee's dispute resolution obligations, Franchisee may bring an action in North Dakota for claims arising under the North Dakota Franchise Investment Law."

7. WAIVER OF PUNITIVE DAMAGES AND JURY TRIAL.

To the extent required by the North Dakota Franchise Investment Law, the following paragraph is deleted from Section 15.I. of the Franchise Agreement.

"You and we irrevocably waive trial by jury in any action, proceeding, or counterclaim, whether at law or in equity, brought by either of us."

8. LIMITATIONS OF CLAIMS.

Section 15.K. of the Franchise Agreement is amended by adding the following:

"The time limitations set forth in this subsection might be modified by the North Dakota Franchise Investment Law."

In all other respects, the terms and conditions contained in your Franchise Agreement, and any previous Addendums to your Franchise Agreement, remain in effect.

FRANCHISOR

FRANCHISEE

PATCH BOYS INTERNATIONAL, LLC

[FRANCHISEE ENTITY NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

ADDENDUM TO THE FRANCHISE AGREEMENT FOR USE IN WASHINGTON

This is a Rider to the Franchise Agreement, which is being executed concurrently with this rider, between Franchisor and Franchisee.

Notwithstanding anything to the contrary in the Franchise Agreement, in the event of a conflict between the terms of this Rider and the terms of the Franchise Agreement, the terms of this Rider shall control and supersede the Franchise Agreement. Any terms not defined herein shall have the same meanings as in the Franchise Agreement and any references to sections and paragraphs refer to the sections and paragraphs of the Franchise Agreement unless stated otherwise.

Franchisor and Franchisee are parties to the Franchise Agreement that has been signed concurrently with the signing of this Rider. This Rider is annexed to and forms part of the Franchise Agreement. This Rider is being signed because (a) the offer or sale of the franchise for the THE PATCH BOYS Business that you will operate under the Franchise Agreement was made in the State of Washington, and/or (b) you are a resident of Washington and your Business will be located or operated in Washington.

1. The state of Washington has a statute, RCW 19.100.180, which may supersede the franchise agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise. If any provision in the Franchise Agreement is inconsistent with the relationship provisions of the Revised Code of Washington, Section 19.100.180, or any other requirements of the Washington Franchise Investment Protection Act (the "Act"), the provisions of the Act will prevail over the inconsistent terms of the Franchise Agreement. There may also be court decisions which may supersede the franchise agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise.
2. A release or waiver of rights executed by a franchisee shall not include rights under the Washington Franchise Investment Protection Act except when executed pursuant to a negotiated settlement after the agreement is in effect and where the parties are represented by independent counsel. Provisions such as those which unreasonably restrict or limit the statute of limitations period for claims under the Act, rights, or remedies under the Act such as right to a jury trial may not be enforceable.
3. Transfer Fees are collectable to the extent that they reflect the franchisor's reasonable estimated or actual costs in effecting a transfer.

The undersigned does hereby acknowledge receipt of this Rider.

In all other respects, the terms and conditions contained in your Franchise Agreement, and any previous Addendums to your Franchise Agreement, remain in effect.

FRANCHISOR

FRANCHISEE

PATCH BOYS INTERNATIONAL, LLC

[FRANCHISEE ENTITY NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

EXHIBIT I
TO FRANCHISE DISCLOSURE DOCUMENT
LIST OF FRANCHISEES

Primary Contact	Street 1	City	State/Province	Bus Phone
ALABAMA				
Donald Denham	7060 Ponce de Leon Dr	Spanish Fort	AL	251-459-2712
ARKANSAS				
Pinaki (Jee) Mukherjee	11500 Hickory Hill Road	Little Rock	AR	501-410-8124
Pinaki (Jee) Mukherjee	11500 Hickory Hill Road	Little Rock	AR	501-410-8124
ARIZONA				
Brent Hunter	7900 E Greenway Rd	Scottsdale	AZ	480-236-6520
Brent Hunter	7900 E Greenway Rd	Scottsdale	AZ	480-236-6520
Brent Hunter	7900 E Greenway Rd	Scottsdale	AZ	480-236-6520
Brent Hunter	7900 E Greenway Rd	Scottsdale	AZ	480-236-6520
Brent Hunter	7900 E Greenway Rd	Scottsdale	AZ	480-236-6520
Brent Hunter	7900 E Greenway Rd	Scottsdale	AZ	480-236-6520
Brent Hunter	7900 E Greenway Rd	Scottsdale	AZ	480-236-6520
Brent Hunter	7900 E Greenway Rd	Scottsdale	AZ	480-236-6520
CALIFORNIA				
Jeremy Kenyon	6965 El Camino Real	Carlsbad	CA	760-593-8811
Jeremy Kenyon	6965 El Camino Real	Carlsbad	CA	760-593-8811
Jeremy Kenyon	6965 El Camino Real	Carlsbad	CA	760-593-8811
Matt Sturm	4670 Edgewood Ave	Oakland	CA	510-854-0063
Joe Boshra	6971 Russian River Ct	Rancho Cucamonga	CA	714-393-6886
Joe Boshra	6971 Russian River Ct	Rancho Cucamonga	CA	714-393-6886
Joe Boshra	6971 Russian River Ct	Rancho Cucamonga	CA	714-393-6886
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Joe Boshra	6971 Russian River Ct	Rancho Cucamonga	CA	714-393-6886
Joe Boshra	6971 Russian River Ct	Rancho Cucamonga	CA	714-393-6886
Joe Boshra	6971 Russian River Ct	Rancho Cucamonga	CA	714-393-6886
COLORADO				
Daniel McCoy	12066 Pine Top St	Parker	CO	303-872-7914
Daniel McCoy	12066 Pine Top St	Parker	CO	303-872-7914
Daniel McCoy	12066 Pine Top St	Parker	CO	303-872-7914
Daniel McCoy	12066 Pine Top St	Parker	CO	303-872-7914
Daniel McCoy	12066 Pine Top St	Parker	CO	303-872-7914
CONNECTICUT				
Eric Feingold	23 Jefferson Lane	Bedford	NY	914-391-2332
Eric Feingold	23 Jefferson Lane	Bedford	NY	914-391-2332
FLORIDA				
Schiller, Duane	9171 Palmetto Ridge Dr. Unit 102	Estero	FL	763-438-6063
GEORGIA				
Matt Esterline	139 Providence Blvd.	Macon	GA	478-747-1119
Matt Esterline	139 Providence Blvd.	Macon	GA	478-747-1119
IDAHO				
Gordon Maxwell	5450 W. Dalcross Dr	Boise	ID	208-999-2022
Gordon Maxwell	5450 W. Dalcross Dr	Boise	ID	208-999-2022
ILLINOIS				
Kevin Chlada	9012 Pallisades Rd	Burr Ridge	IL	630-770-5029
Kevin Chlada	9012 Pallisades Rd	Burr Ridge	IL	630-770-5029
Kevin Chlada	9012 Pallisades Rd	Burr Ridge	IL	630-770-5029
Kevin Chlada	9012 Pallisades Rd	Burr Ridge	IL	630-770-5029
Alvin Stevenson	6n707 Brookhaven Ln	St. Charles	IL	410-517-9590
Carlos Perez	4531 Custer Avenue	Lyons	IL	
Bill Weber	8724 45th Place	Lyons	IL	630-862-8830
Bill Weber	8724 45th Place	Lyons	IL	630-862-8830
IOWA				
Lincoln Prins	1335 County Club Drive	Marron	IA	319-449-3388
Lincoln Prins	1335 County Club Drive	Marron	IA	319-449-3388
KANSAS				
Greg Lloyd	2 East 99th St	Kansas City	MO	816-215-5291
LOUISIANA				

Steve Gora	16131 Somersby Ave	Baton Rouge	LA	225-964-2385
Steve Gora	16131 Somersby Ave	Baton Rouge	LA	225-964-2385
MARYLAND				
Eli Neuberger	6350 Red Cedar Place	Baltimore	MD	410-620-8598
MICHIGAN				
James Fegel	12750 Vergennes St	Lowell	MI	616-901-7040
MISSOURI				
Greg Lloyd	2 East 99th St	Kansas City	MO	816-215-5291
MISSISSIPPI				
Donald Denham	7060 Ponce de Leon Dr	Spanish Fort	AL	251-459-2712
NEW JERSEY				
Lege, Eric	104 Hamilton Ct.	Baden	PA	412-606-4888
Lea Rubin	190 Courtney Court	Toms River	NJ	844-997-2824
Lea Rubin	190 Courtney Court	Toms River	NJ	844-997-2824
Mike Disanto	32 Anderson Rd	Wharton	NJ	973-607-7446
NEW YORK				
Curt Swanson	1625 4th Ave	Waterview	NY	518-949-0591
Curt Swanson	1625 4th Ave	Waterview	NY	518-949-0591
NORTH CAROLINA				
Lisa Kalezic	106 Cambay Ct	Raleigh	NC	919-931-1907
Lisa Kalezic	106 Cambay Ct	Raleigh	NC	919-931-1907
OHIO				
Richard Boettcher	366 Crestway Oval	Brunswick	OH	330-601-6009
Denny Rupp	85 Keswick Dr	Monroe	OH	513-265-8657
Scott and Kelly Gilbert	85 Keswick Dr	Monroe	OH	513-360-8437
Scott and Kelly Gilbert	85 Keswick Dr	Monroe	OH	513-360-8437
Scott and Kelly Gilbert	85 Keswick Dr	Monroe	OH	513-360-8437
OKLAHOMA				
Chad Stickler	12474 S. 105th E. Ave	Bixby	OK	918-798-2773
Chad Stickler	12474 S. 105th E. Ave	Bixby	OK	918-798-2773
PENNSYLVANIA				
Jason Peters	722 Hilltop Lane	Hershey	PA	844-997-2824
Jason Peters	722 Hilltop Lane	Hershey	PA	844-997-2824
Lege, Eric	104 Hamilton Ct.	Baden	PA	412-606-4888
Lege, Eric	104 Hamilton Ct.	Baden	PA	412-606-4888
Lege, Eric	104 Hamilton Ct.	Baden	PA	412-606-4888
Lege, Eric	104 Hamilton Ct.	Baden	PA	412-606-4888
Lege, Eric	104 Hamilton Ct.	Baden	PA	412-606-4888
Lege, Eric	104 Hamilton Ct.	Baden	PA	412-606-4888
Lege, Eric	104 Hamilton Ct.	Baden	PA	412-606-4888
SOUTH CAROLINA				
Dave Dawson	11 Stockbridge Dr	Greer	SC	864-346-3075
Dave Dawson	11 Stockbridge Dr	Greer	SC	864-346-3075
TEXAS				
Weigand, Scott	835 E Lamar Blvd #297	Arlington	TX	
Weigand, Scott	835 E Lamar Blvd #297	Arlington	TX	
Weigand, Scott	835 E Lamar Blvd #297	Arlington	TX	
McElya, David	2614 Moray Ln	Cedar Park	TX	713-702-2764
McElya, David	2614 Moray Ln	Cedar Park	TX	713-702-2764
McElya, David	2614 Moray Ln	Cedar Park	TX	713-702-2764
Keefer, Ashley	8324 Sandhill Crane Dr.	Fort Worth	TX	402-213-1556
Keefer, Ashley	8324 Sandhill Crane Dr.	Fort Worth	TX	402-213-1556
Keefer, Ashley	8324 Sandhill Crane Dr.	Fort Worth	TX	(402) 598-3993
Bob Taggart	3712 Perkins Ln	McKinney	TX	214-808-8923
Ashley Riley	8360 Lake Placid Dr	Nederland	TX	409-466-5564
James Liburdi	1401 Satellite View Apt 5201	Round Rock	TX	512-587-7517
Blue Aspen, LLC	3118 Howling Wolf	San Antonio	TX	408-838-4902
Blue Aspen, LLC	3118 Howling Wolf	San Antonio	TX	408-838-4902
Blue Aspen, LLC	3118 Howling Wolf	San Antonio	TX	408-838-4902
David Hunt	7407 Stone Arbor Drive	Sugar Land	TX	832-361-9033
Ted Jones	116 Rey Del Mar Cir	Weatherford	TX	8174547869

UTAH				
Teri & Marc Baldwin and Kayleigh & Jacob Owens	1113 Brookhaven Dr.	Kaysville	UT	970-402-2730
Baldwin, Teri & Marc	1113 Brookhaven Dr.	Kaysville	UT	
VIRGINIA				
Kevin Tschai	5790 Churchland Blvd	Portsmouth	VA	757-975-4080
Tamara Holmes	679 Calf Mountain Raod	Waynesboro	VA	540-241-6352

EXHIBIT J
TO FRANCHISE DISCLOSURE DOCUMENT
LIST OF FORMER FRANCHISEES

PRIMARY CONTACT	BUS PHONE	STREET	CITY	STATE	POSTAL CODE
Brett Applegate	844-997-2824	7730 Misty Meadows Ct	Morrow	OH	45152
John Bryant	844-997-2824	2652 Mayfield Dr.	Lawrenceville	GA	30043
Michelle Henderson	734-249-9911	4550 Warren Road	Ann Arbor	MI	48105
Adam Maher	801-244-5340	4699 S Ledgemont Dr	Salt Lake City	UT	84124
Lori Schultz	719-439-5327	2862 SHADY DRIVE	COLORADO SPRINGS	CO	80918

EXHIBIT K-1
TO THE FRANCHISE DISCLOSURE DOCUMENT

FRANCHISE ORGANIZATIONS

As of the date of this Disclosure Document, we have not created any Franchise Organizations.

EXHIBIT K-2
TO THE FRANCHISE DISCLOSURE DOCUMENT

INDEPENDENT FRANCHISEE ASSOCIATIONS

As of the date of this Disclosure Document, to our knowledge, there are no Independent Franchise Associations.

EXHIBIT L
TO FRANCHISE DISCLOSURE DOCUMENT

OPERATING MANUAL TABLE OF CONTENTS

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EXHIBIT M
TO FRANCHISE DISCLOSURE DOCUMENT
RECEIPTS

State Effective Dates

The following states have franchise laws that require that the Franchise Disclosure Document be registered or filed with the state, or be exempt from registration: California, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Virginia, Washington, and Wisconsin.

This document is effective and may be used in the following states, where the document is filed, registered or exempt from registration, as of the Effective Date stated below:

State	Effective Date
California	Pending
Florida	Pending
Hawaii	Pending
Illinois	Pending
Indiana	Pending
Maryland	Pending
Michigan	Pending
Minnesota	Pending
New York	Pending
North Dakota	Pending
Rhode Island	Pending
South Dakota	Pending
Utah	Pending
Virginia	Pending
Washington	Pending
Wisconsin	Pending

Other states may require registration, filing, or exemption of a franchise under other laws, such as those that regulate the offer and sale of business opportunities or seller-assisted marketing plans.

RECEIPTS

This Disclosure Document summarizes certain provisions of the franchise agreement and other information in plain language. Read this Disclosure Document and all agreements carefully. If PATCH BOYS International, LLC, offers you a franchise, it must provide the Disclosure Document to you 14 days before you sign a binding agreement or make a payment with the franchisor or an affiliate in connection with the proposed franchise sale.

If PATCH BOYS International, LLC does not deliver this Disclosure Document on time or if it contains a false or misleading statement, or a material omission, a violation of federal law and State law may have occurred and should be reported to the Federal Trade Commission, Washington, D.C. 20580 and the state agency listed on Exhibit F.

New York and Rhode Island require that we give you this Disclosure Document at the earlier of the first personal meeting or ten business days before the execution of the franchise or other Agreement, or the payment of any consideration that relates to the franchise relationship. Michigan and Oregon require that we give you this Disclosure Document at least ten business days before the execution of the franchise or other Agreement, or the payment of any consideration that relates to the Franchise Relationship.

Date of Issuance: March 31, 2021.

See Exhibit G for our registered agents authorized to receive service of process.

I have received a disclosure document dated March 31, 2021 that included the following Exhibits:

Exhibits

- | | |
|--|--|
| A – Franchise Agreement | H – State Addenda to the Disclosure Document and Franchise Agreement |
| B – Promissory Note | I – List of Franchisees |
| C – Confidentiality/Non-Disclosure Agreement | J – List of Former Franchisees |
| D – General Release – Renewal and Assignment | K – 1 – Franchise Organizations |
| E – Financial Statements | K – 2 – Independent Franchisee Associations |
| F – State Administrators / Agents for Service of Process | L – Operating Manual Table of Contents |
| G – Disclosure Acknowledgement Questionnaire | M – Receipts |

_____ Date Received	_____ Signature	_____ Printed Name
------------------------	--------------------	-----------------------

_____ Date Received	_____ Signature	_____ Printed Name
------------------------	--------------------	-----------------------

If Corporation or other entity - Name of entity: _____

_____ Date	_____ Signature of Officer	_____ Printed Name and Title
---------------	-------------------------------	---------------------------------

Franchise Sellers Located at: 731 Fairfield Court, Ann Arbor, MI 48108, 734-864-9799. Please check the salesperson/people that you worked with: ☐ Aaron Harper ☐ Douglas Smith ☐ Ted Speers ☐ Dan Tarantin ☐ Other _____

You should return one copy of the signed receipt by signing, dating, and emailing it to us at legal@belfranguroup.com, or mailing it to us at 731 Fairfield Court, Ann Arbor, MI 48108 attention Ebony Idemudia. You may keep the second copy for your records.

RECEIPTS

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_____ Date Received	_____ Signature	_____ Printed Name
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If Corporation or other entity - Name of entity: _____

_____ Date	_____ Signature of Officer	_____ Printed Name and Title
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