

You shall provide services to Janitorial Franchise Owners, and to solicit and contract with janitorial customers to be provided janitorial services by Janitorial Franchise Owners, all within your exclusive territory (the “Territory”), using the Trade Name, Proprietary Marks and System in accordance with the terms of your Franchise Agreement. You may not solicit, contract with, or provide services to any Janitorial Franchise Owner or Janitorial Customer located outside your Territory.

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

THE FRANCHISE RELATIONSHIP

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.

Provision	Section in Franchise Agreement	Summary
a. Length of the franchise term	Master Franchise Agreement (“MFA”) § IV (A)	10 years (see Exhibit B).
b. Renewal or extension of the term	MFA § IV (B)	If you are in good standing as define below you can sign an unlimited number of successor agreements for 10-year periods each unless we have determined, in our sole discretion, to withdraw from the geographical area where your Master Franchise is located.
c. Requirements for franchisee to renew or extend	MFA § IV (B)	Provide written notice to us at least 6 months before the end of the term; be in full compliance; have no more than 3 events of default during current term; completion of any required additional training; have the right to continued occupancy of the Franchised Business premises or obtain our approval to relocate; execute a general release; execute a new franchise agreement; and pay us a successor agreement fee. You may be asked to sign a new Franchise Agreement with materially different terms and conditions than your original Franchise Agreement.
d. Termination by You	MFA § XVIII (C)	We haven’t cured breach within 30 days after notice.
e. Termination by Us without cause	None	The Franchise Agreement will terminate upon your death or permanent disability and the Franchise must be transferred within six months to a replacement franchisee that we approve.
f. Termination by Us with cause	MFA § XVIII (B)	You haven’t cured breach within 30 days after notice.
g. “Cause” defined-curable defaults	MFA § XVIII (B)	You have 5 business days after written notice of default to cure the failure to make any payment when due under the Agreement or any other Agreements between Master Franchise Owner and Franchisor. You have 30 days after written notice to cure: failure to open your office and commence business on time, or failure to pay the Minimum Royalty Payments; misuse the Proprietary Marks or the System or engages in conduct which reflects materially and unfavorably upon the goodwill associated with them including

Provision	Section in Franchise Agreement	Summary
		conduct that results in complaints from Janitorial Franchise Owner’s or Janitorial Customers or if Master Franchise Owner uses in a Master Franchise Business any names, Proprietary Marks, systems, logotypes or symbols that Franchisor has not authorized Master Franchise Owner to use; after Master Franchise Owner defaults in the performance of any other material obligation under this Agreement or any other agreement with Franchisor or its Affiliate.
h. “Cause” defined— non-curable defaults	MFA § XVIII (B)	Includes abandoning control of Master Franchised Business, consistently failing to pay monies when due, violating laws, material misrepresentation on initial application, attempted assignment without permission, disclosing Manual without permission, repeatedly failing to comply with Manual, breaching MFA or doing anything adverse to Proprietary Marks, failure to comply with MFA or any other Agreement between you and us or you are convicted of a felony, you refuse to permit Franchisor to inspect or audit Franchisee’s books or records or you conceals revenues, knowingly maintains false books or records, or knowingly submits any false reports.
i. Your obligations on termination/non-renewal	MFA § XVIII (D)	Includes payment of monies owed to us, return Manual, cancellation of assumed names and transfer of phone numbers, cease using Proprietary Marks, cease operating Master Franchised Business, no confusion with Proprietary Marks, our option to purchase your inventory and equipment, and your modification of the premises.
j. Assignment of contract by Us	MFA § XVII (E)	No restriction on right to transfer.
k. “Transfer” by You-defined	MFA § XVI	Includes assignment of MFA, sale or merger of business entities, transfer of corporate stock, death of Master Franchise Owner, or majority owner of Master Franchise Owner.
l. Our approval of transfer by You	MFA § XVI (C)	We have the right to approve all transfers.
m. Conditions for Our approval of transfer	MFA § XVI (D)	Factors include proposed Master Franchise Owner must meet current standards, does not operate a similar business and signs, current form of MFA, and you pay to us a Transfer Fee of 10% of the then current Initial Master Franchise Fee, or \$10,000, whichever is greater
n. Our right of first refusal to acquire Your business	MFA § XVII (D)	We have the option to match any offer for your Master Franchised Business.
o. Our option to purchase Your business	MFA § XVII (D); and § XVIII (D)	Upon exercise of our right of first refusal; and upon termination of your franchise after default.
p. Your death or	MFA § XVII (C)	Franchise must be assigned by estate to approved

Provision	Section in Franchise Agreement	Summary
disability		buyer within 3 months.
q. Non-competition covenants during the term of the franchise	MFA § XI (C)	Beginning with the execution of the Master Franchise Agreement, you may not engage in a business offering similar products and services; and within a five-mile radius or another Mint Condition Master Franchise Business; and within five miles of any Mint Condition customer location. <u>Subject to applicable state law.</u>
r. Non-competition covenants after the franchise is terminated or expires	MFA § XI (C)	For two years after termination or termination of the Franchise Agreement for any reason, you may not engage in a business offering similar products and services; and within a five-mile radius or another Mint Condition Master Franchise Business; and within five miles of any Mint Condition customer location. <u>Subject to applicable state law.</u>
s. Modification of the agreement	MFA § XIII	Must be in writing by both sides.
t. Integration/merger clause	MFA § XIX (H)	Only the terms of the Franchise Agreement and other related written agreements are binding (subject to applicable State law). Any representations or promises outside of this disclosure document and Franchise Agreement may not be enforceable.
u. Dispute resolution by arbitration or mediation	None	Not Applicable.
v. Choice of forum	MFA § XIX(I)	North Carolina (subject to applicable state law).
w. Choice of law	MFA § XIX(E)	North Carolina law applies generally, except for applicable franchise laws of other states.

ITEM 18: PUBLIC FIGURES

We do not use any public figures to promote the sale of our franchises to prospective franchisees.

ITEM 19: FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC's Franchise Rule permits a franchisor to provide information about the actual or potential financial performance of its franchised and/or franchisor-owned outlets, if there is a reasonable basis for the information, and if the information is included in the disclosure document. Financial performance information that differs from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing master franchisee's business 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 master franchise territory under particular circumstances.

These fees were reported to us for the fiscal year 2025. The financial information from our affiliate-operated Master Franchise Business located in Charlotte, North Carolina are collected from our own internal reporting of gross sales in the same manner as that obtained by the Master Franchise Owners set forth in the chart below. We have included the results of our Master Franchise Business that are owned and managed by us or our affiliate(s) with the results of the master franchises owned by individual Master Franchise Owners.