

## FRANCHISE DISCLOSURE DOCUMENT



### **BEN'S BASKETPLACE, INC.**

a California Corporation  
701 Pleasant Grove Blvd., #120  
Roseville, California 95678  
Phone: (916) 797-3647  
brad@bensbasketplace.com  
www.bensbasketplace.com

Ben's Basketplace businesses operate retail health food pet stores that offer premium-quality pet food, toys and related products, and information and education to pet owners on the proper diet, health and well-being of their pets ("Ben's Basketplace Business(es)"). We offer franchises for single Ben's Basketplace Businesses and for multi-unit franchises for the right to open multiple Ben's Basketplace Businesses.

The total investment necessary to begin operation of a single Ben's Basketplace franchised business is between \$241,500 and \$414,500. This includes \$45,000 that must be paid to the franchisor or its affiliate(s). The total investment necessary to begin operation of two Ben's Basketplace franchised businesses under a Multi-3 franchise is between \$492,000 and \$838,000. This includes \$99,000 that must be paid to the franchisor or its affiliate(s). The total investment necessary to begin operation of three Ben's Basketplace franchised businesses is between \$688,500 and \$1,207,500. This includes \$99,000 that must be paid to the franchisor or its affiliate(s). The total investment necessary to begin operation of four Ben's Basketplace franchised is between \$936,000 and \$1,628,000. This includes \$150,000 that must be paid to the franchisor or its affiliate(s). The total investment necessary to begin operation of five Ben's Basketplace franchised businesses is between \$1,132,500 and \$1,997,500. This includes \$150,000 that must be paid to the franchisor or its affiliate(s).

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 governmental 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 Sally Romero at 701 Pleasant Grove Blvd., #120, Roseville, California 95678, (844) 321-3647.

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 to 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, DC 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: April 18, 2024**



## 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
<b>How much can I earn?</b>	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 Item 20 or Exhibit D.
<b>How much will I need to invest?</b>	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.
<b>Does the franchisor have the financial ability to provide support to my business?</b>	Item 21 or Exhibit A includes financial statements. Review these statements carefully.
<b>Is the franchise system stable, growing, or shrinking?</b>	Item 20 summarizes the recent history of the number of company-owned and franchised outlets.
<b>Will my business be the only Ben's Barketplace business in my area?</b>	Item 12 and the "territory" provisions in the franchise agreement describe whether the franchisor and other franchisees can compete with you.
<b>Does the franchisor have a troubled legal history?</b>	Items 3 and 4 tell you whether the franchisor or its management have been involved in material litigation or bankruptcy proceedings.
<b>What's it like to be a Ben's Barketplace franchisee?</b>	Item 20 or Exhibit D lists current and former franchisees. You can contact them to ask about their experiences.
<b>What else should I know?</b>	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 E.

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 California. 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 California than in your own state.
2. **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 your and your spouse's marital and personal assets, perhaps including your house, at risk if your franchise fails.
3. **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.

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.



**NOTICE REQUIRED BY  
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 the 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 terms 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 5 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 or 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 there is a notice of this offering on file with the attorney general does not constitute approval, recommendation, or endorsement by the attorney general.**

Any questions regarding this notice should be directed to the Department of Attorney General, State of Michigan, 670 Williams Building, Lansing, Michigan 48913, telephone (517) 373-7117.

**THE MICHIGAN NOTICE APPLIES ONLY TO FRANCHISEES WHO ARE RESIDENTS OF MICHIGAN OR LOCATE THEIR FRANCHISES IN MICHIGAN.**



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## ITEM 1

### THE FRANCHISOR, AND ANY PARENT, PREDECESSORS AND AFFILIATES

To simplify the language in this Franchise Disclosure Document, “BBI,” and “we,” “us,” or “our” means Ben’s Barketplace, Inc., the franchisor. “You,” “your,” and “Franchisee” means the person, and its owners (if the Franchisee is a business entity), who buys the franchise from BBI.

#### The Franchisor and its Affiliate

BBI is a California corporation formed on October 21, 2014. We operate under the names Ben’s Barketplace, Inc. and Ben’s Barketplace and no other name. Our principal business address is 701 Pleasant Grove Blvd., #120, Roseville, California 95678. We began offering franchises for Ben’s Barketplace Businesses in June 2015. We have not and do not operate any franchises like those described in this Franchise Disclosure Document, or in any other line of business. We do not conduct any other business other than franchising Ben’s Barketplace Businesses. We have no predecessor or parent entities.

We have three affiliates that operate businesses similar to the type being offered under this Franchise Disclosure Document. One affiliate has operated a Center since June 2005, which is currently located in Roseville, California location. A second affiliate has operated a Ben’s Barketplace Business in Lincoln, California since July 2018. As of the Issuance Date of this Franchise Disclosure Document, this Ben’s Barketplace Business was sold to a franchisee. A third affiliate has operated a Ben’s Barketplace Business in West Roseville, California since November 2021. Our affiliates do not and have not offered franchises in this or any line of business.

Our agent for service of process in California is Sally Romero at 701 Pleasant Grove Blvd., #120, Roseville, California 95678. Our agents for service of process for other states are identified by state in Exhibit E. If a state is not listed, we have not appointed an agent for service of process in that state in connection with the requirements of franchise laws. There may be states in addition to those listed above in which we have appointed an agent for service of process. There may also be additional agents appointed in some of the states listed.

#### The Franchise

We offer franchises (“Ben’s Barketplace Franchise(s)” or “Franchise(s)”) for the use of our “Ben’s Barketplace” trademarks, trade names, service marks and logos (“Marks”) for the operation of Ben’s Barketplace Businesses. Ben’s Barketplace Businesses are operated under our proprietary Ben’s Barketplace system (“System”). The System may be changed or modified by us throughout your ownership of the Franchise. Ben’s Barketplace Businesses sell premium-quality pet food (such as high quality raw and dry dog and cat food) and pet products to improve each pet’s overall health, training ability and longevity, and also offer information and education to pet owners. You will operate your Ben’s Barketplace Business from an approved retail location (“Center”). You may also choose to offer delivery services (“Delivery Services”) and deliver Ben’s Barketplace products within a designated area (“Delivery Territory” as described in Item 12). Delivery Services are usually offered weekdays to customers in the Delivery Territory. You must sign our standard franchise agreement attached to this Franchise Disclosure Document as Exhibit B (“Franchise Agreement”). You may operate one Ben’s Barketplace Business for each Franchise Agreement you sign.

We offer different Franchise packages depending on the number of Ben’s Barketplace Businesses you wish to purchase. You can purchase a single Ben’s Barketplace Business, a “Multi-3” franchise package of up to three Ben’s Barketplace Businesses, and a “Multi-5” franchise package consists of the purchase of up to five Ben’s Barketplace Businesses. If you purchase a Multi-3 Franchise or Multi-5



Franchise, you will sign the “Multi-Franchise Addendum,” which is attached to this Franchise Disclosure Document in Exhibit H-7 and the Ben’s Barketplace Franchise Agreement attached to this Franchise Disclosure Document as Exhibit B. There is no development territory or development schedule to open additional Ben’s Barketplace Businesses under the Multi-Franchise Addendum. Prior to opening each additional Ben’s Barketplace Business under the Multi-Franchise Addendum, you must sign the then-current Ben’s Barketplace Franchise Agreement, which may differ from the current Franchise Agreement included with this Franchise Disclosure Document.

The Multi-Franchise Addendum supplements the terms of the Franchise Agreement in relation to the opening of these additional Ben’s Barketplace Franchises. Under the Multi-Franchise Addendum, you are not granted any territorial rights or any other rights for the additional Ben’s Barketplace Businesses except those granted under the Franchise Agreements.

### Market and Competition

Ben’s Barketplace Businesses sell premium-quality pet food and pet products to the general public. While you will provide your products and services to the general public, your target market will be the owners of domesticated pets. Our products and services are not seasonal in nature. The market for the goods and services offered by Ben’s Barketplace Businesses is well-developed and highly competitive. Ben’s Barketplace Businesses compete with other businesses including franchised operations, online retailers, national chains, and independently-owned companies offering pet food and pet products.

### Industry-Specific Laws

You are required to comply with all applicable Occupational Safety and Health Administration and environmental protection laws. You must obtain all necessary permits, licenses and approvals to operate your Ben’s Barketplace Business. If you allow pets on the premises at your Center, you must comply with federal, state and local laws dealing with the disposal of hazardous materials due to the presence of pets. You must comply with all local, state and federal laws and regulations that apply to any business, including laws and regulations that may apply to animal care, pet food products, and if you offer Delivery Services, also to motor vehicles. Many states and local jurisdictions have enacted laws, rules, regulations and ordinances which may apply to the operation of your Ben’s Barketplace Business, including those which: (a) require a permit, certificate, or other license; (b) establish general standards, specifications, and requirements for the construction, design, and maintenance of your business site and premises; (c) regulate matters affecting the health, safety, and welfare of your customers, such as general health and sanitation requirements, restrictions on smoking and exposure to tobacco smoke or other carcinogens, availability of and requirements for public accommodations, including restroom facilities and public access; (d) set standards pertaining to employee health and safety; and (e) set standards and requirements for fire safety and general emergency preparedness.

You should consult with a legal advisor about whether these and/or other requirements apply to your Ben’s Barketplace Business. Failure to comply with these laws is a material breach of the Franchise Agreement.

## **ITEM 2 BUSINESS EXPERIENCE**

President: Brad Romero

Mr. Romero serves as our President in Roseville, California, and has done so since our formation in October 2014. In addition, Mr. Romero serves as co-owner and Vice President of our affiliate, Ben’s



Barketplace Roseville, Inc. (f/k/a Bark Avenue Bistro, Inc.) in Roseville, California, and has done so since its incorporation in May 2004, as President of our affiliate One 12 King, LLC (f/k/a Blakes Legacy II, LLC) in Lincoln, California and has done so since its incorporation in April 2018, and also serves as a Managing Partner of our affiliate Ben's Barketplace West Roseville, LLC in Roseville, California since its formation in February 2020. Mr. Romero and our Vice President, Sally Romero, have a familial relationship.

Vice President: Sally Romero

Mrs. Romero serves as our Vice President in Roseville, California, and has done so since our formation in October 2014. In addition, Mrs. Romero serves as co-owner and President of our affiliate, Ben's Barketplace Roseville, Inc. in Roseville, California, and has done so since its incorporation in May 2004, and as Vice President of our affiliate One 12 King, LLC (f/k/a Blakes Legacy II, LLC) in Lincoln, California and has done so since its incorporation in April 2018, and also serves as a Managing Partner of our affiliate Ben's Barketplace West Roseville, LLC in Roseville, California and has done so since its formation in February 2020. Mrs. Romero and our President, Brad Romero, have a familial relationship.

### **ITEM 3 LITIGATION**

Concluded Action:

Greer v. Ben's Barketplace, Inc. et al., Case No. 2:19-at-00732; United States District Court for the Eastern District of California (filed Aug. 13, 2019)

Kaylee Greer, a third-party professional photographer ("Greer"), filed suit against BBI, Ben's Barketplace, Roseville, Inc., Brad Romero (President of BBI) and unspecified Does 1-100 (collectively, "Defendants"), alleging that Defendants displayed and used certain copyrighted images of dogs belonging to Greer on social media, email, and other promotional materials and advertising, and within Ben's Barketplace Stores located in Roseville, California and Lincoln, California without Greer's permission or authorization. Greer alleged that she is the sole creator of the images and holds the copyrights thereto. Greer alleged claims against Defendants in this suit of: (1) copyright infringement under Section 501-505 of the Copyright Act; (2) removal of copyright management information under Section 1202(b) of the Copyright Act; and (3) unfair business practices and false advertising under Sections 17200, et seq. of the California Business and Professions Code. Greer sought compensatory damages, statutory damages, interest, fees and costs, as well as injunctive relief permanently enjoining Defendants from using the copyrighted images without her permission. The parties held a mediation on February 25, 2020. Following mediation, the parties reached a confidential settlement agreement. Under the settlement agreement, Defendants denied all allegations of wrongdoing, but agreed to pay Greer \$380,000 and to stop using all copyrighted images belonging to Greer and the parties mutually released one another from all claims under the lawsuit. A stipulated dismissal with prejudice was filed by the parties on April 13, 2020.

Other than this action, no litigation is required to be disclosed in this Disclosure Document.

### **ITEM 4 BANKRUPTCY**

No bankruptcy is required to be disclosed in this Disclosure Document.



## ITEM 5 INITIAL FEES

We offer three different franchise packages depending on the number of Ben's Barketplace Businesses you wish to purchase:

Franchise Type	Number of Ben's Barketplace Businesses	"Initial Franchise Fee"
<u>Single</u>	1	\$45,000
<u>Multi-3</u>	Up to 3	\$99,000
<u>Multi-5</u>	Up to 5	\$150,000

If you purchase a Multi-3 or Multi-5, you will sign the Multi-Unit Addendum. There is no development territory or development schedule to open additional Ben's Barketplace Businesses. To open additional Ben's Barketplace Businesses under a Multi-3 or Multi-5, you will be required to sign the then-current Ben's Barketplace Business franchise agreement, but you will not be required to pay an Initial Franchise Fee (all other fees will apply).

The Multi-Unit Addendum supplements the terms of the Franchise Agreement in relation to the opening of additional Ben's Barketplace Franchises. You are not granted any territorial rights or any other rights except those granted under the Franchise Agreements for additional Ben's Barketplace Businesses.

The Initial Franchise Fee is uniform, payable when you sign your Franchise Agreement, and is non-refundable under any circumstances, even if you fail to open any Ben's Barketplace Businesses. During our last fiscal year ended December 31, 2023, we collected an Initial Franchise Fee of \$45,000.

If you are an honorably discharged veteran of the United States armed forces, you will receive a discount of 25% off of the Initial Franchise Fee for a single Ben's Barketplace Franchise ("Veteran Discount"). You are required to provide us with a copy of your DD214 to receive this discount.

The Initial Franchise Fee is payment for all of our pre-opening assistance that we provide to allow you to open your Ben's Barketplace Business and also offsets some of our franchisee recruitment expenses. All Initial Franchise Fees are uniform except that we reserve the right to offer Ben's Barketplace Franchises at a reduced Initial Franchise Fee to existing businesses that convert to Ben's Barketplace Businesses.

## ITEM 6 OTHER FEES

Type of Fee <sup>(1)</sup>	Amount	Due Date	Remarks
Royalty <sup>(2)</sup>	5% of Gross Sales	Due on Tuesday of each week	The " <u>Royalty</u> " is based on " <u>Gross Sales</u> " during the previous week. Your Royalty is an ongoing payment that allows you to use the Marks and the intellectual property of the System and pays for our ongoing support and assistance.



Type of Fee <sup>(1)</sup>	Amount	Due Date	Remarks
Brand Fund Contributions	Up to 2% of your Gross Sales	Same as Royalty	This contribution (“ <u>Brand Fund Contributions</u> ”) will be used for a system-wide “ <u>Brand Fund</u> ” for our use in promoting and building the Ben’s Marketplace brand. The Brand Fund has not yet been established.
Local Advertising Payment	The difference between the amounts you spent on local advertising and your required local advertising expenditure (\$2,500 during your first three months of operation, and 1% to 2% of your monthly Gross Sales for the remainder of your term)	Payable after receipt of invoice	If you fail to meet your required local advertising requirement on local advertising, you must pay us the difference between the amount you spent and the required advertising expenditure, which will be contributed to the Brand Fund, if it has been established. After your first three months of operation, your local advertising requirement will vary based on the level of Gross Sales you achieve (See Item 11).
Local and Regional Advertising Cooperatives <sup>(3)</sup>	Established by cooperative members, between 1% and 2% of Gross Sales	Established by cooperative members	We currently do not have a cooperative, but reserve the right to require one to be established in the future. Each Ben’s Marketplace Business we own that exists within the cooperative’s area will contribute to the cooperative on the same basis as franchisees. We anticipate that each Ben’s Marketplace franchisee and each Ben’s Marketplace Business that we own will have one vote for each Ben’s Marketplace operated in the designated market. Item 11 contains more information about advertising cooperatives.
Unauthorized Advertising Fee	\$500 per occurrence	Upon demand	This fee is payable to us or, if established, the Brand Fund, if you use unauthorized advertising in violation of the terms of the Franchise Agreement.
Unauthorized Product or Service Fee	\$100 per day	Upon demand	This fee is payable to us or, if established, the Brand Fund, if you offer an unauthorized product or service. This is in addition to any other rights we may have under the Franchise Agreement (including termination of the Franchise Agreement).
Insurance	You must reimburse our costs, plus a 20% administrative fee	Upon demand	If you fail to obtain insurance, we may obtain insurance for you and you must reimburse us for the cost of insurance obtained plus 20% of the premium as an administrative cost of obtaining the insurance.



Type of Fee <sup>(1)</sup>	Amount	Due Date	Remarks
Additional Training or Assistance Fees	The current fee (currently \$3,000 per additional person for initial training, \$300 per attendee per day for additional training, and \$600 per day for requested training that we provide at your Center)	As incurred	We provide initial training at no charge for up to three people. We may charge you for training additional persons, newly hired personnel, refresher training courses, advanced training courses, and additional or special assistance or training you need or request. The fee amount will depend on the training required and experience level of the trainer.
Technology Fee <sup>(4)</sup>	Currently \$100 per month	Same as Royalty	This fee covers certain technologies used in the operation of your Ben's Marketplace Business, including use of the BBI intranet and our services in maintaining and administering the BBI website. We reserve the right to upgrade, modify, and add new software. You will be responsible for any increase in fees that result from any upgrades, modifications, or additional software or from increases from third-party vendors.
Frequent Buyer Program Platform Fees	\$180 per month	As incurred	You must pay this fee to our approved supplier for use of our designated frequent buyer program platforms.
Point of Sale System Fees	Currently, \$399 per month	As incurred	You must pay this fee to our designated supplier of your point of sale system. The supplier may increase or otherwise alter the fee for these services.
Credit Card Processing Fees	1.5% of charges	As incurred	You must pay this fee to our designated supplier of credit card processing services. The supplier may increase or otherwise alter the fee for these services.
VoIP Services	Currently, \$56 per month	As incurred	You must pay this fee to our designated supplier of Voice over Internet Protocol (VoIP) services. The supplier may increase or otherwise change the fee for these services.
Payroll Services	\$129 per month	As incurred	You must pay this fee to our designated supplier of payroll services. The supplier may increase or otherwise alter the fee for these services.
Employee Scheduling Software	\$2 per employee per month	As incurred	You must pay this fee to our designated supplier of scheduling software. The supplier may increase or otherwise alter the fee for these services.



Type of Fee <sup>(1)</sup>	Amount	Due Date	Remarks
Convention Fee	The then-current fee (currently estimated to be \$250 to \$2,000 per person)	Upon demand	Payable to us to help defray the cost of your attendance at any annual convention that we choose to hold. This fee is due regardless of whether or not you attend our annual convention in any given year. We did not hold an annual convention in 2020.
Supplier and Product Evaluation Fee	Costs of inspection (estimated to be approximately \$100)	As incurred	Payable if we inspect a new product, service or proposed supplier nominated by you.
Replacement of Brand Standards Manual	\$500	Upon demand	Payable if your copy of the brand standards manual is lost, destroyed or significantly damaged.
Customer Issue Resolution	Reasonable costs we incur for responding to a customer complaint, which varies	On invoice	Payable if a customer of your Ben's Marketplace Business contacts us with a complaint and we provide a gift card, refund or other value to the customer as part of our addressing the issue.
Payment Service Fee	Up to 4% of total charge	As incurred	If payment is made to us or our affiliates by credit card for any fee required, we may charge a service charge of up to four percent (4%) of the total charge.
Late Payment Fee	The lesser of 1.5% of the unpaid amount per month or the highest rate allowed by the state where you are located	As incurred	Payable if any payment due to us or our affiliates is not made by the due date. Interest accrues from the original due date until payment is received in full.
Insufficient Funds Fee	\$100 per occurrence	As incurred	Payable if any check or EFT payment is not successful due to insufficient funds, stop payment, or any similar event.
Failure to Submit Required Report Fee	\$100 per occurrence and \$100 per week	Your bank account will be debited for failure to submit any requested report within five days of request	Payable if you fail to submit any required report or financial statement when due. Fines collected are paid to the Brand Fund, if established, or us. You will continue to incur this fee until you submit the required report.
Audit Expenses	Cost of audit and inspection, any understated amounts, and any related accounting and legal expenses	Upon demand	If an audit reveals that you have understated weekly Gross Sales, you will immediately be required to pay us any such understated amounts. If an audit reveals that you understated weekly Gross Sales by more than two percent (2%), or you fail to submit required reports, you will also be required to pay cost of audit and inspection and any related accounting and legal expenses.





Type of Fee <sup>(1)</sup>	Amount	Due Date	Remarks
Indemnification	Will vary under circumstances	As incurred	You must indemnify and reimburse us for any expenses or losses that we or our representatives incur related in any way to your Ben's Barketplace Business.
Management Fee	\$600 per day, plus costs and expenses	As incurred	Payable if we exercise our rights under the Franchise Agreement to step-in and manage your Ben's Barketplace Business. We have the right to manage your Ben's Barketplace Business in a few circumstances, including if you breach your Franchise Agreement or if we determine that the operation of your Ben's Barketplace Business is in jeopardy.
Professional Fees and Expenses	Will vary under circumstances	As incurred	You must reimburse us for any legal or accounting fees that we incur as a result of any breach or termination of your Franchise Agreement. You must reimburse us if we are required to incur any expenses in enforcing our rights against you under the Franchise Agreement.
Renewal Fee	25% of the then-current Initial Franchise Fee	At the time you sign the new franchise agreement	Payable if you qualify to renew your Franchise Agreement and choose to enter into a successor franchise agreement. If we are not offering Franchise at the time of your renewal, the renewal fee will be 25% of the initial franchise fee listed in our most recent Franchise Disclosure Document.
Relocation Fee	Our costs up to \$2,500	Upon relocation	You must reimburse us for our reasonable expenses if we permit you to relocate your Ben's Barketplace Business. We will provide you with copies of our invoices for our expenses from any third party providers upon request.
De-Identification	All amounts incurred by us related to de-identification	As incurred	Payable if we must de-identify your Ben's Barketplace Business upon its termination, relocation, or expiration.
Transfer Fee	50% of the then-current Initial Franchise Fee	\$1,000 non-refundable deposit at time of transfer application submittal, and the remaining balance of fee at time of approved transfer	Payable only in connection with the transfer of your Center, a transfer of ownership of your legal entity, or of the Franchise Agreement. If we are not offering Franchises at the time of your requested transfer, the transfer fee will be 50% of the initial franchise fee listed in our most recent Franchise Disclosure Document.





Type of Fee <sup>(1)</sup>	Amount	Due Date	Remarks
Liquidated Damages <sup>(5)</sup>	Will vary under the circumstances	Within 15 days after termination of the Franchise Agreement	Due only if we terminate the Franchise Agreement before the end of the term because of your material breach, or you terminate the Franchise Agreement without legal cause.
Broker Fees	Our actual cost of the brokerage commissions, finder's fees, or similar charges	As incurred	If you transfer your Ben's Marketplace Business to a third party or purchaser, you must reimburse all of our actual costs for commissions, finder's fees and similar charges.

Notes:

1. Fees. All fees paid to us or our affiliates are uniform and not refundable under any circumstances once paid. Fees paid to vendors or other suppliers may be refundable depending on the vendors and suppliers. We currently require you to pay fees and other amounts due to us and our affiliates via electronic funds transfer ("EFT") or other similar means. You are required to complete the EFT authorization (in the form attached to this Franchise Disclosure Document in Exhibit H). We can require an alternative payment method or payment frequency for any fees or amounts owed to us or our affiliates under the Franchise Agreement. All fees are current as of the Issuance Date of this Franchise Disclosure Document. Certain fees that we have indicated may increase over the term of the Franchise Agreement. All fees are current as of the Issuance Date of this Franchise Disclosure Document. Certain fees that we have indicated may increase over the term of the Franchise Agreement. Also, any fee expressed as a fixed dollar amount is subject to adjustment based on changes to the Consumer Price Index ("CPI") in the United States. We may periodically review and increase these fees based on changes to the CPI (in addition to any other increase), but only if the increase to the CPI is more than 5% higher than the corresponding CPI in effect on: (a) the effective date of your Franchise Agreement (for the initial fee adjustments); or (b) the date we implemented the last fee adjustment (for subsequent fee adjustments). We will notify you of any CPI adjustment at least 60 days before the fee adjustment becomes effective. We will implement no more than one CPI-related fee adjustment during any calendar year.
2. Royalty. The term "Gross Sales" means the revenues you receive from the sale of all goods, products and services sold at, from, or through your Ben's Marketplace Business and all other income, revenue and consideration of every kind and nature related to the Ben's Marketplace Business, whether for cash or credit, and regardless of collection in the case of credit, and all proceeds from any business interruption insurance, but not including: (a) any sales taxes or other taxes you collect from customers for, and thereafter paid directly to, the appropriate taxing authority; and (b) any bona fide refunds you make to customers.
3. Local and Regional Advertising Cooperatives. We reserve the right to establish a local or regional advertising cooperative if two or more Ben's Marketplace Businesses are operating in a market designated by us. If a local or regional advertising cooperative is established, contribution amounts to the local or regional advertising cooperative will be established by the cooperative members. We anticipate that each Ben's Marketplace franchisee and each Ben's Marketplace Business we own will have one vote for each Ben's Marketplace Business operated by the member in the designated market. No local or regional advertising cooperatives have been established as of the Issuance Date of this Franchise Disclosure Document.



4. **Technology Fee.** We will provide you with certain technology services in exchange for your monthly technology fee, which may change from time to time based on changes to the technology services we provide and/or our costs to provide these services. The current technology fee is \$100 per month beginning the month you begin operations. We reserve the right to license, sublicense, and create software or technology that Ben's Marketplace franchisees must pay for and use. We can change the software and technology that must be used by our franchisees at any time, which may result in changes to the technology fee.
5. **Liquidated Damages.** Liquidated damages are determined by multiplying the combined monthly average of Royalty fees and Brand Fund Contributions (without regard to any fee waivers or other reductions) that are owed by you to us, beginning with the date you open your Ben's Marketplace Business through the date of early termination, multiplied by the lesser of: (i) 36; or (ii) the number of full months remaining in the term of the Franchise Agreement, except that liquidated damages will not, under any circumstances, be less than \$30,000.

## ITEM 7 ESTIMATED INITIAL INVESTMENT

### YOUR ESTIMATED INITIAL INVESTMENT

Type of Expenditure	Amount		Method of Payment	When Due	To Whom Payment is to be Paid
	Low	High			
Initial Franchise Fee <sup>(1)</sup>	\$45,000	\$45,000	Lump Sum	When you sign the Franchise Agreement	Us
Training Expenses <sup>(2)</sup>	\$4,000	\$8,000	As Required	As Incurred	Providers of Travel, Lodging, and Food Services
3-Months' Lease Payments <sup>(3)</sup>	\$18,000	\$33,000	As Incurred	As Incurred	Landlord
Utility and Security Deposits <sup>(4)</sup>	\$6,000	\$11,000	As Incurred	Before Opening	Landlord and/or Utility Companies
Leasehold Improvements <sup>(5)</sup>	\$15,000	\$50,000	As Incurred	Before Opening	Landlord or Construction Contractors
Signage <sup>(6)</sup>	\$5,000	\$15,000	As Incurred	As Incurred	Third Parties
Furniture, Fixtures & Equipment <sup>(7)</sup>	\$30,000	\$60,000	As Incurred	As Incurred	Third Parties
Initial Inventory <sup>(8)</sup>	\$70,000	\$90,000	As Incurred	As Incurred	Third Parties
Computer Hardware and Software <sup>(9)</sup>	\$3,000	\$5,000	As Incurred	As Incurred	Third Parties
Office Equipment <sup>(10)</sup>	\$500	\$2,000	As Incurred	As Incurred	Third Parties
Vehicle and Vehicle Wrap <sup>(11)</sup>	\$0	\$17,000	As Incurred	As Incurred	Third Parties
Initial Advertising Program <sup>(12)</sup>	\$2,500	\$2,500	As Incurred	As Incurred	Third Parties
Business Licenses and Permits <sup>(13)</sup>	\$500	\$1,000	As Required	Before Opening	Government Agencies
Insurance <sup>(14)</sup>	\$1,000	\$5,000	As Incurred	Before Opening	Insurer



Type of Expenditure	Amount		Method of Payment	When Due	To Whom Payment is to be Paid
	Low	High			
Professional Fees <sup>(15)</sup>	\$2,000	\$5,000	As Incurred	Before Opening	Attorneys, CPAs, and Other Professionals
Self-Serve Dog Wash Equipment	\$15,000	\$20,000	As Incurred	As Incurred	Third Parties
Additional Funds – 3 Months <sup>(16)</sup>	\$24,000	\$45,000	As Incurred	As Incurred	Third Parties
TOTAL ESTIMATED INITIAL INVESTMENT <sup>(17)</sup>	\$241,500	\$414,500			
Multi-3 Franchise	If you purchase a Multi-3 Franchise under the Multi-Franchise Addendum, you will incur all of the costs listed above for each Ben’s Barketplace Business you open except that the Initial Franchise Fee will total \$99,000 and allow you to open up to three Ben’s Barketplace Businesses. If you were to open two Ben’s Barketplace Businesses, using the same estimated initial expenses above, we estimate this total cost to range between \$492,000 and \$838,000. If you were to open three Ben’s Barketplace Businesses, using the same estimated initial expenses above, we estimate this total cost to range between \$688,500 and \$1,207,500. These costs may increase in the future depending on when you open the additional Ben’s Barketplace Businesses.				
Multi-5 Franchise	If you purchase a Multi-5 Franchise under the Multi-Franchise Addendum, you will incur all of the costs listed above for each Ben’s Barketplace Business you open except that the Initial Franchise Fee will total \$150,000 and allow you to open up to five Ben’s Barketplace Businesses. If you were to open four Ben’s Barketplace Businesses, using the same estimated initial expenses above, we estimate this total cost to range between \$936,000 and \$1,628,000. If you were to open five Ben’s Barketplace Businesses, using the same estimated initial expenses above, we estimate this total cost to range between \$1,132,500 and \$1,997,500. These costs may increase in the future depending on when you open the additional Ben’s Barketplace Businesses.				

Notes:

These estimated initial expenses are our best estimate of the costs you may incur in establishing and operating your Ben's Barketplace Franchise. We do not offer direct or indirect financing for these items. All expenditures paid to us or our affiliates are uniform and non-refundable under any circumstances once paid. All expenses payable to third parties are non-refundable, except as you may arrange for utility deposits and other payments.

1. **Initial Franchise Fee.** The Initial Franchise Fee is \$45,000 for the purchase of a single Ben's Barketplace Business. If you purchase a Multi-3 or Multi-5, the only additional initial cost that you will incur over the purchase of a single Franchise will be the higher Initial Franchise Fee (over the price of a single franchise) until you open the additional Ben's Barketplace Businesses. The Initial Franchise Fee for a Multi-3 franchise is \$99,000 and allows you to open up to three Ben's Barketplace Businesses. The Initial Franchise Fee for a Multi-5 franchise is \$150,000 and allows you to open up to five Ben's Barketplace Businesses. Once you open additional Ben's Barketplace Businesses, you will incur the costs listed in this Item 7 (except for the Initial Franchise Fee) at the time you open the additional Ben's Barketplace Businesses. These costs may increase in the future depending on when you open the additional Ben's Barketplace Businesses.



2. Training Expenses. We provide training at our training center in Roseville, California, or at another location designated by us. You must pay for airfare, meals, transportation costs, lodging and incidental expenses for all initial training program attendees. Initial training is provided at no charge for up to three people (attending at the same time), one of which must be Franchisee (if Franchisee is an individual) or a managing owner (if Franchisee is an entity); and one of which must be your designated manager (if applicable). If additional initial training is required, or more people must be trained, an additional fee will be assessed. If we provide additional training at your Center, you must pay for airfare, meals, transportation costs, lodging and incidental expenses for your trainer.
3. 3-Months' Lease Payments. Your actual lease payments may vary depending upon your location and your market's retail lease rates. Centers will typically be 2,000 to 4,000 square feet in size, and typically be located in a busy upscale neighborhood shopping center with strong anchor tenants, easy entrance and exit points and ample parking. If you purchase instead of lease the premises for your Center, then the purchase price, down payment, interest rates, and other financing terms will determine your monthly mortgage payments.
4. Utility and Security Deposits. This estimate includes security deposits required by the landlord, cable and utility companies.
5. Leasehold Improvements. This estimate also includes setup expenses you will incur in building out your location, including all costs required to set up the equipment. Building and construction costs will vary depending upon the condition and size of the premises for your Center, and local construction costs. This estimate does not include any construction allowances that may be offered by your landlord.
6. Signage. This estimate is for two exterior signs, and assumes you purchase these signs. The type and size of the signage you install will be based upon the zoning and property use requirements and restrictions. There could be an occasion where certain signage is not permitted because of zoning or use restrictions.
7. Furniture, Fixtures & Equipment. This estimate involves the furniture, fixtures, equipment and décor you will need to open a Ben's Barketplace Franchise, such as chairs, tables, shelving and other items. Some of these expenses will depend on the Center size, shipping distances, supplier chosen and your credit history.
8. Initial Inventory. Initial inventory items include such items as raw and dry pet food, treats, toys and pet accessories and miscellaneous supplies for use in the operation of the Ben's Barketplace Franchise. The minimum amount of initial inventory necessary for the opening of your Ben's Barketplace Franchise is approximately \$70,000. You will want to increase the inventory once your Ben's Barketplace Business is fully operational. It is not necessary to be fully stocked for the initial Center opening as long as you have the minimum number of specific inventory items that we recommend.
9. Computer Hardware and Software. The estimated initial investment includes costs related to the purchase of specified computer hardware and software, including a point-of-sale system and two designated frequent buyer program applications.
10. Office Equipment. You will be required to buy general office supplies including stationery and business cards.



11. Vehicle and Vehicle Wrap. You will be required to obtain at least one vehicle and vehicle wrap if you choose to offer Delivery Services. You may, but will not be required to, obtain a vehicle and vehicle wrap if you do not offer Delivery Services. This estimate includes one vehicle which you will use in the operation of the Ben's Barketplace Franchise ("Vehicle"). We require that the Vehicle meets the following specifications: the Vehicle must be a half ton pickup truck or an SUV, and it must be able to transport items of 1,500 pounds of weight or larger. You may use a vehicle you currently own as your Vehicle provided it meets our specifications; otherwise, you will be required to lease or purchase a Vehicle. The body of the Vehicle must be clean and free of any major or minor damage. The Vehicle must be decorated according to our specifications, and must be branded with our vehicle wrap ("Vehicle Wrap").
12. Initial Advertising Program. The Franchise Agreement requires you to spend at least \$2,500 for your initial advertising during the first three months after you begin operations. This includes your grand opening day celebration and advertising in local publications. The grand opening day must comply with our specifications and standards, as set forth in the Brand Standards Manual.
13. Business Licenses and Permits. You may be required to obtain business licenses from local government agencies to operate your Ben's Barketplace Franchise.
14. Insurance. You must obtain and maintain, at your own expense, the insurance coverage we require, and satisfy other insurance-related obligations. If you choose to offer Delivery Services, you may have additional required insurance coverage. Please note that if you have had prior issues or claims from previous operations unrelated to the operation of a Ben's Barketplace Business, your rates may be significantly higher than those estimated above.
15. Professional Fees. We strongly recommend that you hire a lawyer, accountant or other professional to advise you on this Franchise offering. Rates for professionals can vary significantly based on area and experience.
16. Additional Funds. These amounts represent our estimate of the amount needed to cover your expenses for the initial three-month start-up phase of your Ben's Barketplace Business. They include payroll costs during the first three months of operation, but not any draw or salary for you. These figures do not include standard pre-opening expenses, Royalties, or Brand Fund Contributions payable under the Franchise Agreement, or debt service, and assume that none of your expenses are offset by any sales generated during the start-up phase. We have elected to include certain fees as line items above, including costs for the lease payments, initial advertising program and insurance premiums. These fees could also be included in our Additional Funds amount. For purposes of this disclosure, we estimated the start-up phase to be three months from the date your Ben's Barketplace Business opens for business. Our estimates are based on our experience in the sale of franchises since 2015, the experience of our affiliates operating similar businesses as your franchise, and our current requirements for Ben's Barketplace Franchises. The factors underlying our estimates may vary depending on several variables, and the actual investment you make in developing and opening your Ben's Barketplace Franchise may be greater or less than the estimates given, depending upon the location of your Franchise, and current relevant market conditions. These figures are estimates, and we cannot guarantee that you will not have additional expenses starting your Ben's Barketplace Business.
17. This is an estimate of your initial start-up expenses for one Ben's Barketplace Franchise.



## ITEM 8

### RESTRICTIONS ON SOURCES OF PRODUCTS AND SERVICES

#### Standards and Specifications

To ensure the highest degree of quality and service is maintained, you must operate the Ben's Barketplace Franchise in strict conformity with the methods, standards and specifications we list in our proprietary and confidential brand standards manual ("Brand Standards Manual"), which may exist in various parts, locations and formats, and may include a combination of audio, video, written material, electronic media, website content and/or software components. You must not: (i) deviate from these methods, standards, and specifications without our prior written consent; or (ii) otherwise operate in any manner which reflects adversely on our Marks or the System. Our Brand Standards Manual states our standards, specifications and guidelines for all products and services we require you to obtain in establishing and operating your Ben's Barketplace Franchise.

We will notify you of new or modified standards, specifications and guidelines through periodic amendments or supplements to the Brand Standards Manual or through written communication (including electronic communication). We will issue copies of our standards and specifications to you and approved and proposed suppliers unless these standards and specifications contain our confidential information.

You must use the computer hardware and software, including the point-of-sale system that we periodically designate to operate your Ben's Barketplace Franchise. You must obtain the computer hardware, software licenses, maintenance and support services, and other related services that meet our specifications from the suppliers we specify. You must use our designated frequent buyer program platform (which currently costs \$180 per month). These fees are paid directly to our approved suppliers.

You must obtain the insurance coverage required under the Franchise Agreement. Franchisee must carry a minimum of \$2,000,000 in comprehensive general liability insurance and worker's compensation coverage and must comply with any other minimums as required by statute or rule of the state in which your Ben's Barketplace Business is located. This amount may periodically be increased at our discretion due to circumstances such as inflation, new products or services being offered, new risks, and changes in the law. Each policy, except for employment liability insurance policies, must also name us and any affiliates we designate as additional named insured parties. The insurance company must be authorized to do business in the state where your Ben's Barketplace Business is located and must be approved by us. It must also be rated "A" or better by A.M. Best & Company, Inc. All major construction (walls, signage, bathrooms, lighting, HVAC, flooring, etc.) during buildout must be completed by a licensed general contractor.

#### Purchases from Approved Suppliers

We are not currently an approved supplier of any goods or services provided to franchisees. We, and our affiliates, reserve the right to become approved suppliers of products and services. None of our officers own an equity interest in an approved supplier. During our last fiscal year, ending December 31, 2023, neither we nor our affiliates derived revenue from the sale or lease of products or services to franchisees.

You must use our designated supplier for our Frequent Buyer Program platforms, employee scheduling software, point of sale system, Voice over IP Services, payroll services, and credit card processing, .





We do not deliver or assist with the installation of any fixtures, furnishings, equipment, signs or other supplies. You must purchase, install, maintain in sufficient supply and use, fixtures, furnishings, equipment, signs and supplies that conform to the standards and specifications described in the Brand Standards Manual or otherwise in writing. You must purchase all products, equipment, supplies and materials only from approved suppliers (including manufacturers, wholesalers and distributors). You must at all times maintain an inventory of approved products in sufficient quantities and variety to realize the full potential of your Ben's Barketplace Business. You must purchase any proprietary products we or our affiliates develop from time to time and purchase them only from us or a third party who we have licensed to prepare and sell the products.

We estimate that approximately 95% of purchases required to open your Ben's Barketplace Business and 75% of purchases required to operate your Ben's Barketplace Business will be from us or from other approved suppliers and under our specifications. We and our affiliates may receive rebates from some suppliers based on your purchase of services and products and we have no obligation to pass them on to our franchisees or use them in any particular manner.

We do not have purchasing and distribution cooperatives as of the Issuance Date of this Franchise Disclosure Document; however, we may negotiate alternative purchase arrangements with suppliers and distributors of approved products for the benefit of our franchisees, and we reserve the right to receive rebates on volume discounts from our purchase of products we may resell to you. We do not provide material benefits, such as renewing or granting additional franchises to franchisees based on their use of designated or approved suppliers. There are no caps or limitations on the maximum rebates we may receive from our suppliers as the result of franchisee purchases.

#### Approval of New Suppliers

We may update the list of approved suppliers in the Brand Standards Manual. If you desire to have a non-approved supplier of a product or service designated as an approved supplier, you must submit samples of the supplier's products or services to us, along with a written statement describing why such items, services or suppliers should be approved for use in the System. We reserve the right to charge a fee to evaluate the proposed supplier of approximately \$100 per evaluation (See Item 6). We do not make our supplier specifications and/or standards generally available to franchisees or suppliers. While we will be required to respond to a request within 60 days, we generally respond to a request for an additional approved supplier within seven days. Our written approval must be received before you use products not purchased from an approved supplier. We may revoke our approval at any time if we determine, in our discretion, that the supplier no longer meets our standards. When you receive written notice of a revocation, you must stop selling any disapproved products and stop purchasing from any disapproved supplier.

### **ITEM 9 FRANCHISEE'S OBLIGATIONS**

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

Obligation	Section in Franchise Agreement	Item in Franchise Disclosure Document
a. Site selection and acquisition/lease	Definitions and Section 7	Item 11



Obligation	Section in Franchise Agreement	Item in Franchise Disclosure Document
b. Pre-opening purchases/leases	Sections 7 and 8	Items 8 & 11
c. Site development and other pre-opening requirements	Section 8	Items 6, 7 & 11
d. Initial and ongoing training	Sections 7 and 8	Item 11
e. Opening	Section 8	Item 11
f. Fees	Sections 3, 5, 6, 7, 8, 9, 11, 15	Items 5 & 6
g. Compliance with standards and policies/Brand Standards Manual	Definitions and Section 8	Item 11
h. Trademarks and proprietary information	Section 10 and Attachment B	Items 13 & 14
i. Restrictions on products/services offered	Sections 8 and 9	Items 8 & 16
j. Warranty and customer service requirements	Section 8	Item 11
k. Territorial development and sales quotas	Section 4	Items 11 & 12
l. On-going product/service purchases	Sections 8 and 9	Item 16
m. Maintenance, appearance, and remodeling requirements	Sections 3, 8 and 15	Item 7
n. Insurance	Section 12	Item 8
o. Advertising	Section 11	Item 11
p. Indemnification	Section 12	Item 6
q. Owner's participation/management and staffing	Section 8	Item 15
r. Records and reports	Section 6	Items 6 & 17
s. Inspections and audits	Sections 6 and 8	Item 6
t. Transfer	Section 15	Item 17
u. Renewal	Section 3	Item 17
v. Post-termination obligations	Sections 10, 14 and 17	Item 17
w. Non-competition covenants	Section 14	Item 17
x. Dispute resolution	Section 20	Item 17

## ITEM 10 FINANCING

We do not offer direct or indirect financing to you. We do not guarantee your note, lease or other obligation.





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

**Except as listed below, BBI is not required to provide you with any assistance.**

Pre-opening Obligations

Before you open your Ben's Barketplace Business, we (or our designee) will provide the following assistance and services to you:

1. Designate the territory for your Ben's Barketplace Business and any delivery territory (See Item 12 for more information).
2. Provide site selection guidelines and criteria and provide site selection assistance to determine an acceptable location for your Center (See Sections 7.3(b) and 7.4 of the Franchise Agreement).
3. Assist you in your site selection process by authorizing a site for your Center and reviewing and authorizing a final lease for the premises (See Sections 7.3(c) and 7.4 of the Franchise Agreement). We may terminate the Franchise Agreement if you do not submit an approved site within 60 days of the date of the Franchise Agreement.
4. Provide specifications for furniture, fixtures, equipment, inventory and supplies required to operate your Ben's Barketplace Franchise. You must submit final construction plans and specifications to us for our approval before you begin construction at the premises, and must construct your Ben's Barketplace Franchise under those approved plans and specifications (See Section 7.3(d) of the Franchise Agreement).
5. Loan you, or make available to you on our website, one copy of the Brand Standards Manual. The Brand Standards Manual contains approximately 326 pages. The table of contents for the Brand Standards Manual is attached to this Franchise Disclosure Document as Exhibit G (See Section 7.3(e) of the Franchise Agreement).
6. Provide an initial training program in Roseville, California or another location designated by us ("Initial Training Program") for up to three people (See Section 7.3(f) of the Franchise Agreement).
7. Provide pre-opening assistance and pre-opening training to you and your Designated Manager (if applicable) ("Pre-Opening Training Program") for approximately five days at your Center. The Pre-Opening Training Program will occur immediately prior to and immediately following the opening date of your Center.

We do not provide the above services to renewal franchisees and may not provide all of the above services to franchisees that purchase existing Ben's Barketplace Businesses.

*Site Selection*

You must select the site for your Center within your territory, subject to our approval. We do not typically sell, lease or sublet real estate that we own or rent to our franchisees. You may not relocate your Center without our prior written consent. Before leasing or purchasing the site for your Center, you must submit to us, in the form we specify, a description of the site, with other information and materials we



may reasonably require. We will have 30 days after we receive the information and materials to evaluate the proposed site. If we disapprove of the proposed site, you must select another site, subject to our consent. If we cannot agree on an approved site, we may terminate the Franchise Agreement. You must purchase or lease, at your expense, the site for your Center within 90 days after signing the Franchise Agreement. You also must submit for review and approval any sale or lease contract before you sign it.

We will consult with you on our current site selection guidelines and provide other site selection counseling, as we deem advisable. In evaluating a proposed site, we consider such factors as neighborhood, size of urban, suburban and rural areas, average income, population density and extent of competition. You may not relocate the Center without our prior written consent.

### *Schedule for Opening*

The typical length of time between signing the Franchise Agreement and the opening of the Ben's Barketplace Business is 120 days. You must schedule the opening of your Ben's Barketplace Business within 180 days after signing the Franchise Agreement. Failure to open your Ben's Barketplace Business within this 180-day window is a material breach of the Franchise Agreement, which provides us with the right to terminate the Franchise Agreement. Some factors which may affect this timing are your ability to acquire a location through lease or purchase negotiations, your ability to secure any necessary financing, your ability to comply with local zoning and other ordinances, your ability to obtain any necessary permits and certifications, the timing of the delivery of equipment, tools and inventory, and the time to convert, renovate or build out your Center. You must comply with all ordinances, building codes and permit requirements and with any lease requirements and restrictions. We are not obligated to assist you in remodeling or decorating your Ben's Barketplace Business.

You may not open your Ben's Barketplace Business until: (1) we notify you in writing that all of your pre-opening obligations have been fulfilled; (2) you have completed the Initial Training Program to our satisfaction; (3) all amounts due to us have been paid; (4) we have been furnished with copies of all insurance policies and certificates required by the Franchise Agreement, or other documentation of insurance coverage and payment of premiums we request; (5) you notify us that all approvals and conditions stated in the Franchise Agreement have been met; (6) you have received all required permits and licenses; and (7) you have ordered, received and installed your fixtures, equipment, supplies, inventory and related materials. You must be prepared to open and operate your Ben's Barketplace Business immediately after we state your Ben's Barketplace Business is ready for opening.

### Continuing Obligations

During the operation of your Ben's Barketplace Business, we (or our designee) will provide the following assistance and services to you:

1. Inform you of mandatory specifications, standards and procedures for the operation of your Ben's Barketplace Franchise (See Section 7.5(a) of the Franchise Agreement).
2. Upon reasonable request, provide advice regarding your Ben's Barketplace Business' operations based on reports or inspections. Advice will be given during our regular business hours and via the Brand Standards Manual or other written materials, electronic media, telephone or other methods in our discretion (See Section 7.5(b) of the Franchise Agreement).
3. Provide you with advice and guidance on advertising and marketing (See Section 7.5(c) of the Franchise Agreement).



4. Provide additional training to you for newly-hired personnel on the Ben's Basketplace brand and System guidelines, refresher training courses and additional training or assistance that, in our discretion, you need or request. If we provide additional training, you must pay us a fee in the amount set by us, which is currently \$3,000 per additional person for initial training, approximately \$300 per attendee per day for additional training and \$600 per day for training at your Center requested by you (See Sections 7.3(f) and 7.5(d) of the Franchise Agreement).

5. Allow you to continue to use confidential materials, including the Brand Standards Manual, and the Marks (See Section 7.5(e) of the Franchise Agreement).

#### Optional Assistance

During the term of the Franchise Agreement, we (or our designee) may, but are not required to, provide the following assistance and services to you:

1. Modify, update, or change the System, including the adoption and use of new or modified trade names, trademarks, service marks or copyrighted materials, new products, new equipment or new techniques (See Section 10.3(a) of the Franchise Agreement).

2. Make periodic visits to the Ben's Basketplace Business for the purpose of assisting in all aspects of the operation and management of the Ben's Basketplace Franchise, prepare written reports concerning these visits outlining any suggested changes or improvements in the operation of the Ben's Basketplace Franchise, and detailing any problems in the operations which become evident as a result of any visit. If provided at your request, you must reimburse our expenses and pay our then-current training charges (See Section 7.7(b) of the Franchise Agreement).

3. A representative of ours may, at our sole discretion, provide additional assistance (See Section 7.7(c) of the Franchise Agreement). There may be additional charges for these services. If we provide additional assistance, we must agree in advance on the charges you will pay and the length of the visit. Whether there are additional charges and the charge amount will depend on the nature of the services, the assistance required, and the experience level of the trainee (See Item 6).

4. Maintain and administer a Brand Fund. We may dissolve the Brand Fund upon written notice (See Section 7.7(d) of the Franchise Agreement).

5. Hold periodic national or regional conferences to discuss business and operational issues affecting Ben's Basketplace franchisees (See Section 7.7(e) of the Franchise Agreement).

6. Reserve the right to establish minimum and maximum resale prices for use with multi-area marketing programs and special price promotions as allowed by law.

#### Advertising

##### *Brand Fund*

We reserve the right to create a brand fund for marketing, developing and promoting the System, the Marks and Ben's Basketplace Franchisees ("Brand Fund"). If established, you must pay up to 2% of your weekly Gross Sales for the Brand Fund ("Brand Fund Contributions"). Your contribution to the Brand Fund will be in addition to all other advertising requirements set out in this Item 11. Each franchisee will be required to contribute to the Brand Fund, but certain franchisees may contribute on a different basis depending on when they signed their Ben's Basketplace franchise agreement. Ben's



Marketplace Businesses owned by us or our affiliate may, but are not required to, contribute to the Brand Fund on the same basis as franchisees.

The Brand Fund will be administered by us, or an affiliate or designees, at our discretion, and we may use a professional advertising agency or media buyer to assist us. The Brand Fund will be in a separate bank account, commercial account or savings account.

We have complete discretion on how the Brand Fund will be utilized. We may use the Brand Fund for local, regional or national marketing, advertising, sales promotion and promotional materials, public and consumer relations, website development and search engine optimization, the development of technology for the System and any other purpose to promote the Ben's Marketplace brand. We may use any media for disseminating Brand Fund advertisements, including direct mail, print ads, the Internet, radio, billboards, and television. We may reimburse ourselves, our authorized representatives or our affiliate from the Brand Fund for administrative costs, independent audits, reasonable accounting, bookkeeping, reporting and legal expenses, taxes and all other direct or indirect expenses associated with the programs funded by the Brand Fund. We do not guarantee that advertising expenditures from the Brand Fund will benefit you or any other franchisee directly, on a pro rata basis, or at all. We are not obligated to spend any amount on advertising in the geographical area where you are or will be located. We will not use the Brand Fund Contributions for advertising that is principally a solicitation for the sale of franchises, but we reserve the right to include a notation in any advertisement or website indicating "Franchises Available" or similar phrasing.

We assume no fiduciary duty to you or other direct or indirect liability or obligation to collect amounts due to the Brand Fund or to maintain, direct or administer the Brand Fund. Any unused funds that were collected in any calendar year will be applied to the following year's funds, and we reserve the right to contribute or loan additional funds to the Brand Fund on any terms we deem reasonable.

The Brand Fund will not be audited. Upon your written request, we will provide to you an annual accounting for the Brand Fund that shows how the Brand Fund proceeds have been spent for the previous year. We did not collect or spend any Brand Fund Contributions during our last fiscal year which ended December 31, 2023.

### *Local Advertising*

In addition to the Brand Fund Contributions, you must spend the following on local advertising ("Local Advertising Requirement"):

	Local Advertisement Requirement
Initial Advertising Program	A minimum of \$2,500 during the first three months of operations of your Center.
For Gross Sales of \$0 to \$187,500* per calendar quarter	You will be required to spend an average of two percent (2%) of your total Gross Sales each quarter for local advertising.
For Gross Sales exceeding \$187,500* per calendar quarter	You will be required to spend an average of one percent (1%) of your total Gross Sales each quarter for local advertising.

\*The sales figures identified in the chart above are not, and should not be considered, an earnings claim or financial performance representation for your Ben's Marketplace Business.



If you fail to spend the Local Advertising Requirement for any given period, you will be required to pay the difference to us, or if established, the Brand Fund.

You may be required to participate in any local or regional advertising cooperative for Ben's Barketplace Franchises that is established. The area of each local and regional advertising cooperative will be defined by us, based on our assessment of the area. Franchisees in each cooperative will contribute an amount to the cooperative for each Ben's Barketplace Franchise that the franchisee owns that exists within the cooperative's area. Each Ben's Barketplace Franchise we own that exists within the cooperative's area will contribute to the cooperative on the same basis as franchisees. Members of the cooperative will be responsible for administering the cooperative, including determining the amount of contributions from each member. We may require that each cooperative that exceeds five franchisee members must operate with governing documents. Each cooperative must prepare annual unaudited financial statements, and such statements will be provided for review to each member of such cooperative. We reserve the right to form, change, dissolve or merge any advertising cooperative formed in the future. If we elect to form such cooperatives, or if such cooperatives already exist near your territory, you will be required to participate in compliance with the provisions of the Brand Standards Manual, which we may periodically modify in our discretion.

You agree, at your sole cost and expense, to issue and offer such rebates, giveaways and other promotions in accordance with advertising programs established by us, and further agree to honor the rebates, giveaways and other promotions issued by other Ben's Barketplace franchisees under any such program, so long as such compliance does not contravene any applicable law, rule or regulation. You will not create or issue any gift cards/certificates and will only sell gift cards/certificates that have been issued or sponsored by us and which are accepted at all Ben's Barketplace Businesses, and you will not issue coupons or discounts of any type except as approved by us.

#### *Marketing Resources, Pre-Approvals for Marketing Materials, and Internet Marketing*

We may require you to order sales and marketing material from us or our designated suppliers. It is a material breach of the Franchise Agreement to use other marketing material, without obtaining our prior written approval. If you desire to use your own advertising materials, you must obtain our prior approval, which may be granted or denied in our sole discretion. We will review your request and we will respond in writing within 30 days from the date we receive all requested information. Our failure to notify you in the specified time frame will be deemed a disapproval of your request. Use of logos, Marks and other name identification materials must follow our approved standards. You may not use our logos, Marks and other name identification materials on items to be sold or services to be provided without our prior written approval. If we approve of promotional items or services that will be sold in your Ben's Barketplace Business, those items or services must be included in your Gross Sales and will be subject to Royalties, Local Advertising Requirement, and if established, the Brand Fund Contributions. If you use unauthorized advertising materials, you must pay a fee of \$500 per occurrence to us, or if established, the Brand Fund.

If you wish to advertise online, you must follow our online policy, which is contained in our Brand Standards Manual. Our online policy may change as technology and the Internet changes. Under our online policy, we may retain the sole right to market on the Internet, including all use of websites, domain names, advertising, and co-branding arrangements. We may restrict your use of social media. We may not allow you to independently market on the Internet, or use any domain name, address, locator, link, metatag, or search technique with words or symbols similar to the Marks. We intend that any franchisee website will be accessed only through our home page.



### *Advisory Council*

We currently do not have, but may form, an advisory council (“Council”) to advise us on advertising policies. The Council would be governed by bylaws. Members of the Council would consist of both franchisees and corporate representatives. Members of the Council would be selected by way of a voting method specified in the Council’s bylaws. The purpose of the Council would be to provide input regarding the Brand Fund and to promote communications between us and all franchisees. The Council would serve in an advisory capacity only. We will have the power to form, change, or dissolve the Council, in our sole discretion.

### *System Website*

We have established a system website for Ben’s Barketplace Businesses. If you wish to advertise online, you must follow our online policy, which is contained in the Brand Standards Manual. Our online policy may change as technology and the Internet changes. Under our online policy, we may retain the sole right to market on the Internet, including all use of websites, domain names, advertising, and co-branding arrangements. We may restrict your use of social media. We may not allow you to independently market on the Internet, or use any domain name, address, locator, link, metatag, or search technique with words or symbols similar to the Marks. Franchisee websites will be accessed only through our home page. You will have no independent right to advertise the Ben’s Barketplace Business on the Internet or establish any website utilizing the Marks without our prior written consent, which may be withheld in our sole discretion.

### Software and Computer Equipment

Your Ben’s Barketplace Franchise will need a computer system that consists of the following hardware and software: (a) a point-of-sale system, including credit card processing equipment and software, a desktop computer and a secondary laptop with high-speed Internet access, a monitor and cash drawer, a printer (to include a tag printer and receipt printer), and additional software including accounting software, payroll software and frequent buyer software; and (b) our frequent buyer application (the “Computer System”). You may use computer equipment that you already own as long as it meets our specifications. We estimate the cost of purchasing the Computer System will be between \$3,000 and \$5,000. You must use our designated frequent buyer program platforms which currently cost \$90 and \$199 per month, paid annually. These fees are paid directly to our approved suppliers. You must record all Gross Sales on the Computer System. You must store all data and information in the Computer System that we designate, and report data and information in the manner we specify. The Computer System will generate reports on the Gross Sales of your Ben’s Barketplace Franchise. You must also maintain a high-speed Internet connection at your Center. In addition to offering and accepting Ben’s Barketplace Franchise gift cards and loyalty cards, you must use any payment vendors and accept all payment methods that we determine. We are not required to provide you with any ongoing maintenance, repairs, upgrades, updates or support for the Computer System (See Section 8.5(s) of the Franchise Agreement). You must arrange for installation, maintenance and support of the Computer System at your cost. There are no limitations regarding the costs of such required support or maintenance repairs relating to the Computer System. You must upgrade or replace your Computer System at such time as specifications are revised. There is no limitation on the frequency and cost of this obligation. The cost of maintaining, updating, or upgrading the Computer System or its components will depend on your repair history, cost of computer maintenance services in your area, and technological advances. In prior years we estimated the annual costs will ranged between \$1,000 and \$3,000, but this could vary (as discussed above). We may revise our specifications for the Computer System periodically.





We (or our designee) have the right to independently access the electronic information and data relating to your Franchise and to collect and use your electronic information and data in any manner, including promoting the System and the sale of Franchises. This may include posting financial information of each franchisee on an intranet website. There is no contractual limitation on our right to receive or use information through our proprietary data management and intranet system. We may access the electronic information and data from your Computer System remotely, in your Center or from other locations.

## Training

### *Initial Training*

Before you open your Ben's Barketplace Business, you (if you are an individual) or your managing owner (if you are an entity) and, your designated manager (if applicable), must attend and successfully complete to our satisfaction our Initial Training Program. We provide initial training at no charge for up to three people, provided all attendees attend initial training at the same time (See Section 7.3(f) of the Franchise Agreement). The Initial Training Program is offered on an as needed basis in connection with the sale of Franchises.

Training will occur after you sign the Franchise Agreement and while you are developing your Ben's Barketplace Business. Your attendees must complete all training before you may open your Ben's Barketplace Business. We plan to be flexible in scheduling training to accommodate our personnel, you and your personnel. You must pay for wages and all travel and living expenses during your attendees' training, and for all travel and living expenses while our trainer is at your Center.

We plan to provide the training listed in the table below. We reserve the right to vary the length and content of the Initial Training Program based upon the experience and skill level of the individual attending the Initial Training Program.



## TRAINING PROGRAM

Subject	Hours of Classroom Training	Hours of On-the-Job Training	Location
The Brand Standards Manual, Recruiting, and Management Techniques	8	0	Our headquarters in Roseville, California
Sales and Promotions	8	0	Our headquarters in Roseville, California
Computer Software Training	8	0	Our headquarters in Roseville, California and/or your Center
In-Store Operational Training	8	40	Our headquarters in Roseville, California and/or your Center
Vendors/Supplies	8	0	Our headquarters in Roseville, California and/or your Center
Total	40 hours	40 hours	

### Notes:

1. The training subjects may vary, and the training may be less than the times indicated above depending on the number and experience of the attendees. We will use the Brand Standards Manual as the primary instruction materials during the Initial Training Program.
2. Brad Romero and Sally Romero currently oversee our training program. Mr. and Mrs. Romero operate our three affiliate Ben's Marketplace Centers in Roseville, California and Lincoln, California, and have done so since 2004 and 2018. Mr. Romero was also a K-9 officer and trainer for a state agency for 15 years.
3. Other individuals instructing the training program may vary, and all of our instructors will have at least one year of relevant work experience in their designated subject area.

### *Ongoing Training*

From time to time, we may require that you, your managing owner, designated managers and other employees attend system-wide refresher or additional training courses. Some of these courses may be optional while others may be required. If you appoint a new designated manager, that person must attend and successfully complete our initial training program before assuming responsibility for the management of your Ben's Marketplace Business. If we conduct an inspection of your Center and determine you are not operating in compliance with the Franchise Agreement, we may require that you attend remedial training that addresses your operational deficiencies. You may also request that we provide additional training (either at corporate headquarters or at your Ben's Marketplace Business). Attendance at these programs will be at your expense.





## ITEM 12 TERRITORY

We will grant you a protected territory for your Ben's Basketplace Business ("Territory"). Your Territory will be based upon geographic area and other factors described below, and will usually consist of a five-mile radius around your Center. The actual size of the Territory may be less than a five-mile radius, and will depend upon demographics and other characteristics including population density, average income, and other characteristics of the surrounding area, natural boundaries, extent of competition, and the amount and size of urban, suburban, and rural areas. We will use the most recent population information available in the U.S. Census Data, or other population statistical sources of our choosing to determine populations. The boundaries of your Territory will be included in your Franchise Agreement. Once we establish your Territory, we will not alter your Territory during the term of the Franchise Agreement without your prior written consent. You may not, without our prior written approval, open or operate another outlet whether within or outside the Territory. You must actively market, promote and develop your franchised business in your Territory.

We will not establish or franchise others to establish another Center using the Marks within your Territory. You have the right to operate your Ben's Basketplace Business from a single location within your Territory that we approve. You are not guaranteed any specific location for your Center and you may not be able to obtain your top choice. You may not relocate the Ben's Basketplace Business without our approval, which will be based on the following: where your new Center will be located; whether or not such relocation will infringe upon the rights of other Ben's Basketplace Businesses; and the time it will take to relocate your Ben's Basketplace Business. You will be granted a non-exclusive territory for your Ben's Basketplace Business and sell the products and services. You will not receive an exclusive territory. You may face competition from other franchisees, from franchisor-owned outlets, or from other channels of distribution or competitive brands that we control.

The Multi-Franchise Addendum grants you the right to enter into Franchise Agreements to open additional franchises subject to the terms of the Franchise Agreement signed for each additional franchise. You are not subject to a specific time period or development schedule regarding the opening of each of your Ben's Basketplace Franchises under the Multi-Franchise Addendum.

If you elect to offer the Delivery Services, you must provide the Delivery Services in compliance with our standards. You may only provide Delivery Services in the Territory and in any additional delivery areas that we may specify for you (if any, the "Delivery Territory"). We may or may not grant you a Delivery Territory (beyond your Territory), and if we do, the size of the Delivery Territory will be based on various factors, including population density, drive times and distance. There is no specific minimum or maximum Delivery Territory. We may at any time and for any or no reason change your Delivery Territory, including reducing its size or eliminating it. If we do, you must immediately change your delivery practices and begin delivering the Center's products only within the newly defined area. If you do not do so, we may immediately terminate your right to provide any delivery services anywhere. If we reduce the size of your Delivery Territory, there might be a reduction in your sales, but we will not be liable for the reduction.

If you do not elect to offer the Delivery Services, or do not provide the Delivery Services in compliance with our standards, we may and we may grant others using the Marks the option to offer Delivery Services in your Delivery Territory, and in your Territory.

Your Delivery Territory is not exclusive. We may change, expand or reduce your Delivery Territory. We may engage and/or grant others the right to engage in any activities we desire within the Delivery Territory without any restrictions at all (including allowing any such person to provide delivery



services in the area). We will not be liable for any reduction in your sales due to these activities. You must follow our rules for delivery services and any minimum requirements we may establish, from time to time, for delivery drivers. In particular, you may deliver the Center's products to customers only with your own employed delivery drivers and not through third party food ordering, drop-off/catering, or delivery services or systems.

You may advertise or market your Ben's Barketplace Business outside your Territory, but all sales must be made in your Territory and via delivery in any Delivery Territory. You will not need to pay any compensation for marketing outside your Territory. A breach of this provision is material and could result in the termination of your Franchise Agreement.

We reserve all rights not expressly granted to you. These include:

1. to own, franchise, or operate Ben's Barketplace Businesses at any location outside of the Territory and any location within or outside of any Delivery Territory, regardless of the proximity to your Ben's Barketplace Business;
2. to use the Marks and the System to sell any products or services the same as or similar to those that you will sell through any alternative channels of distribution within or outside of the Territory and Delivery Territory. This includes, but is not limited to, retail locations and other channels of distribution such as television, mail order, catalog sales, wholesale to unrelated retail outlets, or over the Internet. We exclusively reserve the Internet as a channel of distribution for us, and you may not independently market on the Internet or conduct e-commerce;
3. to use and license the use of other proprietary and non-proprietary marks or methods that are not the same as or confusingly similar to the Marks, whether in alternative channels of distribution or in the operation of a business offering pet food, pet products and related products at any location, including within the Territory and Delivery Territory, which may be the same as, similar to, or different from the Ben's Barketplace Business operated by you. Although we reserve the rights described, neither we nor any affiliate, operates, franchises or has plans to operate or franchise a business under a different trademark that sells or will sell goods or services similar to those offered by you or our other Franchises;
4. to engage in any transaction, including to purchase or be purchased by, merge or combine with, to convert to the System or be converted into a new system with any business whether franchised or corporately owned, including a business that competes directly with your Ben's Barketplace Business, whether located inside or outside the Territory or Delivery Territory, provided that any businesses located inside your Territory will not operate under the Marks; and
5. to implement multi-area marketing programs that may allow us or others to solicit or sell to customers anywhere. We also reserve the right to issue mandatory policies to coordinate such multi-area marketing programs.

If you wish to purchase an additional Ben's Barketplace Franchise and have not signed a Multi-Unit Addendum, you must apply for an additional Ben's Barketplace Franchise. We consider a variety of factors when determining whether to grant additional Ben's Barketplace Franchises. Among the factors we consider, in addition to the then-current requirements for new Ben's Barketplace franchisees, are whether or not the franchisee is in compliance with the requirements under their current Franchise Agreement.

You do not receive the right to acquire additional Ben's Barketplace Businesses within the Territory unless you enter into a Multi-Franchise Addendum. You are not given a right of first refusal on the sale of existing Ben's Barketplace Franchises.




You are not granted any territorial rights or other rights except those granted under the Franchise Agreements for each additional franchise. You are not given a right of first refusal on the sale of new or existing Ben's Barketplace Businesses. You may not engage in any promotional activities or market our proprietary products or similar products or services, whether directly or indirectly, through or on the Internet, or any other similar proprietary or common carrier electronic delivery system; through catalogs or other mail order devices sent or directed to customers or prospective customers located anywhere; or by telecopy or other telephonic or electronic communications, including toll-free numbers, directed to or received from customers or prospective customers located anywhere. You may not sell products through other channels of distribution such as wholesale, Internet, or mail order sales.

We are not required to pay you if we exercise any of our rights within your Territory. The continuation of the Territory is not dependent upon your achievement of a certain sales volume, market penetration or other contingency (other than complying with the terms of the Franchise Agreement). We will not be required to pay any compensation for soliciting or accepting orders inside your Territory, including any delivery orders accepted or solicited by other Ben's Barketplace franchisees. As of the Issuance Date of this Franchise Disclosure Document, we do not sell anything directly to customers.

### ITEM 13 TRADEMARKS

The Franchise Agreement and your payment of Royalties grant you the non-exclusive right and license to use the System, which includes the use of the Marks. You may also use other future trademarks, service marks and logos we approve to identify your Ben's Barketplace Franchise.

We have registrations with the United States Patent and Trademark Office ("USPTO") for the following Marks:

Registered Mark	Registration Number	Registration Date	Register
	4,840,235	October 27, 2015	Principal
Ben's Barketplace	5,189,254	April 25, 2017	Principal

All required affidavits and renewals have been filed for the registered Marks. There are no effective adverse material determinations of the USPTO, the Trademark Trial and Appeal Board, the trademark administrator of any state or any court, and no pending infringement, opposition, or cancellation proceedings or material litigation involving the Marks. No agreement significantly limits our right to use or license the Marks in a manner material to your Franchise. We do not know of either superior prior rights or infringing uses that could materially affect your use of the Marks in any state.

You must follow our guidelines and requirements when using the Marks. You cannot use our name or mark as part of a corporate name or with modifying words, designs, or symbols unless you receive our prior written consent. You must indicate to the public in any contract, advertisement, and with a conspicuous sign in your Center that you are an independently owned and operated licensed franchisee of Ben's Barketplace, Inc. You may not use the Marks in the sale of unauthorized services or



products or in any manner we do not authorize. You may not use the Marks in any advertising for the transfer, sale, or other disposition of the Ben's Barketplace Business or any interest in the Franchise. All rights and goodwill from the use of the Marks accrue to us. If it becomes advisable at any time, in our sole discretion, for us and/or you to modify or discontinue using any Mark and/or use one or more additional or substitute trademarks or service marks, you must comply with our directions within a reasonable time after receiving notice. We will not reimburse you for your direct expenses of changing signage, for any loss of revenue, or other indirect expenses due to any modified or discontinued Mark, or for your expenses of promoting a modified or substituted trademark or service mark.

Your right to use the Marks is derived solely from your Franchise Agreement, and is limited to conducting business in compliance with the Franchise Agreement and all applicable standards, specifications, and operating procedures we prescribe. Any unauthorized use of the Marks by you will constitute an infringement of our rights in the Marks. Your use of the Marks and any goodwill established by them will be for our exclusive benefit, and your Franchise Agreement does not confer any goodwill or other interests in the Marks upon you. All provisions of your Franchise Agreement applicable to the Marks will apply to any additional proprietary trade and service marks and commercial symbols authorized for use by, and licensed to you under, your Franchise Agreement.

You must notify us immediately when you learn about an infringing or challenging use of the Marks. If you timely notify us and you are in compliance with the Franchise Agreement, we will defend, indemnify and reimburse you against any claim brought against you by a third party alleging your use of the Marks in accordance with the Franchise Agreement infringes upon that party's intellectual property rights. We may require your assistance, but we will exclusively control any proceeding or litigation relating to our Marks. We have no obligation to pursue any infringing users of our Marks. If we learn of an infringing user, we will take the action appropriate, but we are not required to take any action if we do not feel it is warranted. We have the sole discretion to take such action as we deem appropriate to exclusively control any litigation or administrative proceeding involving a trademark licensed by us to you.

You must not directly or indirectly contest our right to the Marks. We may acquire, develop, and use additional marks not listed here, and may make those marks available for your use and for use by other franchisees.

#### **ITEM 14**

#### **PATENTS, COPYRIGHTS AND PROPRIETARY INFORMATION**

The information in the Brand Standards Manual is proprietary and is protected by copyright and other laws. The designs contained in the Marks, the layout of our advertising materials, the content and format of our products, and any other writings and recordings in print or electronic form are also protected by copyright and other laws. Although we have not applied for copyright registration for the Brand Standards Manual, our advertising materials, the content and format of our products, or any other writings and recordings, we claim common law and federal copyrights in these items. We grant you the right to use this proprietary and copyrighted information ("Copyrighted Works") for the operation of your Ben's Barketplace Franchise, but such copyrights remain our sole property.

There are no effective determinations of the United States Copyright Office or any court regarding any Copyrighted Works of ours, and except as described in Item 3, nor are there any proceedings pending, nor are there any effective agreements between us and third parties pertaining to the Copyrighted Works that will or may significantly limit using our Copyrighted Works.



Our Brand Standards Manual, electronic information and communications, sales and promotional materials, the development and use of our System, standards, specifications, policies, procedures, information, concepts and systems on, knowledge of, and experience in the development, operation, and franchising of Ben's Barketplace Franchises, our training materials and techniques, information concerning product and service sales, operating results, financial performance and other financial data of Ben's Barketplace Franchises, and other related materials are proprietary and confidential ("Confidential Information"), and are our property to be used by you only as described in the Franchise Agreement and the Brand Standards Manual. Where appropriate, certain information has also been identified as trade secrets ("Trade Secrets"). You must maintain the confidentiality of our Confidential Information and Trade Secrets and adopt reasonable procedures to prevent unauthorized disclosure of our Confidential Information and Trade Secrets.

We will disclose parts of the Confidential Information and Trade Secrets to you as we deem necessary or advisable for you to develop your Ben's Barketplace Franchise during training and in guidance and assistance furnished to you under the Franchise Agreement, and you may learn or obtain from us additional Confidential Information and Trade Secrets during the term of the Franchise Agreement. The Confidential Information and Trade Secrets are valuable assets of ours, and are disclosed to you on the condition that you, and your owners if you are a business entity, and employees agree to maintain the information in confidence by entering into a confidentiality agreement we can enforce. Nothing in the Franchise Agreement will be construed to prohibit you from using the Confidential Information or Trade Secrets in the operation of other Ben's Barketplace Franchises during the term of the Franchise Agreement.

You must notify us within three days after you learn about another's use of language, a visual image, or a recording of any kind, that you perceive to be identical or substantially similar to one of our Copyrighted Works or use of our Confidential Information or Trade Secrets, or if someone challenges your use of our Copyrighted Works, Confidential Information or Trade Secrets. We will take whatever action we deem appropriate, in our sole and absolute discretion, to protect our rights in and to the Copyrighted Works, Confidential Information or Trade Secrets, which may include payment of reasonable costs associated with the action. However, the Franchise Agreement does not require us to take affirmative action in response to any apparent infringement of or challenge to your use of any Copyrighted Works, Confidential Information, or Trade Secrets, or claim by any person of any rights in any Copyrighted Works, Confidential Information, or Trade Secrets. You must not directly or indirectly contest our rights to our Copyrighted Works, Confidential Information or Trade Secrets. You may not communicate with anyone except us, our counsel, or our designees regarding any infringement, challenge, or claim. We may take action as we deem appropriate regarding any infringement, challenge, or claim, and the sole right to control exclusively any litigation or other proceeding arising out of any infringement, challenge, or claim under any Copyrighted Works, Confidential Information or Trade Secrets. You must sign any and all instruments and documents, give the assistance, and do acts and things that may, in the opinion of our counsel, be necessary to protect and maintain our interests in any litigation or proceeding, or to protect and maintain our interests in the Copyrighted Works, Confidential Information or Trade Secrets. No patents or patents pending are material to us at this time.

#### **ITEM 15**

#### **OBLIGATION TO PARTICIPATE IN THE ACTUAL OPERATION OF THE FRANCHISE BUSINESS**

The Ben's Barketplace Franchise shall be managed by you, or if you are an entity, by one of your owners who is a natural person with at least a twenty-five percent (25%) ownership interest and voting power in the entity ("Managing Owner"). Under certain circumstances, we may allow you to appoint a designated manager ("Designated Manager") to run the day-to-day operations of the Ben's Barketplace





Franchise. The Managing Owner and Designated Manager must successfully complete our training program. We may require that the Designated Manager have an ownership interest in the legal entity of the Franchise owner. If you replace a Managing Owner or Designated Manager, the new Managing Owner or Designated Manager must satisfactorily complete our training program at your own expense.

Any Designated Manager and, if you are an entity, an officer that does not own equity in the franchisee entity must sign the System Protection Agreement, the form of which is attached to this Franchise Disclosure Document in Exhibit H. All of your employees, independent contractors, agents, or representatives that may have access to our Confidential Information must sign a Confidentiality Agreement (unless they already signed a System Protection Agreement), the current form of which is attached to this Franchise Disclosure Document in Exhibit H. If you are an entity, each direct and indirect owner (i.e., each person holding a direct or indirect ownership interest in you) must sign an Owners Agreement guarantying the obligations of the entity, the form of which is attached to the Franchise Agreement as Attachment B. We also require that the spouses of the Franchise owners sign the Owners Agreement.

You may not employ any Designated Manager, or appoint any Managing Owner who does not complete our Initial Training Program to our satisfaction. If a Designated Manager's employment with you is terminated, and your Managing Owner will not manage your Center, you must appoint a new Designated Manager who must successfully complete our Initial Training Program 60 days after the termination of the former Designated Manager, unless we do not hold an Initial Training Program during that 60-day period, in which case the replacement Designated Manager must attend and successfully complete the first available Initial Training Program held by us. You may be charged a training fee for a replacement Designated Manager or Managing Owner, and the travel expenses and salary and benefits must be paid by you (See Item 6). The factors used by us in determining whether you will be charged a training fee include the location of training, the length and type of training necessary, the costs borne by us in conducting the training, the replacement Designated Manager or Managing Owner's previous experience and skill, and our availability.

## **ITEM 16**

### **RESTRICTIONS ON WHAT THE FRANCHISEE MAY SELL**

You must sell or offer for sale only those services and products authorized by us and which meet our standards and specifications. You must follow our policies, procedures, methods and techniques. You must sell or offer for sale all types of services and products specified by us. We may change or add to our required services and products at our discretion with prior notice to you. If we change or add to our required services and products, the changes or additions will remain in permanent effect, unless we specify otherwise. The amount you must pay for the changes or additions will depend upon the nature and type of changes or additions. You must discontinue selling and offering for sale any services or products that we disapprove. We reserve the right to establish minimum and maximum resale prices for use with multi-area marketing programs and special price promotions in accordance with the law.

You may not sell products or services, within another franchisee's territory, unless we have granted you the right to offer the Delivery Services in another franchisee's territory, and then only via delivery within your Delivery Territory. You may not establish an account or participate in any social networking sites, crowdfunding campaigns or blogs or mention or discuss the Ben's Barketplace Franchise, us, or our affiliates, without our prior written consent and as subject to our online policy. Our online policy may completely prohibit you from any use of the Marks in social networking sites or other online use. You may not sell products through other channels of distribution such as wholesale, Internet, or mail order sales. Otherwise, except as provided in Item 12, we place no restrictions upon your ability



to serve customers provided you do so from the location of your Ben's Barketplace Business in accordance with our policies.

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

### THE FRANCHISE RELATIONSHIP

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

Provision	Section in Franchise Agreement	Summary
a. Length of the Franchise term	Section 3	The initial term is 10 years.
b. Renewal or extension of the term	Section 3	If you are in good standing and you meet other requirements, you may enter into one successor term of ten years.
c. Requirements for Franchisee to renew or extend	Section 3	The term “renewal” refers to extending our franchise relationship at the end of your initial term and any other renewal or extension of the initial term. Your successor franchise rights permit you to remain as a Franchisee after the initial term of your Franchise Agreement expires. You must sign our then-current franchise agreement and any ancillary documents for the successor term, and this new franchise agreement may have different terms and conditions (including, for example, higher Royalty and Brand Fund Contributions) from the Franchise Agreement that covered your initial term. You must pay the successor franchise fee, provide proof of current licensing, insurance and permits, and upgrade your Center and vehicle and other provisions required in the Brand Standards Manual. You must sign a general release.
d. Termination by Franchisee	Section 17.22	You may terminate the Franchise Agreement if you are in compliance with it and we are in material breach and we fail to cure that breach within 30 days of receiving written notice, subject to applicable state law.
e. Termination by franchisor without “cause”	Not Applicable	Not Applicable.
f. Termination by franchisor with “cause”	Section 17	We can terminate upon certain violations of the Franchise Agreement by you.



Provision	Section in Franchise Agreement	Summary
g. "Cause" defined – curable defaults	Section 17	You have three days to cure health, safety, or sanitation law violations or failure to operate safely. You have five days to cure any failure to follow directions regarding or misuse of the Marks. You have five days to discharge any levy on the Ben's Barketplace Business, or 30 days to satisfy any material judgment. You have ten days to cure monetary defaults. You have 30 days to cure operational defaults.
h. "Cause" defined - non-curable defaults	Section 17	Non-curable defaults: the defaults listed in Section 17.1 of the Franchise Agreement that are not subject to cure.
i. Franchisee's obligations on termination/non-renewal	Sections 14 and 17	Obligations include complete de-identification, payment of amounts due, and return of confidential Brand Standards Manual, all Confidential Information, Trade Secrets, and records, and compliance with restrictive covenants.
j. Assignment of contract by Franchisor	Section 15	No restriction on our right to assign.
k. "Transfer" by Franchisee – defined	Section 15	Includes any voluntary, involuntary, direct, or indirect assignment, sale, gift, exchange, grant of a security interest, or change of ownership in the Franchise Agreement, the Franchise, or interest in the Franchise.
l. Franchisor approval of transfer by Franchisee	Section 15	We have the right to approve all transfers.
m. Conditions for Franchisor approval of transfer	Section 15	Center must be in operation for at least one year, if we have not exercised right of first refusal; you are in compliance; new owner must have sufficient business experience and financial resources to operate the Franchise; you must pay all amounts due; new owner and employees must complete the Initial Training Program; your landlord must consent to transfer of lease; you must pay transfer fee; you must sign a general release in favor of us; new owner must agree to bring the Center up to current standards; new owner signs a new franchise agreement in the then-current form, including a guaranty; you must sign a non-compete agreement not to engage in a competitive business for 18 months within 25 miles of that Franchise or another Ben's Barketplace Franchise; you must reimburse us our actual costs of transfer including any brokerage commissions, finder's fees and similar charges.
n. Franchisor's right of first refusal to acquire Franchisee's business	Sections 15.6,16	We have 15 days to match any offer for your Ben's Barketplace Business.





Provision	Section in Franchise Agreement	Summary
o. Franchisor's option to purchase Franchisee's business	Section 16	We may, but are not required to, purchase your Ben's Barketplace Franchise, inventory, or equipment at fair market value if your Franchise is terminated for any reason by giving you written notice of our intent to exercise this option within 30 days after the date of termination or expiration of the Franchise Agreement.
p. Death or disability of Franchisee	Section 15.9	The Franchise Agreement must be transferred or assigned to a qualified party within 180 days of death or disability or the Franchise Agreement may be terminated. Your estate or legal representative must apply to us for the right to transfer to the next of kin within 120 calendar days of your death or disability.
q. Non-competition covenants during the term of the Franchise	Section 14	Neither you, your principal owners, nor any immediate family members of you or your principal owners nor managers or employees may participate in a diverting business, have no owning interest in, loan money to, or perform services for a competitive business anywhere; you may not interfere with our or our other franchisees' Ben's Barketplace Franchise(s), subject to applicable state law.
r. Non-competition covenants after the Franchise is terminated or expires	Section 14	Owners cannot have an interest in any competitive business within: i) the territory, any delivery territory or any other Ben's Barketplace franchisee's territory; (ii) 25 miles of Franchisee's Ben's Barketplace business, any delivery territory or any other Ben's Barketplace franchisee's territory either opened or under development; and (iii) 25 miles from all Franchisor and affiliate-owned Ben's Barketplace businesses either opened or under development as of the beginning of the Restricted Period, for 18 months. Owners may not solicit any customer of the Franchise or any Ben's Barketplace Franchise for 18 months. All subject to applicable state law.
s. Modification of agreement	Section 21.12	No modifications of the Franchise Agreement during the term unless agreed to in writing, but the Brand Standards Manual is subject to change at any time in our discretion. Modifications are permitted on renewal.



Provision	Section in Franchise Agreement	Summary
t. Integration/merger clause	Section 21.6	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 Franchise Disclosure Document and Franchise Agreement may not be enforceable.
u. Dispute resolution by arbitration or mediation	Section 20	Except for certain claims, all disputes must be mediated and arbitrated in the principal city closest to our principal place of business (currently, Roseville, California), subject to applicable state law.
v. Choice of forum	Sections 20 and 21	Except for certain claims, all disputes must be mediated, arbitrated, and if applicable, litigated in the principal city closest to our principal place of business (currently Roseville, California), subject to applicable state law.
w. Choice of law	Section 21.2	The laws of the state where the Center is located applies, subject to applicable state law.

## ITEM 18 PUBLIC FIGURES

We do not use any public figure to promote our Franchise.

## ITEM 19 FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC's Franchise Rule permits a franchisor to disclose information about the actual or potential financial performance of its franchised and/or franchisor-owned outlets, and/or affiliate-owned outlets, if there is a reasonable basis for the information, and the information is included in the disclosure document. Financial performance information that differs from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet you are considering buying; or (2) a franchisor supplements the information provided in this Item 19, for example, by providing information about performance at a particular location or under particular circumstances.

As of December 31, 2023, there were three Ben's Barketplace Businesses operated by our affiliates ("Affiliate Locations") and four Ben's Barketplace Businesses operated by franchisees ("Franchise Locations"). This Item 19 presents historical financial performance information for the three Affiliate Locations and three Franchise Locations that had been in operation for at least 12 months as of December 31, 2023 ("Reporting Group") for the 2023 calendar year. We have excluded one Franchise Location that was not in operation for at least 12 months as of December 31, 2023. The Lincoln, California Affiliate Location was sold to a franchisee in 2024 and is included in this Item 19 as an Affiliate Location. All Affiliate Locations and Franchise Locations in the Reporting Group are located in California.

Ben's Barketplace Businesses will share many of the same characteristics, including size, physical layout and operations, degree of competition, and products and services sold. The Affiliate Locations do not pay the Royalty or technology fees that franchised Ben's Barketplace Businesses will have to pay. The financial information was prepared from internal accounting records and reports provided to us by franchisees.



**Table 1**  
**Affiliate Locations**

Affiliate Location		Roseville, CA	Lincoln, CA	West Roseville, CA
Gross Sales		\$1,850,696	\$1,447,703	\$1,287,452
Core Expenses	Cost of Goods	(\$1,109,448)	(\$885,349)	(\$888,232)
	Wages and Salaries	(\$77,656)	(\$92,892)	(\$84,220)
	Other Operating Expenses	(\$46,058)	(\$37,886)	(\$26,128)
Gross Sales Less Core Expenses Before Franchisee-Related Adjustments		\$617,534	\$431,576	\$288,872
Franchise-Related Adjustments	Royalty	(\$92,534)	(\$72,385)	(\$64,372)
	Local Advertising	Included in Other Operating Expenses	Included in Other Operating Expenses	Included in Other Operating Expenses
	Technology Fee	(\$1,200)	(\$1,200)	(\$1,200)
Adjusted Gross Sales Less Core Expenses		\$523,800	\$357,991	\$223,300

**Table 2**  
**Franchise Locations**

Franchise Locations		Citrus Heights, CA	Campbell, CA	Folsom, CA
Gross Sales		\$1,760,898	\$1,369,422	\$1,301,384
Core Expenses	Cost of Goods	(\$1,047,989)	(\$843,557)	(\$707,964)
	Wages and Salaries	(\$135,375)	(\$170,236)	(\$112,364)
	Other Operating Expenses	(\$77,524)	(\$44,404)	(\$25,597)
Gross Sales Less Core Expenses Before Franchisee-Related Adjustments		\$500,010	\$338,225	\$455,459
Franchise-Related Adjustments	Royalty	(\$88,044)	(\$69,821)	(\$65,069)
	Local Advertising	Included in Other Operating Expenses	Included in Other Operating Expenses	Included in Other Operating Expenses
	Technology Fee	(\$1,200)	(\$1,200)	(\$1,200)
Adjusted Gross Sales Less Core Expenses		\$410,766	\$267,204	\$389,190

Notes:

- Reporting Group Operating History.** Our first Affiliate Location opened a Center in Lincoln, California in June 2005, then moved to the current Roseville, California location in 2010. Our second Affiliate Location opened a Center in Lincoln, California in July 2018. Our third Affiliate Location opened a Center in November 2021 in West Roseville, California. The first Franchise Location opened its Center in Citrus Heights, California in November 2018. The second Franchise Location opened in 2020 in Campbell, California. The third Franchise Location opened in Folsom, California in 2020.
- Gross Sales.** “Gross Sales” means the total revenue derived from the sale of goods or services less sales tax, discounts, allowances, and returns.
- Core Expenses.** “Core Expenses” means the following costs and expenses: (i) Costs of Goods Sold; (ii) Wages (as defined below); and (iii) Other Core Expenses (as defined below).



4. Cost of Goods Sold. “Cost of Goods Sold” includes the cost of pet food, toys and related items and supplies.
5. Wages. “Wages” include wages of personnel at each Center but do not include salaries for our Affiliate Locations’ owners. Wages do not include any owner’s salary or wages and excludes wages for welding and installation services provided by our President to the Affiliate Locations.
6. Other Operating Expenses. “Other Operating Expenses” includes: insurance, marketing, license fees and dues, office supplies, computer, miscellaneous supplies, repairs, and telephone and internet. Certain operating expenses such as lease or rent expenses are not included. These expenses would need to be deducted from Gross Sales to determine net profit. The total amount of rent paid in 2023 and the square footage of each location in the Reporting Group is described in the table below:

Location Type	Location	2023 Rent Expenses	Square Footage
Affiliate Locations	Roseville	\$113,837	2,850
	Lincoln	\$97,090	3,000
	West Roseville	\$138,000	3,000
Franchised Locations	Citrus Heights	\$110,229	4,000
	Campbell	\$91,496	2,100
	Folsom	\$132,262	4,000

7. Gross Sales Less Core Expenses. “Gross Sales Less Core Expenses” is equal to Gross Sales less Cost of Goods Sold, Wages, and Other Operating Expenses.
8. Brand Fund Contributions. The Brand Fund has not yet been established. Neither Franchise Locations nor the Affiliate Locations currently make Brand Fund Contributions.
9. Franchise Related Adjustments. Franchisees must pay a Royalty equal to 5% of Gross Sales, spend \$2,500 per month on local advertising for the first three months followed by 2% of Gross Sales on sales up to \$187,500 per calendar quarter and then 1% of Gross Sales above \$187,500 and pay a technology fee of \$100 per month. We have added a 5% Royalty and a technology fee to the Affiliate Locations’ performance data to reflect expenses that a franchisee would incur under the current form of franchise agreement (“Franchise Related Adjustments”). The Affiliate Locations are not subject to the Local Advertising Requirement but incurred local advertising expenses in excess of the amount required for franchisees in this Disclosure Document. The Franchise Locations in the Reporting Group pay the technology fees and are subject to the Local Advertising Requirement. These expenses are included in Other Operating Expenses. The Franchised Locations do not pay the same Royalty as new franchisees but pay a lower Royalty of 3% of Gross Sales. We have imputed the actual royalty of 5% of Gross Sales in the Franchise-Related Adjustments for these Franchised Locations.
10. Adjusted Gross Sales Less Core Expenses. “Adjusted Gross Sales Less Core Expenses” refers to Gross Sales Less Core Expenses and the Franchise Related Adjustments.
11. Except for the Core Expenses, the financial performance representations above do not reflect the costs of sales, operating expenses, lease payments for the Center or other costs or expenses that must be deducted from the 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 franchised business. Current or former franchisees, listed in Exhibit D to this Franchise



Disclosure Document, may be one source of this information. Current or former franchisees, listed in Exhibit D to this Franchise Disclosure Document, may be one source of this information.

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

Written substantiation of all data illustrated above will be made available to you upon reasonable request.

We do not make any representations about a franchisee's future financial performance or the past financial performance of company-owned or franchised outlets. We also do not authorize our employees or representatives to make any such representations either orally or in writing. If you are purchasing an existing outlet, however, we may provide you with the actual records of that outlet. If you receive any other financial performance information or projections of your future income, you should report it to the franchisor's management by contacting Sally Romero at 701 Pleasant Grove Blvd., #120, Roseville, California 95678, (844) 321-3647, the Federal Trade Commission, and the appropriate state regulatory agencies.

## ITEM 20 OUTLETS AND FRANCHISEE INFORMATION

Table No. 1  
System-wide Outlet Summary  
For Years 2021-2023

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2021	3	3	0
	2022	3	3	0
	2023	3	4	+1
Company-Owned*	2021	2	3	+1
	2022	3	3	0
	2023	3	3	3
Total Outlets	2021	5	6	+1
	2022	6	6	0
	2023	6	7	+1

\*These outlets are owned by our affiliates. One of these Outlets was sold to a franchisee in 2024.



Table No. 2  
Transfers of Outlets from Franchisees to New Owners (other than the Franchisor)  
For Years 2021-2023

State	Year	Number of Transfers
Totals	2021	0
	2022	0
	2023	0

Table No. 3  
Status of Franchised Outlets  
For Years 2021-2023

State	Year	Outlets at Start of the Year	Outlets Opened	Terminations	Non-Renewals	Reacquired by Franchisor	Ceased Operations-Other Reasons	Outlets at End of the Year
California	2021	3	0	0	0	0	0	3
	2022	3	0	0	0	0	0	3
	2023	3	1	0	0	0	0	4
Total	2021	3	0	0	0	0	0	3
	2022	3	0	0	0	0	0	3
	2023	3	1	0	0	0	0	4

Table No. 4  
Status of Company-Owned Outlets  
For Years 2021-2023

State	Year	Outlets at Start of Year	Outlets Opened	Outlets Reacquired From Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of Year
California	2021	2	1	0	0	0	3
	2022	3	0	0	0	0	3
	2023	3	0	0	0	0	3
Total Outlets	2021	2	1	0	0	0	3
	2022	3	0	0	0	0	3
	2023	3	0	0	0	0	3

\*These outlets are owned by our affiliates.



Table No. 5  
Projected Openings as of  
December 31, 2023

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
California	3	0	0
Total	3	0	0

The names, addresses, and telephone numbers of our current franchisees are attached to this Franchise Disclosure Document as Exhibit D. The name and last known address and telephone number of every current franchisee and every franchisee who has had a Ben's Basketplace Franchise terminated, cancelled, not renewed, or otherwise voluntarily or involuntarily ceased to do business under our franchise agreement during the one year period ending December 31, 2023, or who has not communicated with us within ten weeks of the Issuance Date of this Franchise Disclosure Document is listed in Exhibit D. In some instances, current and former franchisees may sign provisions restricting their ability to speak openly about their experiences with the Ben's Basketplace System. You may wish to speak with current and former franchisees, but know that not all such franchisees can communicate with you. During the last three fiscal years, we have had franchisees sign a confidentiality agreement that restricts the franchisee's ability to speak openly about their experience with the Ben's Basketplace System. If you buy a Ben's Basketplace Franchise, your contact information may be disclosed to other buyers when you leave the Franchise System.

As of the Issuance Date of this Franchise Disclosure Document, there are no franchise organizations sponsored or endorsed by us and no independent franchisee organizations have asked to be included in this Franchise Disclosure Document. We do not have any trademark specific franchisee organizations.

## ITEM 21 FINANCIAL STATEMENTS

Exhibit A contains the financial statements required to be included with this Franchise Disclosure Document: audited financial statements as of December 31, 2023, December 31, 2022 and December 31, 2021. Our fiscal year end is December 31<sup>st</sup>.

## ITEM 22 CONTRACTS

Exhibit B	Franchise Agreement
Exhibit F	State Addenda and Agreement Riders
Exhibit H	Contracts for use with the Ben's Basketplace Franchise

## ITEM 23 RECEIPT

The last pages of this Franchise Disclosure Document, Exhibit J, are a detachable document, in duplicate. Please detach, sign, date and return one copy of the Receipt to us, acknowledging you received this Franchise Disclosure Document. Please keep the second copy for your records.





## **EXHIBIT A**

### **FINANCIAL STATEMENTS**



**BEN'S BARKETPLACE, INC.**  
FINANCIAL STATEMENTS  
DECEMBER 31, 2023, 2022 AND 2021





3005 Douglas Blvd., Ste. 115  
Roseville, CA 95661  
(916) 774-1040  
(916) 774-1177 Fax

## INDEPENDENT AUDITORS' REPORT

To the Shareholder  
Ben's Barketplace, Inc.  
Roseville, California

### ***Opinion***

We have audited the accompanying financial statements of Ben's Barketplace, Inc. which comprise the balance sheets as of December 31, 2023, 2022 and 2021, and the related statements of income, shareholders' equity and cash flows for the years then ended, and the related notes to financial statements.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Ben's Barketplace, Inc. as of December 31, 2023, 2022 and 2021, and the results of its operations and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

### ***Basis for Opinion***

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of Ben's Barketplace, Inc. and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### ***Responsibility of Management 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, and for 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.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about Ben's Barketplace, Inc.'s ability to continue as a going concern within one year after the date that the financial statements are available to be issued.

### ***Auditor's Responsibility for the Audit of the Financial Statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards will always detect a material misstatement when it exists.



The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements, including omissions, are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with generally accepted auditing standards, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit 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 Ben's Barketplace, Inc.'s internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about Ben's Barketplace, Inc.'s ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

*Boden Klein & Sneesby*

BODEN KLEIN & SNEESBY  
Certified Public Accountants

Roseville, California

April 17, 2024



**BEN'S BARKETPLACE, INC.**  
**Balance Sheets**  
**December 31, 2023, 2022 and 2021**

	<b>ASSETS</b>		
	2023	2022	2021
Current assets:			
Cash	\$ 26,106	\$ 3,127	\$ 35,391
Cash-restricted	179,090	89,090	45,000
Accounts receivable	3,368	9,997	13,591
Other receivable	137,187	107,957	51,000
Total current assets	345,751	210,171	144,982
Deposits	11,850	11,850	11,850
Deferred tax asset	8,091	-	-
Website Development, net of accumulated amortization of \$6,350 and \$6,253	-	-	97
<b>TOTAL ASSETS</b>	<b>\$ 365,692</b>	<b>\$ 222,021</b>	<b>\$ 156,929</b>

**LIABILITIES AND SHAREHOLDERS' EQUITY**

Current liabilities:			
Income taxes payable	\$ 22,532	\$ 17,201	\$ 10,368
Other payable	60,612	61,339	101,395
Deferred franchise fee	179,090	89,090	45,000
Shareholder note payable	7,561	7,561	7,561
Total current liabilities	269,795	175,191	164,324
Shareholders' equity			
Common stock (\$.01 par value, 10,000 share authorized; 2,000 issued and outstanding)	20	20	20
Preferred stock (\$.01 par value, 2,000 share authorized; 0 issued and outstanding)	-	-	-
Additional paid-in capital	1,980	1,980	1,980
Accumulated earnings (deficit)	93,897	44,830	(9,395)
Total shareholders' equity	95,897	46,830	(7,395)
<b>TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY</b>	<b>\$ 365,692</b>	<b>\$ 222,021</b>	<b>\$ 156,929</b>

See notes to financial statements.

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**BEN'S BARKETPLACE, INC.****Income Statements****For the Years Ended December 31, 2023, 2022 and 2021**

	2023	2022	2021
Revenue			
Royalty revenue	\$ 127,179	\$ 111,976	\$ 125,055
Miscellaneous	4,275	\$ -	\$ -
Total revenue	131,454	\$ 111,976	\$ 125,055
Expenses:			
Advertising and marketing	40,873	16,378	31,404
Amortization	-	97	1,785
Contract services	366	11,869	-
Interest	-	-	95
Legal	4,257	7,211	9,040
Meals and entertainment	6,095	1,233	376
Office expense	5,254	1,260	6,443
Other	9,277	8,240	8,730
Travel	6,629	1,646	965
Website	1,575	59	2,605
Total expenses	74,326	47,993	61,443
Income before income taxes	57,128	63,983	63,612
Income tax expense	8,061	9,758	11,310
<b>NET INCOME</b>	<b>\$ 49,067</b>	<b>\$ 54,225</b>	<b>\$ 52,302</b>

See notes to financial statements.

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**BEN'S MARKETPLACE, INC.**  
**Statements of Shareholders' Equity**  
**December 31, 2023, 2022 and 2021**

	Common Stock		Additional		Accumulated		Total
	Shares	Amount	Paid-in Capital	Earnings (Deficit)	Shareholders' Equity		
Balances at January 1, 2021	2,000	\$ 20	\$ 1,980	\$ (61,697)	\$ (59,697)		
Net income				52,302	52,302		
Balances at December 31, 2021	2,000	20	1,980	(9,395)	(7,395)		
Net income				54,225	54,225		
Balances at December 31, 2022	2,000	20	1,980	44,830	46,830		
Net income				49,067	49,067		
<b>Balances at December 31, 2023</b>	<b>2,000</b>	<b>\$ 20</b>	<b>\$ 1,980</b>	<b>\$ 93,897</b>	<b>\$ 95,897</b>		

See notes to financial statements.



**BEN'S BARKETPLACE, INC.**  
**Statements of Cash Flows**  
**For the Years Ended December 31, 2023, 2022 and 2021**

	2023	2022	2021
Cash flows from operating activities:			
Net income	\$ 49,067	\$ 54,225	\$ 52,302
Adjustment to reconcile net income to net cash provided by operating activities:			
Amortization	-	97	1,785
Deferred tax benefit	(8,091)	-	-
Changes in operating assets and liabilities:			
Accounts receivable	6,629	3,594	(8,300)
Other receivable	(29,230)	(56,957)	(51,000)
Income taxes payable	5,331	6,691	10,368
Other payable	(727)	(39,914)	32,808
Deferred franchise fee	90,000	44,090	45,000
Net cash provided by operating activities	112,979	11,826	82,963
Cash flows from financing activities:			
Distributions	-	-	(31,408)
Net increase in cash	112,979	11,826	51,555
Cash, beginning of year	92,217	80,391	28,836
<b>CASH, END OF YEAR</b>	<b>\$ 205,196</b>	<b>\$ 92,217</b>	<b>\$ 80,391</b>
Taxes paid	\$ 10,827	\$ 3,052	\$ 800
Interest paid	\$ -	\$ -	\$ 95

See notes to financial statements.

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**BEN'S BARKETPLACE, INC.**  
Notes to the Financial Statements  
December 31, 2023, 2022 and 2021

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**NOTE 1 – NATURE OF BUSINESS AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES:**

*Nature of Business*

Ben's Barketplace, Inc. (the "Company") was incorporated on October 21, 2014 in the state of California for the principal purpose of conducting franchise sales, marketing, and management and began operations in 2015. The Company franchises a unique business model with a focus on improving a pet's health through proper nutrition and education. The Company has developed a proprietary system for establishing, operating, managing and marketing the franchised business model and offers single unit franchises.

The Company does not operate a franchise; however, as a result of common ownership, the Company is affiliated with three Ben's Barketplace retail outlets, located in Roseville and Lincoln, California. The Company has a total of four operating franchises. During 2021 and 2022, the Company sold one franchise in each year. One began operations during 2023 and the other began operations in 2024. The Company sold two franchises in 2023 which are scheduled to begin operations in 2024.

*Method of Accounting*

The Company prepares its financial statements using the accrual method of accounting in conformity with generally accepted accounting principles. Income is recognized as it is earned and expenses are recognized as they are incurred whether or not cash is received or paid at that time.

*Use of Estimates*

In preparing financial statements in conformity with generally accepted accounting principles, management must make estimates based on future events that affect the reported amounts of assets and liabilities as of the date of the financial statements, and revenues and expenses during the reporting period. Actual results could differ from those estimates.

*Accounts Receivables*

Management estimates that all receivables are fully collectable. Accordingly, no allowance for doubtful accounts has been recorded.

*Cash, Cash Equivalents and restricted cash*

Cash, cash equivalents and restricted cash include all highly liquid investments with maturities of three months or less at the date of purchase. Also included within cash, cash equivalents and restricted cash are deposits in-transit from banks for payments related to third-party credit card and debit card transactions.

Restricted cash consists of franchise fees from franchisees prior to substantially completing all initial services required by the franchise agreement.



**BEN'S BARKETPLACE, INC.**  
Notes to the Financial Statements  
December 31, 2023, 2022 and 2021

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Property and Equipment

Property and equipment, including website development, are stated at cost. Depreciation is computed over the estimated useful lives of the assets by the straight-line method. Estimated useful lives range from 3 to 7 years. Expenditures for maintenance and repairs are charged against operations. Renewals and betterments that materially extend the life of the assets are capitalized.

Revenue Recognition

The Company's revenues consist of fees from franchisees such as initial fees, royalties, renewal fees, transfer fees and proceeds from the sale of services. The franchise agreements offered under the Company's Uniform Franchise Disclosure Document have a term of 10 years.

The franchise fee is \$45,000 for a single territory franchise, \$99,000 for up to three franchise purchases and \$150,000 for up to five franchise purchases. Honorably discharged veterans of the United States armed forces receive a 25% discount off the single territory franchise fee. The franchise fee is recognized as revenue when the Company has performed substantially all initial services required by the franchise agreement. Those initial services are generally considered substantially performed when the franchisee has completed the initial training and the franchisee is open for business.

For franchise offices that have not completed the required training as of the end of the reporting period, the portion of the franchise license fee, net of direct costs recognized related to commissions and fees paid is deferred until the office has opened.

The franchisees are required to pay the Company a royalty fee equal to 3% of gross monthly revenues and a brand fund contribution of 2% of gross revenue per month. Royalty revenue and brand fund contributions are recognized in the period they are earned.

Revenue from materials and services such as training is recognized upon provisioning/shipment and invoicing.

Income Taxes

The Company recognizes tax benefits from uncertain tax positions only if it is more likely than not that the tax position will be sustained on examination by the taxing authorities, based on the technical merits of the position. The tax benefits recognized in the financial statements from such positions are measured based on the largest benefit that has a greater than 50% likelihood of being realized upon settlement. There was no impact on the Company's financial statements.

The Company files tax returns in the United States federal jurisdiction and in the state of California. The Company's federal income tax returns for the tax years 2021 and forward remain subject to examination by the Internal Revenue Service. The Company's California income tax returns for the years 2020 and forward remain subject to examination by the Franchise Tax Board.



**BEN'S BARKETPLACE, INC.**  
Notes to the Financial Statements  
December 31, 2023, 2022 and 2021

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Advertising Costs

The Company expenses advertising costs as incurred

Financial Instruments

For certain of the Company's financial instruments, including cash and cash equivalents and accounts receivable, the carrying amount approximate fair value due to their short maturities. The amounts shown for notes payable also approximate fair value as interest rates and terms offered to the Company are substantially the same for similar debt.

Concentration of Risk

The Company maintains its cash in bank deposit accounts that at times may exceed federally insured limits. The Company has not experienced any losses in such accounts and believes it is not exposed to any significant credit risks.

Reclassifications

Certain amounts in the prior period financial statements have been reclassified to conform to the presentation of the current period financial statements. These reclassifications had no effect on the previously reported change in net assets.

Subsequent Events

Management has evaluated the potential for subsequent events through the available for issuance date of the financial statements, April 17, 2024.

**NOTE 2 – INCOME TAXES**

The components of the provision for income taxes are as follows:

	2023	2022	2021
Current taxes	\$ 16,152	\$ 9,758	\$ 11,310
Deferred taxes	(8,091)	-	-
Provision for income taxes	\$ 8,061	\$ 9,758	\$ 11,310

The principal components of deferred taxes are as follows:

	2023	2022	2021
Net operating losses and depreciation	\$ 8,091	\$ 9,335	\$ 10,580
Valuation allowance	-	(9,335)	(10,580)
Deferred taxes, net	\$ 8,091	\$ -	\$ -

The deferred tax asset consists of net operating loss carryforwards and book/tax differences in accounting for startup costs. As of December 31, 2021, the Company had no remaining loss carryforwards available to reduce future taxable income.



**NOTE 3 – SHAREHOLDER NOTE PAYABLE:**

The shareholder of the Company advanced funds to cover the startup costs of the Company. The note is due upon demand and will be paid back as funds from operations are available. The note does not bear interest.

**NOTE 4 – COMMITMENTS AND CONTINGENCIES:**

The Company may be subject to various claims, legal actions and complaints arising in the ordinary course of business. In accounting for legal matters and other contingencies, the Company follows the guidance in ASC Topic 450 Contingencies, under which loss contingencies are accounted for based upon the likelihood of incurrence of a liability. If a loss contingency is probable and the amount of loss can be reasonably estimated, it is accrued. If a loss contingency is probable but the amount of loss cannot be reasonably estimated, disclosure is made. If a loss contingency is reasonably possible, disclosure is made, including the potential range of loss, if determinable. Loss contingencies that are remote are neither accounted for nor disclosed.

In the opinion of management, all matters are of such kind, or involve such amounts that unfavorable disposition, if any, would not have a material effect on the financial position of the Company.

**EXHIBIT B**

**FRANCHISE AGREEMENT**



**EXHIBIT B**



**BEN'S BARKETPLACE, INC.**

**FRANCHISE AGREEMENT**

**Franchise #:** \_\_\_\_\_

**Franchisee:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Territory:** \_\_\_\_\_

\_\_\_\_\_





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### ATTACHMENTS:

- A. Franchise Data Sheet
- B. Owners Agreement
- C. Statement of Ownership



## FRANCHISE AGREEMENT

THIS FRANCHISE AGREEMENT (“Franchise Agreement”) is made and entered into by and between BEN’S BARKETPLACE, INC., a California Corporation located at 701 Pleasant Grove Blvd., #120, Roseville, CA 95678 (“we”, “us”, “our” or “Franchisor”), and the “Franchise Owner” identified in Attachment A of this Franchise Agreement (“you”, “your” or “Franchisee”) effective as of the “Effective Date” identified in Attachment A of this Franchise Agreement.

### RECITALS

**WHEREAS**, Franchisor is offering franchises (“Ben’s Barketplace Franchise(s)” or “Franchise(s)”) for the operation of retail health food pet stores that offer premium quality pet food, toys and related products, and information and education to pet owners on the proper diet, health and well-being of their pets (“Ben’s Barketplace Businesses”).

**WHEREAS**, Ben’s Barketplace Businesses are operated under a business format utilizing a unique system with high standards of service, including valuable know-how, information, trade secrets, confidential information, training methods, standards, designs, methods of trademark usage, copyrights, sources and specifications, confidential electronic and other communications, methods of Internet usage, and research and development (“System”).

**WHEREAS**, the distinguishing characteristics of the System include the trademark “BEN’S BARKETPLACE” and other trademarks and trade names, confidential operating procedures, the confidential brand standards manual, standards and specifications for equipment, services and products, methods of service, management and marketing programs and sales techniques and strategies. All of these distinguishing characteristics may be changed, improved, and further developed by Franchisor. They are Franchisor’s confidential information and trade secrets and are designated by and identified with the Marks described in this Franchise Agreement.

**WHEREAS**, Franchisee acknowledges the benefits of being identified with the System and the value of the Marks.

**WHEREAS**, Franchisee acknowledges the importance to the System and uniform standards of quality, service and customer satisfaction, and recognizes the necessity of opening and operating a Ben’s Barketplace Business in conformity with the System.

**WHEREAS**, Franchisee recognizes that this Franchise Agreement places detailed obligations on Franchisee, including strict adherence to Franchisor’s reasonable present and future requirements regarding the types of products sold, services offered, advertising used, operational techniques and marketing and sales strategies.

**WHEREAS**, Franchisee is aware of the foregoing and desires the right to use the System and the Marks, and wishes to be assisted, trained, and licensed to operate Ben’s Barketplace Business under the provisions and within the territory specified in this Franchise Agreement, subject to the terms and conditions in this Franchise Agreement.

The parties agree as follows:



## **DEFINITIONS**

For the purposes of this Franchise Agreement, the following terms are hereby defined:

- (a) “Affiliate” - means any person or Entity that controls, is controlled by, or is in common control with, Franchisor or Franchisee.
- (b) “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 and any government agency outside the U.S.) addressing or in any way relating to terrorist acts and/or acts of war.
- (c) “Brand Fund Contributions” - is defined in Section 11.2.
- (d) “Brand Standards Manual” - means, but is not limited to, all directives, books, pamphlets, bulletins, memoranda, order forms, packing slips, invoices, letters, email, Internet or intranet data, or other publications, documents, software programs, videos, transmittances or communications, in any form (including electronic form) prepared by or for Franchisor for use by franchisees generally or for Franchisee in particular, including information, advice and standards, requirements, marketing information and procedures, operating procedures, instructions or policies relating to the operation of the Ben’s Marketplace Business or the operation of franchises, as may be amended by Franchisor.
- (e) “Center” - means the retail location, commercial facility, or other approved location from which Franchisee will operate Franchisee’s Ben’s Marketplace Business.
- (f) “Confidential Information” - means all knowledge, know-how, standards, methods and procedures related to the establishment and operation of the System and includes all records pertaining to customers, suppliers, and other service providers of, and/or related in any way to, Franchisee’s Ben’s Marketplace Business including, without limitation, all databases (whether in print, electronic or other form), all names, addresses, phone numbers, email addresses, customer purchase records, customer information, customer lists, manuals, promotional and marketing materials, marketing strategies and any other data Franchisor designates as confidential. For purposes of clarification, and not by way of limitation, Confidential Information shall include “Business Records” as described in Section 6.9.
- (g) “Entity” - means a legal entity such as a limited liability company, partnership or corporation.
- (h) “Franchise” - means the Ben’s Marketplace Business operated by Franchisee under the terms of this Franchise Agreement.
- (i) “Franchise Agreement” - means this agreement, attachments, and subsequent, written amendments.
- (j) “Franchise Disclosure Document” - means the franchise disclosure document that was presented to Franchisee that contained this Franchise Agreement as an exhibit.



(k) “Gross Sales”- means the revenues Franchisee receives from the sale of all goods, products, and services sold at or sold from or through the Ben’s Barketplace Business and all other income, revenue and consideration of every other kind and nature related to the operation of the Ben’s Barketplace Business, whether for cash or credit and regardless of collection of credit, and all proceeds from any business interruption insurance. Gross Sales do not include:

(l) amount of any tax imposed by any federal, state, municipal or other governmental authority directly on sales and collected from customers, provided the amount of any such tax is shown separately and paid by Franchisee to the appropriate governmental authority; and

(m) all customer refunds, Franchisor authorized discounts and coupons, and credits made by the Ben’s Barketplace Business (exclusions will include no reductions for credit card user fees, returned checks or reserves for bad credit or doubtful accounts).

Gross Sales shall be deemed received by Franchisee when the services or products from which they were derived are delivered or rendered or when the relevant sale takes place, whichever occurs first, regardless of whether final payment (e.g., collection on a customer’s personal check) has been received by Franchisee. Gross Sales from products or services bartered shall be valued at the retail prices applicable and in effect when they are received.

(n) “Initial Term” - means the period covering the Effective Date until midnight on the day before the tenth anniversary of the date the Center opened for business, and any applicable “Interim Periods” (as defined in Section 3.5 below).

(o) “Lease” – means any agreement (oral or written) which grants the right to occupy a Center and any amendment. Franchisee acknowledges and agrees that before any Lease will be accepted by Franchisor, the Lease must incorporate the “Required Terms” (as defined in Section 8.4(c) below)

(p) “Marks” - shall mean the trademark “BEN’S BARKETPLACE” and any other trade names, trademarks, symbols, logos, distinctive names, service marks, certification marks, logo designs, insignia or other identifying items designated by Franchisor as part of the System for use by franchisees, and not later withdrawn.

(q) “Opening Date” – means the date Franchisee’s Ben’s Barketplace Business first opens to the public to provide the Products and Services.

(r) “Products” - means all supplies, material, equipment, and ancillary items sold, leased, prepared or otherwise dealt with in connection with the Ben’s Barketplace Business and associated with the Marks.

(s) “Services” - means the services provided to the general public, including delivery services, and related activities conducted or otherwise provided in connection with the Ben’s Barketplace Business and associated with the Marks.

(t) “Site Selection Assistance” - means all services provided by Franchisor for the selection and authorization of the Center. Site Selection Assistance is fully defined in the Brand Standards Manual, and Franchisor has the right to modify the site selection services in Franchisor’s discretion.

(u) “Successor Term” - means the Successor Term (as defined in Section 3.1 below).



(v) “Trade Secret(s)” - means information, formulas, patterns, compilations, programs, devices, methods, training techniques or processes related to the System that derive independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

(w) “Vehicle” – means the then-current, approved vehicle that Franchisee is required to use for the Ben’s Barketplace Business as described in Section 9.5.

## 1. COVENANTS, REPRESENTATIONS, AND WARRANTIES OF FRANCHISEE

Franchisee covenants, represents, and warrants the following and acknowledges Franchisor is relying on the same in deciding to enter into this Franchise Agreement:

1.1 All statements made by Franchisee in writing in connection with its application for this Franchise were, to the best of Franchisee’s knowledge, true when made and continue to be true as of the date of this Franchise Agreement.

1.2 Franchisee did not sign this Franchise Agreement in reliance on the continued participation by or employment of any of Franchisor’s shareholders, directors, officers, or employees.

1.3 There are no outstanding actual or contingent material financial obligations of Franchisee as of the date of this Franchise Agreement other than those disclosed to Franchisor by Franchisee in writing.

1.4 Franchisee is not a party to or subject to any court or administrative order or action of any governmental authority which would limit or interfere in any way with the performance of its obligations under this Franchise Agreement or any related agreement.

1.5 Franchisee is not a party to any litigation or legal proceedings other than as disclosed to Franchisor in writing.

1.6 Franchisee represents it is not a party to or subject to agreements that might conflict with this Franchise Agreement and agrees not to enter into any conflicting agreements during the Initial Term or the Successor Term.

1.7 Franchisee acknowledges that Franchisee has been granted franchise rights based on the information supplied to Franchisor in Franchisee’s application.

1.8 Franchisee and its owners agree to comply with and/or to assist Franchisor to the fullest extent possible in Franchisor’s efforts to comply with Anti-Terrorism Laws. In connection with such compliance, Franchisee and its owners certify, represent, and warrant that none of their property or interests is subject to being “blocked” under any of the Anti-Terrorism Laws and that Franchisee and its owners are not otherwise in violation of any of the Anti-Terrorism Laws.

(a) Franchisee and its owners certify that neither they, their respective employees, or anyone associated with Franchisee is listed in the Annex to Executive Order 13224. Franchisee agrees not to hire (or, if already employed, retain the employment of) any individual who is listed in the Annex.



(b) Franchisee certifies that it has no knowledge or information that, if generally known, would result in Franchisee, its owners, their employees, or anyone associated with Franchisee to be listed in the Annex to Executive Order 13224.

(c) Franchisee is solely responsible for ascertaining what actions it must take to comply with the Anti-Terrorism Laws, and Franchisee specifically acknowledges and agrees that its indemnification responsibilities set forth in this Franchise Agreement pertain to its obligations under this Section 1.10.

(d) Any misrepresentation under this Section or any violation of the Anti-Terrorism Laws by Franchisee, its owners, agents, its employees shall constitute grounds for immediate termination of this Franchise Agreement and any other agreement Franchisee has entered into with Franchisor or any of Affiliates.

1.9 If Franchisee is an Entity, each of Franchisee's owners, and his or her spouse, will execute a guaranty in the form attached hereto as Attachment B undertaking personally to be bound, jointly and severally, by all provisions of this Franchise Agreement and any ancillary agreements between Franchisor and Franchisee. Subject to Franchisor's rights and Franchisee's obligations under Section 15, Franchisee and Franchisee's owners agree to sign and to deliver to Franchisor revised versions of Attachment B from time to time to reflect any changes in the information that Attachment B now contains.

## 2. GRANT OF LICENSE

2.1 Subject to all the terms and conditions of this Franchise Agreement, and Franchisee's payment of Royalties, Franchisor grants to Franchisee, and Franchisee accepts, for Initial Term, the right and license ("License") to:

(a) Operate a single Ben's Marketplace Business in the territory described in Attachment A ("Territory"), and if selected by Franchisee, to also provide delivery services ("Delivery Services") in the Delivery Territory (as described below in Section 4.1);

(b) Use the Marks and the System; and

(c) Offer and market only Franchisor's approved Services and Products, unless Franchisor approves in writing in its sole and absolute discretion, Franchisee's request to offer and market complementary and non-competing services or products.

2.2 Franchisee recognizes that variations and additions to the System may be required to preserve and/or enhance the System. Franchisor expressly reserves the right to add to, subtract from, revise, modify or change the System or any part thereof, and Franchisee agrees to promptly accept and comply with any such addition, subtraction, revision, modification or change and to make such reasonable expenditures to comply with Section 8.

2.3 Franchisee recognizes that the rights granted to Franchisee are for the specific Territory and Delivery Territory (if applicable) defined in Section 4.1 below and no other, and cannot be transferred to an alternate Territory or Delivery Territory without the prior written approval of Franchisor, which may be granted or withheld in Franchisor's sole discretion.



### 3. TERM OF THE AGREEMENT AND LICENSE

3.1 This Franchise Agreement is effective on the Effective Date and continues through the end of the Initial Term, unless terminated sooner under Section 17. Upon the expiration of the Initial Term, Franchisee shall have the option, subject to the terms of this Franchise Agreement, to extend Franchisee's rights to operate Ben's Barketplace Business for one additional, consecutive term of ten years ("Successor Term"). With the Successor Term, Franchisee must pay the Successor Franchise Fee in Section 3.2(b) and comply with the requirements in this Section 3.

3.2 To qualify for the Successor Term, Franchisee must:

(a) Unless otherwise prohibited by state law, execute a general release of all claims known and unknown Franchisee may have against Franchisor its Affiliates, and their officers, directors, members, shareholders, agents, Affiliates, and employees, whether in their corporate and/or individual capacities. This release shall include all claims arising under any federal, state, or local law, rule, or ordinance arising out of or concerning this Franchise Agreement (to the fullest extent permitted by law) and shall be in a form satisfactory to Franchisor. Unless otherwise prohibited by state law, Franchisee's failure or refusal to sign such a release in the form presented by Franchisor shall be deemed a rejection by Franchisee of its option to extend its rights to operate the Ben's Barketplace Business;

(b) Pay the successor franchise fee ("Successor Franchise Fee") of twenty-five percent (25%) of the then-current initial franchise fee (or fifty percent (25%) of the initial franchise fee listed in Franchisor's most recent Franchise Disclosure Document if Franchisor is not offering franchises for sale at the time of Franchisee's renewal), which is due and payable to Franchisor at the time of signing a Successor Franchise Agreement;

(c) Upgrade the Center and Vehicle, computer system and vehicles used in operation of Ben's Barketplace Business to Franchisor's then current standards;

(d) Comply with all other provisions contained in the Brand Standards Manual, as modified periodically by Franchisor in Franchisor's sole discretion; and

(e) Provide proof of current licenses, insurance and permits.

3.3 Franchisor may refuse to allow Franchisee to enter into the Successor Term if Franchisee has done any of the following:

(a) Failed to remedy any breach of this Franchise Agreement specified by Franchisor in a written notice to Franchisee required by Sections 17.1 or 17.2; or

(b) Committed and received notice of two or more breaches of this Franchise Agreement in the 24 months prior to the end of the Initial Term, even if such breaches were timely remedied; or

(c) Franchisee has failed to give Franchisor a written notice of intent to renew no less than six months or over nine months prior to expiration of the Initial Term; or

(d) Franchisee is not current in payments to Franchisor or to Franchisee's lessor, suppliers, or trade creditors.





3.4 If Franchisee extends its rights to operate Ben's Basketplace Business at the end of the Initial Term and Franchisor consents to such extension, Franchisee will execute a new Franchise Agreement ("Successor Franchise Agreement") and all other agreements in the form then being used by Franchisor in granting new franchises, which may contain materially different terms and conditions, including but not limited to, higher fees, including Royalties and Brand Fund Contributions. Franchisor reserves the right to change any term(s) of the Franchise Agreement form to be signed by Franchisee when Franchisee extends its rights to operate Ben's Basketplace Business (except as specified below). Franchisor will not charge another Initial Franchise Fee when Franchisee signs the Successor Franchise Agreement. In Franchisor's sole discretion, Franchisee may be deemed to have irrevocably declined to extend its rights to operate the Franchise (and its option shall thereupon terminate) if it fails to execute and return to Franchisor the Successor Franchise Agreement and other documents required by Franchisor within 30 days after their delivery to Franchisee, or fails to comply in any other way with the provisions of this Section 3.

3.5 If Franchisee does not sign a Successor Franchise Agreement prior to the expiration of this Franchise Agreement and continues to accept the benefits of this Franchise Agreement after the expiration, then at the option of Franchisor, this Franchise Agreement may be treated either as: (i) expired as of the date of expiration with Franchisee then operating in violation of this Franchise Agreement; or (ii) continued on a month-to-month basis ("Interim Period") until one party provides the other with written notice of its intent to terminate the Interim Period, in which case the Interim Period will terminate 30 days after receipt of the notice to terminate the Interim Period. All obligations of Franchisee shall remain in full force and effect during the Interim Period as if this Franchise Agreement had not expired, and all obligations and restrictions imposed on Franchisee upon expiration shall be deemed to take effect upon termination of the Interim Period.

#### 4. TERRITORY

4.1 During the Initial Term, except as otherwise provided in this Franchise Agreement, neither Franchisor nor any Affiliate will establish or license another person or Entity to establish a Ben's Basketplace Business using the Marks licensed to Franchisee within the Territory. Franchisee must actively market, promote, and develop Franchisee's Ben's Basketplace Business in Franchisee's Territory. Franchisee may advertise or market its Ben's Basketplace Business outside Franchisee's Territory, but all sales must be made in Franchisee's Territory and via delivery in any Delivery Territory (as described below), and Franchisee must follow any marketing and soliciting policies and procedures contained in Franchisor's Brand Standards Manual. Franchisee will not need to pay any compensation for marketing outside Franchisee's Territory. Franchisee is not granted any rights to pursue any of Franchisor's or its Affiliates' other business concepts, if any, other than the Ben's Basketplace Business.

If Franchisee elects to offer the Delivery Services, Franchisee must provide the Delivery Services in compliance with Franchisor's standards. Franchisee may only provide delivery services in its Territory and in any additional designated area, the "Delivery Territory". Franchisor may or may not grant Franchisee a Delivery Territory (beyond the Territory), and if Franchisor does, the size of the Delivery Territory will be based on various factors, including population density, drive times and distance. There is no specific minimum or maximum Delivery Territory. Franchisor may at any time and for any or no reason change Franchisee's Delivery Territory, including reducing its size or eliminating it. If Franchisor does, Franchisee must immediately change its delivery practices and begin delivering the Center's products only within the newly-defined area. If Franchisee does not do so, Franchisor may immediately terminate Franchisee's right to provide any delivery services anywhere. If Franchisor reduces the size of Franchisee's Delivery Territory, there may be a reduction in Franchisee's sales, but Franchisor will not be liable for the reduction. If Franchisee does not elect to offer the Delivery Services, or does not provide



the Delivery Services in compliance with Franchisor's standards, Franchisor may grant others using the Marks the option to offer Delivery Services in Franchisee's Delivery Territory.

Franchisor may at any time and for any or no reason change, expand or reduce Franchisee's Delivery Territory. Franchisee's Delivery Territory is not exclusive. Franchisor may engage and/or grant others the right to engage in any activities Franchisor desires within the Delivery Territory without any restrictions at all (including allowing any such person to provide delivery services in the area). Franchisor will not be liable for any reduction in Franchisee's sales due to these activities. Franchisee must follow Franchisor's rules for delivery services and any minimum requirements Franchisor may establish, from time to time, for delivery drivers. In particular, Franchisee may deliver the Center's products to customers only with Franchisee's own employed delivery drivers and not through third-party food ordering, drop-off/catering, or delivery services or systems.

4.2 Franchisee acknowledges that the Franchise granted hereunder is non-exclusive and Franchisor and its Affiliates retain all rights not expressly granted to you. These include:

(a) to own, franchise, or operate a Ben's Barketplace Business at any location outside of the Territory and any location within or outside of any Delivery Territory, regardless of the proximity to the Center;

(b) to use the Marks and the System to sell any products or services, the same as or similar to those which Franchisee will sell, through any alternate channels of distribution within or outside of the Territory and Delivery Territory. This includes, but is not limited to, retail locations and other channels of distribution such as television, mail order, catalog sales, wholesale to unrelated retail outlets, or over the Internet. Franchisor exclusively reserves the Internet as a channel of distribution for Franchisor, and Franchisee may not independently market on the Internet or conduct e-commerce. You may not sell products through other channels of distribution such as wholesale, Internet or mail order sales;

(c) to use and license the use of other proprietary and non-proprietary marks or methods which are not the same as or confusingly similar to the Marks, whether in alternative channels of distribution or in the operation of a business offering pet food, pet products and related products, at any location, including within the Territory and Delivery Territory, which may be the same as, similar to or different from the Ben's Barketplace Business operated by Franchisee;

(d) to engage in any transaction, including to purchase or be purchased by, or merge or combine with, to convert to the System or be converted into a new system with any business, whether franchised or corporately owned, including a business that competes directly with Franchisee's Ben's Barketplace Business, wherever located, provided that any business located inside Franchisee's Territory will not operate under the Marks;

(e) to implement multi-area marketing programs which may allow Franchisor or others to solicit or sell to customers anywhere. Franchisor has the right to issue mandatory policies to coordinate such multi-area marketing programs.

We are not required to pay you if we exercise any of our rights within your Territory. We will not be required to pay any compensation for soliciting or accepting orders inside your Territory, including any delivery orders accepted or solicited by other Ben's Barketplace franchisees.



## 5. FEES

5.1 Upon execution of this Franchise Agreement, Franchisee shall pay to Franchisor: (i) \$45,000 if Franchisee purchases only one Ben's Basketplace Business; (ii) \$99,000 if Franchisee purchases a Multi-3 Franchise (as described below) and signs Franchisor's form of Multi-Unit Addendum; and (iii) \$150,000 if Franchisee purchases a Multi-5 Franchise (as described below) and signs Franchisor's form of Multi-Unit Addendum, and, if due and payable, all federal, state or municipal taxes, as a non-recurring initial franchise fee ("Initial Franchise Fee"). There is no development territory or development schedule to open additional Ben's Basketplace Businesses. To open additional Ben's Basketplace Businesses under a Multi-3 or Multi-5 Franchise, Franchisee will be required to sign the then-current Ben's Basketplace Businesses franchise agreement, but Franchisee will not be required to pay any further Initial Franchise Fees (all other fees will apply). For purposes of this Franchise Agreement a "Multi-3 Franchise" shall grant Franchisee the option to open up to three Ben's Basketplace Businesses ("Multi-3 Franchise"), and a "Multi-5 Franchise" shall grant Franchisee the option to open up to five Ben's Basketplace Businesses ("Multi-5 Franchise"). If Franchisee is an honorably discharged veteran of the United States armed forces, Franchisee will receive a discount of twenty-five percent (25%) off of the Initial Franchise Fee for a single franchise ("Veteran Discount"). Franchisee is required to provide Franchisor with a copy of Franchisee's DD214 to receive this discount. The Initial Franchise Fee shall be paid by cashier's check, money order or wire transfer. The Initial Franchise Fee is fully earned by Franchisor and non-refundable. Some states have imposed a financial assurance. Please refer to the Addendum in Exhibit F to the Franchise Disclosure Document. The Initial Franchise Fee is payable when Franchisee signs the Franchise Agreement, and is nonrefundable under any circumstances, even if Franchisee fails to open any Ben's Basketplace Businesses. The Initial Franchise Fee is payment for all of the pre-opening assistance that Franchisor provides to allow Franchisee to open the Ben's Basketplace Business and also offsets some of Franchisor's franchisee recruitment expenses. The Initial Franchise Fee is uniform, except Franchisor reserve the right to offer Ben's Basketplace Franchises at a reduced Initial Franchise Fee to existing businesses that convert to Ben's Basketplace Franchises.

5.2 Franchisee shall pay to Franchisor a weekly royalty fee ("Royalty"). The Royalty shall be five percent (5%) of Gross Sales for the previous week. The Royalty shall be paid to Franchisor on or before Tuesday each week for the preceding calendar week and is payable throughout the Initial Term of this Franchise Agreement. The Royalty is an ongoing payment that allows Franchisee to use the Marks and the intellectual property of the System and pays for Franchisor's ongoing support and assistance.

5.3 Franchisor charges Franchisee a monthly technology fee ("Technology Fee"), which is currently \$100 a month (subject to increase upon the addition of new software, technologies or upgrades) for the monthly maintenance and support of the proprietary intranet and the BBI Website. Franchisor currently accesses reports regarding Gross Sales through the software program for the Center. If the software is not functioning or this feature is not available, Franchisee shall prepare monthly reports regarding Gross Sales. We reserve the right to upgrade, modify and add new technologies and software. You will be responsible for any increase in fees that result from any upgrades, modifications or additional software or from increases from third-party vendors.

5.4 Unless specified otherwise in this Franchise Agreement or in the Brand Standards Manual, all payments to Franchisor required under this Franchise Agreement Franchisee shall be made by electronic funds transfer ("EFT") or other similar means utilizing a Franchisor approved computer system or otherwise. The EFT Authorization is attached to the Franchise Disclosure Document. Franchisee agrees to comply with procedures specified by Franchisor and/or perform such acts and deliver and execute such documents, including authorization for direct debits from Franchisee's business bank operating account to assist in or accomplish payment. Franchisee shall authorize Franchisor to initiate debit entries and/or credit correction entries to a designated checking or savings account for payments of



fees and other amounts payable to Franchisor and any interest. Franchisee shall make funds available to Franchisor for withdrawal by electronic transfer no later than the due date for payment. If Franchisee has not timely reported the Gross Sales to Franchisor for any reporting period, Franchisor shall be authorized, at Franchisor's option, to debit Franchisee's account in an amount equal to: (a) the fees transferred from Franchisee's account for the last reporting period for which a report of the Gross Sales was provided to Franchisor as required hereunder; or (b) the amount due based on information retrieved from Franchisor's approved software. Franchisee shall not subordinate to any other obligation its obligation to pay the Royalty or any other fee or charge due Franchisor or any Affiliate of Franchisor under this Franchise Agreement.

5.5 Franchisor has the right to periodically specify (in the Brand Standards Manual or otherwise in writing) different payees and/or payment methods, such as, but not limited to, monthly payment, payment by auto-draft, credit card and payment by check. If Franchisee makes any payment to Franchisor or its Affiliates by credit card for any payment required, Franchisor may charge a service charge of up to four percent (4%) of the total charge. Franchisee will also be responsible for paying the then-current fees to any designated supplier of credit card processing services.

5.6 All fees expressed as a fixed dollar amount in this Franchise Agreement are subject to adjustment based on changes to the Consumer Price Index in the United States. We may periodically review and increase these fees based on changes to the Consumer Price Index, but only if the increase to the Consumer Price Index is more than 5% higher than the corresponding Consumer Price Index in effect on: (a) the effective date of the Franchise Agreement (for the initial fee adjustments); or (b) the date we implemented the last fee adjustment (for subsequent fee adjustments). We will notify you of any CPI adjustment at least 60 days before the fee adjustment becomes effective. We will implement no more than one fee adjustment during any calendar year. Notwithstanding the foregoing, the fee adjustments in this Section shall not impact fees which we reserve the right to increase in higher amounts or to adjust more frequently, including but not limited to the Technology Fee.

## 6. ACCOUNTING, RECORDS, AUDITS AND LATE PAYMENT CHARGES

6.1 Franchisee shall keep such complete records of its Ben's Barketplace Business as a prudent and careful businessperson would normally keep. Franchisee must use any required accounting system or pre-formatted templates prescribed by Franchisor. Franchisee shall keep its financial books and records as Franchisor may periodically direct in the Brand Standards Manual or otherwise, including retention of all invoices, order forms, payroll records, cash register tapes, check records, bank deposit receipts, sales tax records, refunds, cash disbursements, journals and general ledgers. Franchisee shall advise Franchisor of the location of all original documents and shall not destroy any records without the written consent of Franchisor.

6.2 Franchisee shall regularly prepare complete and accurate records concerning all financial, marketing and other operating aspects of the Ben's Barketplace Business conducted under this Franchise Agreement. Franchisee shall maintain an accounting system which accurately reflects all operational aspects of the Ben's Barketplace Business including any reports required by Franchisor. Franchisee's records shall include tax returns, daily reports, statements of Gross Sales (to be prepared each month for the preceding month), profit and loss statements (to be prepared at least quarterly), and balance sheets (to be prepared at least annually by an independent accountant, unless Franchisor has otherwise approved in writing).

6.3 Franchisee shall also submit to Franchisor current financial statements and any other reports Franchisor may reasonably request to evaluate or compile research and performance data on any operational or other aspect of the Ben's Barketplace Business. Franchisee shall submit Local



Advertisement Requirement (as defined in Section 11.1 below) statements to Franchisor once each quarter. By April 30<sup>th</sup> of each year, Franchisee shall provide Franchisor with a copy of its federal tax return for the Ben's Barketplace Business for the previous tax year.

6.4 The records required under this Section 6 pertain only to Franchisee's operation of the Ben's Barketplace Business. Franchisor has no right to inspect, audit or copy the records of any unrelated business activity of Franchisee unless Franchisee comingles these records with its Ben's Barketplace Business records. Franchisee shall keep the books and records of the Ben's Barketplace Business separate from the records of any unrelated business activity or personal activity.

6.5 From the date of this Franchise Agreement until five years after the end of the Initial Term of this Franchise Agreement, including the Successor Term, Franchisor or Franchisor's authorized agent shall have the right to request, receive, inspect and audit any of the records referred to above wherever they may be located. Franchisor agrees to do inspections and audits at reasonable times. Franchisee agrees to keep all records and reports for seven years from the date such records are created. Should any inspection or audit disclose a deficiency in the payment of any Royalty, Brand Fund Contribution, or other amounts required to be paid under this Franchise Agreement, Franchisee shall immediately pay the deficiency to Franchisor, without prejudice to any other remedy of Franchisor under this Franchise Agreement. If the deficiency for any audit period discloses a deficiency in the amount of any Royalty, Brand Fund Contribution or other amounts due by two percent (2%) or more, Franchisee shall, in addition to paying the deficient amount to Franchisor under the preceding sentence, immediately pay to Franchisor the entire cost of the inspection or audit including travel, lodging, meals, salaries and other expenses of the inspecting or auditing personnel. For the purposes of this Section 6.5, an audit period shall be each fiscal year. If an audit discloses an overpayment of any Royalties, Brand Fund Contributions, or other amounts due, Franchisor shall credit the overpayment to Franchisee's payments of future Royalties and Brand Fund Contributions.

6.6 To encourage prompt payment and to cover the costs and expenses involved in handling and processing late payments, Franchisee shall also pay, upon demand, a late interest charge equal to the lesser of: (i) one and one-half percent (1.5%) of the unpaid amount per month; or (ii) the highest legal rate permitted by applicable law, on all payments due to Franchisor during the period of time said payments are due and unpaid. Each failure to pay Royalties, Brand Fund Contributions and other amounts payable to Franchisor when due shall constitute a breach of this Franchise Agreement. Franchisee acknowledges this Section shall not constitute Franchisor's agreement to accept such payments after they are due or a commitment by Franchisor to extend credit to, or otherwise finance Franchisee's operation of the Ben's Barketplace Business. Franchisee acknowledges that failure to pay all such amounts when due shall, notwithstanding this Section, constitute grounds for termination of this Franchise Agreement, as provided in this Franchise Agreement.

6.7 Any report of the auditor selected by Franchisor under this Section 6 shall be final and binding upon parties to this Franchise Agreement.

6.8 Franchisee authorizes Franchisor to make reasonable inquiries of Franchisee's bank, suppliers and trade creditors concerning the Ben's Barketplace Business and directs such persons and companies to provide to Franchisor information and copies of documents pertaining to the Ben's Barketplace Business as Franchisor requests under the authority granted by Franchisee in this Section 6.8.

6.9 Franchisee acknowledges and agrees that Franchisor owns all business records ("Business Records") regarding customers and/or related to the Ben's Barketplace Business including, without limitation, all databases (whether in print, electronic or other form), including all names, addresses, telephone numbers, email addresses, customer purchase records, and all other records





contained in such databases, and all other Business Records created and maintained by Franchisee. Franchisee further acknowledges and agrees that, at all times during and after the termination, expiration or cancellation of this Franchise Agreement, Franchisor may access the Business Records and may utilize, transfer, or analyze the Business Records as Franchisor determines in its sole discretion to be in the best interest of the System. Franchisor hereby licenses to Franchisee the right to use the Business Records during the term of this Franchise Agreement, solely for purposes of operating the Ben's Marketplace Business.

6.10 If any payment by Franchisee to Franchisor or its Affiliates does not successfully convey funds due to insufficient funds, stop payment instructions, or any similar event, Franchisee shall pay, upon demand, a non-sufficient funds fee of \$100 per occurrence. If this occurs more than once in any calendar year, in addition to all other remedies which may be available, Franchisor shall have the right to any payments and any other sums due to Franchisor under this Franchise Agreement be made by certified or cashier's checks.

6.11 If Franchisee fails to input Gross Sales information into the Computer System (as defined in Section 8.5(s) below), or otherwise fails to submit any required report or financial statement when due, Franchisee shall pay Franchisor, or the Brand Fund if established, \$100 per occurrence and \$100 for every week it is past due.

6.12 If Franchisee's copy of the Brand Standards Manual is lost, stolen, destroyed, or otherwise made unavailable and Franchisor must provide another copy of the Brand Standards Manual to Franchisee, Franchisee shall pay Franchisor \$500.

6.13 If Franchisee offers any unauthorized product or service in the operation of the Ben's Marketplace Business and does not cease to offer such product or service within ten days after receiving notice from Franchisor, Franchisee shall pay Franchisor \$100 per day until Franchisee ceases to offer the product or service. Franchisor and Franchisee agree and acknowledge that such fee shall not be construed as a penalty, as such fee is a reasonable, good faith representation of the actual damages sustained by Franchisor upon the occurrence of the defaults listed in this Section 6.13. Franchisee agrees and acknowledges that this fee is in addition to any other rights Franchisor may have under this Franchise Agreement (including termination of this Franchise Agreement).

6.14 Franchisee agrees during the Initial Term and for three years after the expiration and termination of this Franchise Agreement, Franchisee shall supply to Franchisor Franchisee's then-current home address and home telephone number for disclosure in the Franchise Disclosure Document as required by law.

## **7. SERVICES AND ASSISTANCE**

7.1 The Initial Franchise Fee and Royalty are paid for the License, which includes the use of the Marks, the System and the use of Franchisor's Trade Secrets and Confidential Information provided under this Franchise Agreement and for certain services, including training, rendered by Franchisor.

7.2 During the Initial Term, Franchisor (or its designee) shall offer Franchisee initial and continuing services as Franchisor deems necessary or advisable for Franchisee's Ben's Marketplace Business.

7.3 The initial services provided by Franchisor (or its designee) prior to the Opening Date include:



(a) Designate the Territory for Franchisee's Ben's Barketplace Business and any Delivery Territory as stipulated in Section 4 and on Attachment A.

(b) Provide site selection guidelines and criteria and provide site selection assistance to determine an acceptable location for Franchisee's Center.

(c) Assist Franchisee in its site selection process by authorizing a site for Franchisor's Ben's Barketplace Business and reviewing and authorizing a final lease for the Center. Franchisor may terminate the Franchise Agreement if Franchisee does not submit an approved site within 60 days of the Effective Date.

(d) Provide specifications for all furniture, fixtures, equipment, inventory, and supplies required to operate Franchisee's Ben's Barketplace Business as stipulated in Section 9.

(e) Loan Franchisee, or make available to Franchisee on Franchisor's website, one copy of the Brand Standards Manual.

(f) Provide one initial training program in Roseville, California or another location designated by Franchisor ("Initial Training Program") for up to three people (provided all attendees attend at the same time) which must include Franchisee (if Franchisee is an individual) or Managing Owner (if Franchisee is an Entity), and Franchisee's Designated Manager (if applicable and as defined in Section 8.10), to be completed at least 30 days before the Opening Date. The Initial Training Program may include a discussion of the System, procedures, methods of training and operation, advertising, sales techniques, promotional ideas, marketing plans, customer relations, instructions on quality standards and practical experience in the operation of a Ben's Barketplace Business. If Franchisee desires to bring additional attendees to any Initial Training Program, is required to train a new Designated Manager, or is otherwise required to bring additional persons to the Initial Training Program, Franchisee must pay Franchisor \$3,000 per attendee or Franchisor's then-current fee ("Initial Training Fee"), plus the cost of travel, room and board, and other personal expenses for each person attending. Franchisor will not train or assist in training Franchisee's employees or independent contractors. Franchisee will be responsible for training Franchisee's employees and independent contractors. Franchisee will be responsible for hiring, training, directing, scheduling, and supervising Franchisee's employees and independent contractors in the day-to-day operations of the Ben's Barketplace Business. We reserve the right to vary the length and content of the Initial Training Program as we deem appropriate in our sole discretion based on the experience of the attendee. We shall determine the scheduling, exact duration, contents and manner of the initial training program in our discretion and may delay your attendance until a suitable time near the grand opening date for your Ben's Barketplace Business in our discretion.

(g) Provide pre-opening assistance and pre-opening training to Franchisee and Franchisee's Designated Manager (if applicable) ("Pre-Opening Training Program") for approximately five days at Franchisee's Center. The Pre-Opening Training will occur immediately prior to and immediately following the Opening Date. If Franchisee, in Franchisor's sole discretion, requires additional assistance after completing Pre-Opening Training Program, Franchisor may require Franchisee to attend an extended Pre-Opening Training program and charge Franchisee \$600 per day plus travel expenses. Additionally, if Franchisee requires additional opening assistance, Franchisee will pay Franchisor \$600 per day plus any travel expenses.





7.4 Franchisee is solely responsible for locating a site for the Center and negotiating a Lease for the property (if required). As part of the Site Selection Assistance, Franchisor will provide Franchisee with written site selection guidelines and criteria and may provide other site selection assistance as outlined in the Brand Standards Manual. Franchisee acknowledges Franchisee is solely responsible for negotiating the legal and business terms of the Lease and for retaining its own legal counsel for this purpose. Franchisee acknowledges that the Lease may require Franchisee, its owners and their spouses to sign a personal guaranty. The Center site and the Lease are subject to Franchisor's written authorization, which may be granted or denied in Franchisor's sole discretion. Franchisee agrees the location of the Center is a factor in the potential success of the Ben's Barketplace Business and Franchisor may reject any location in its sole discretion. However, Franchisee agrees that Franchisor's assistance does not constitute a representation or warranty regarding the success or viability of the property or the Lease. Franchisee agrees Franchisor's authorization of the Territory and any Delivery Territory and the specific site for the Center indicates only that Franchisor believes the site falls within acceptable criteria established by Franchisor as of the approval date. Franchisee agrees that it is not guaranteed any specific location and it may not be able to obtain its preferred location for the Center. If the Lease for Franchisee's Center expires or is terminated without Franchisee's fault or if the site for Franchisee's Center is destroyed, condemned, or otherwise rendered unusable, Franchisor will allow Franchisee to relocate the Ben's Barketplace Business to a new site acceptable to Franchisor, provided Franchisee will be required to pay Franchisor its costs, up to \$2,500. Relocation for any other reason will be subject to Franchisor's approval, which may be withheld in Franchisor's sole discretion. Any relocation will be subject to the site selection and lease provisions in this Franchise Agreement and will be at Franchisee's sole expense. You agree to fully de-identify the former location of the Ben's Barketplace Business in accordance with our requirements at your sole cost and expense.

7.5 Currently, the services provided by Franchisor (or its designee) to Franchisee after the Opening Date include:

- (a) Inform Franchisee of mandatory specifications, standards and procedures for the operation of the Ben's Barketplace Business;
- (b) Upon reasonable request, provide advice regarding the operation of the Ben's Barketplace Business based on reports or inspections. Advice will be provided during Franchisor's regular business hours and via the Brand Standards Manual or other written materials, electronic media, telephone or other methods in Franchisor's discretion;
- (c) Franchisor will provide Franchisee with advice and guidance on advertising and marketing;
- (d) Provide additional training to Franchisee for newly-hired personnel on the Ben's Barketplace brand and System guidelines, refresher training courses and additional training or assistance that, in Franchisor's discretion, Franchisee needs or requests. If Franchisor provides additional training, Franchisee must pay us a fee in the amount set by us, which is currently \$3,000 per additional person for initial training, approximately \$300 per attendee per day for additional training and \$600 per day for training at Franchisee's Center if requested by Franchisee.
- (e) Allow Franchisee to continue to use confidential materials, including the Brand Standards Manual, and the Marks.
- (f) Provide ongoing training programs to Franchisee, in Franchisor's sole discretion.



7.6 If Franchisee believes Franchisor has failed to adequately provide pre-opening services to Franchisee as provided in this Franchise Agreement in Sections 7.3 and 7.4, Franchisee shall notify Franchisor in writing within 30 days of the Opening Date. Absent the timely provision of notice to Franchisor, Franchisee shall be deemed to conclusively acknowledge that all pre-opening and opening services required to be provided by Franchisor were sufficient and satisfactory in Franchisee's judgment.

7.7 During the term of this Franchise Agreement, Franchisor (or its designee) may, but is not required to, provide the following assistance and services to Franchisee:

(a) Modify, update, or change the System, including the adoption and use of new or modified trade names, trademarks, service marks or Copyrighted Works, new products, new equipment or new techniques;

(b) Make periodic visits to the Ben's Marketplace Business for the purpose of assisting in all aspects of the operation and management of the Ben's Marketplace Business, prepare written reports concerning these visits outlining any suggested changes or improvements in the operation of the Ben's Marketplace Business, and detailing any problems in the operations which become evident as a result of any visit. If such a visit is provided at Franchisee's request, Franchisee must reimburse Franchisor's expenses and pay Franchisor's then-current training charges.

(c) A representative of Franchisor's may, at Franchisor's sole discretion, provide additional assistance. There may be additional charges for these services. If Franchisor provides additional assistance, Franchisee and Franchisor must agree in advance on the charges Franchisee will pay and the length of the visit. Whether there are additional charges and the charge amount will depend on the nature of the services, the assistance required, and the experience level of the trainee.

(d) Maintain and administer a Brand Fund. Franchisor may dissolve the Brand Fund upon written notice.

(e) Hold periodic national or regional conferences to discuss business and operational issues affecting Ben's Marketplace franchisees.

7.8 Franchisor is not obligated to perform services in this Franchise Agreement to Franchisee's level of satisfaction, but as a function of Franchisor's experience, knowledge and judgment. Franchisor does not represent or warrant that any other services will be provided to Franchisee, other than those in this Franchise Agreement. To the extent any other services, or any specific level or quality of service is expected, Franchisee must obtain a commitment to provide such service or level of service in writing signed by an authorized officer of Franchisor, otherwise Franchisee acknowledges and agrees that Franchisor shall not be obligated to provide any other services or specific level or quality of services.

## 8. FRANCHISEE'S DUTIES, OBLIGATIONS AND OPERATING STANDARDS

8.1 Franchisee shall, consistent with this Franchise Agreement, diligently develop the Ben's Marketplace Business and use its best efforts to market and promote the required Services and Products.

8.2 Franchisee must purchase or lease, at Franchisee's expense, the site for the Center within 90 days after signing the Franchise Agreement. Franchisee also must submit for Franchisor's review and approval any sale or lease contract before Franchisee signs it. Although Franchisor will consult with Franchisee on Franchisee's site and require Franchisee's site be subject to Franchisor's final



authorization, Franchisee has the ultimate responsibility in choosing, obtaining and developing the site for the Center.

8.3 Franchisee, during the Initial Term and any Successor Term, shall have access to Franchisor's Brand Standards Manual containing mandatory and recommended specifications, standards, operating procedures and rules prescribed from time to time by Franchisor, and containing information relative to other obligations of Franchisee hereunder. Specifications, standards and operating procedures prescribed by Franchisor in the Brand Standards Manual or otherwise communicated to Franchisee in writing shall constitute provisions of this Franchise Agreement as if fully set forth in this Franchise Agreement. Franchisee shall operate the Ben's Barketplace Business strictly in compliance with the Brand Standards Manual. Failure to comply with the standards in the Brand Standards Manual shall constitute a breach of this Franchise Agreement. Franchisor reserves the right to provide the Brand Standards Manual and updates to the Brand Standards Manual in electronic or other form. Franchisor shall have the right to add to, delete, and otherwise modify, the Brand Standards Manual to reflect changes in authorized Products and Services, business image or the operation of the Ben's Barketplace Business; provided, however, no addition or modification shall alter Franchisee's fundamental status and rights under this Franchise Agreement. Some revisions to the Brand Standards Manual may include changes regarding: (i) sales and marketing strategies; (ii) equipment and supplies; (iii) accounting and reporting systems and forms; (iv) insurance requirements; (v) operating procedures; (vi) Services; (vii) Products; and (viii) Site Selection Assistance.

(i) Franchisee agrees to accept, implement and adopt any modifications at its own cost. Franchisee shall keep its Brand Standards Manual with replacement pages and insertions as instructed by Franchisor. The form and content of the Brand Standards Manual maintained by Franchisor will control if any dispute occurs regarding the form or content of the Brand Standards Manual.

(ii) Franchisee acknowledges the Brand Standards Manual is loaned to Franchisee and shall at all times remain the sole and exclusive property of Franchisor, and upon termination of this Franchise Agreement for any reason whatsoever, Franchisee shall return the Brand Standards Manual together with all copies of any portion of the Brand Standards Manual Franchisee made, to Franchisor.

8.4 Franchisee shall complete construction of Franchisee's Center and shall maintain the Center, in accordance with the following requirements:

(a) Franchisee shall, at Franchisee's sole cost and expense, complete the interior build-out and install all equipment, furniture, fixtures and signage as specified by Franchisor in the Brand Standards Manual, and required by this Franchise Agreement. Franchisee must submit final construction plans and specifications to Franchisor for Franchisor's approval before Franchisee begins construction at the Center, and must construct the Ben's Barketplace Franchise under those approved plans and specifications.

(b) The Opening Date must be within 180 days immediately following the Effective Date of this Franchise Agreement. Franchisee's failure to open the Ben's Barketplace Business within this 180 day window is a breach of the Franchise Agreement, which provides Franchisor the right to terminate the Franchise Agreement. Franchisee must comply with all ordinances, building codes and permit requirements and with any lease requirements and restrictions.

(c) Franchisee must deliver a copy of any proposed Lease to Franchisor, in a form acceptable to Franchisor, and such Lease must incorporate the "Lease Addendum" contained in



Exhibit H of the Franchise Disclosure Document. If Franchisee is unable to incorporate the Lease Addendum, the Lease must contain the following terms (“Required Terms”):

- (i) A provision granting Franchisor the right to receive an assignment of the Lease upon termination or expiration of the Franchise, for it, an Affiliate or another Ben’s Marketplace franchisee;
  - (ii) A provision requiring the lessor to give Franchisor all sales and other information Franchisor requests relating to the Center’s operation;
  - (iii) A provision requiring the lessor to concurrently send Franchisor a copy of any written notice of a Lease default sent to Franchisee and granting Franchisor the right (but no obligation) to cure any Lease default within 15 business days after the expiration of Franchisee’s cure period (if Franchisee fails to do so);
  - (iv) A provision evidencing Franchisee’s right to display the Marks according to the specifications in the Brand Standards Manual (subject only to applicable any law);
  - (v) A provision that the Center may be used only for the operation of the Ben’s Marketplace Business; and
  - (vi) A provision allowing Franchisor to enter the Center upon termination or expiration of this Franchise Agreement, or any Successor Franchise Agreement, to de-identify the Center as a Ben’s Marketplace Business and/or to take possession of the Center.
  - (vii) A provision requiring the landlord to subordinate its interests in all equipment, Products, inventory and assets of Franchisee to those of Franchisor.
- (d) Franchisee must at all times comply with Franchisor’s standards, specifications, processes, procedures, requirements and instructions regarding the Center’s physical facilities, including the layout of the equipment, furnishings, fixtures, and signage. Franchisee must maintain the Center and any parking areas in good and safe condition, as specified in the Brand Standards Manual. Franchisee must remodel or upgrade the Center at its sole cost and expense according to Franchisor’s standards set forth in the Brand Standards Manual, which may be modified by Franchisor at any time at Franchisor’s discretion.
- (e) All major construction (i.e.: walls, signage, bathrooms, lighting, HVAC, flooring, etc.) during buildout must be completed by a licensed general contractor.

8.5 Franchisee shall comply with all present and future standards, specifications, processes, procedures, requirements, and instructions of Franchisor regarding the operation of the Ben’s Marketplace Business and Franchisee must comply with the following requirements:

- (a) Franchisee (or Managing Owner, if Franchisee is an Entity) and its Designated Manager (if applicable) must attend and successfully complete the Initial Training Program.
- (b) Franchisee (or Managing Owner if Franchisee is an Entity) or its Designated Manager (if applicable) must attend any periodic national or regional conference Franchisor chooses to hold, and pay Franchisor the then-current convention fee, regardless of whether or not



Franchisee attends the conference, to help defray the cost of holding the conference. Franchisor may preclude Franchisee from attending any convention, conference, System calls, meetings or webinars while Franchisee is in default of this Franchise Agreement.

(c) Subject to Section 9, any additional required Service or Product introduced into the System by Franchisor must be offered for sale on a continuing basis at the Ben's Barketplace Business as required by Franchisor. Franchisor shall provide Franchisee at least 30 days' prior written notice of any new required Service or Product. All equipment, facilities, products, supplies, and other items necessary to add the newly required Services or Products must be acquired, installed, and utilized at the time and in the manner required by Franchisor. The marketing of new Services and Products must begin at the Ben's Barketplace Business as reasonably required by Franchisor.

(d) Only approved Services or Products may be offered for sale through the Ben's Barketplace Business, unless Franchisee receives Franchisor's prior written consent (which may be granted or denied in Franchisor's sole discretion). Franchisee may not sell products through other channels of distribution such as wholesale, Internet or mail order sales. Franchisee may not establish an account or participate in any social networking sites (including, without limitation, Facebook, Twitter or any other social or professional networking site or blog), or mention or discuss the Franchise, Franchisor or Franchisor's Affiliates, without Franchisor's prior written consent and is subject to Franchisor's then-current online policy. Franchisor's online policy may completely prohibit Franchisee from any use of the Marks in social networking sites or other online use.

(e) Only advertising and promotional materials, services, equipment, tools, inventory, products, signage, supplies, and uniforms that meet Franchisor's standards and specifications shall be used at the Ben's Barketplace Business advertising and promotional materials, services, equipment, inventory, products, signage, and supplies produced or approved by Franchisor for use by Franchisee may be used only in the manner and during the period specified by Franchisor.

(f) Services, Products, equipment, inventory, supplies, signage and other items must be added, eliminated, substituted and modified at the Ben's Barketplace Business as soon as possible in accordance with Franchisor's specifications and requirements.

(g) The Ben's Barketplace Business and everything related to Ben's Barketplace Business must be maintained in good condition and kept clean, neat and sanitary. All maintenance, repairs and replacements reasonably requested by Franchisor or required for Ben's Barketplace Business must be promptly made.

(h) No alterations of Ben's Barketplace Business materially affecting the image of the Ben's Barketplace Business may be made except at Franchisor's direction, request or approval, and any alterations must conform to specifications and requirements established or approved by Franchisor.

(i) The Ben's Barketplace Business and the Services provided and Products sold by Franchisee must comply with all applicable federal, state, and local laws, ordinances, rules, regulations and other requirements applicable to the Ben's Barketplace Business. Franchisee must obtain all business licenses and permits required by federal, state and local laws, ordinances, rules and regulations before operating its Ben's Barketplace Business. If Franchisee does not obtain all required permits and licenses and other certifications necessary to operate its Ben's Barketplace



Business. Within six months after the Effective Date, Franchisor may terminate this Franchise Agreement.

(j) Franchisee shall maintain a competent, conscientious and trained staff and shall take all steps as are necessary to ensure its employees preserve good customer relations; render competent, prompt, courteous, and knowledgeable service; and meet such minimum standards as Franchisor may periodically establish in the Brand Standards Manual or otherwise in writing. All employees or independent contractors hired by or working for Franchisee will be Franchisee's employees or independent contractors alone and will not, for any purpose, be deemed Franchisor's employees or subject to Franchisor's control. Franchisor will not have the power to hire or fire Franchisee's employees. Franchisee shall be solely responsible for all employment decisions and functions of the Ben's Marketplace Business, including, without limitation, those related to hiring, firing, training, establishing remuneration, compliance with wage and hour requirements, personnel policies, benefits, taxes, work schedules, work conditions, assignments, record keeping, supervision, compliance with workplace laws and discipline of employees, regardless of whether Franchisee has received advice from Franchisor on the subject. Franchisee agrees to inform each of Franchisee's employees and independent contractors that Franchisee alone is their employer/contractor, and Franchisor is not. Franchisee agrees to explain to its employees and independent contractors the respective roles of a franchisor and franchisee and Franchisor's relationship with Franchisee and Franchisee will request that Franchisee's employees and contractors sign, within seven days, any acknowledgement or disclosure stating that Franchisee alone is the employer and operator of the Ben's Marketplace Business and explaining the differences between Franchisor and Franchisee, its employer or contractor. Franchisee will post a conspicuous notice for employees explaining who the franchisee is and that employees are employed by Franchisee and not Franchisor. Franchisee will use its legal name on all documents for use with employees and contractors, including but not limited to, employment applications, time cards, pay checks, and employment and independent contractor agreements and will not use the Marks on any of these documents. Without limiting the generality of anything contained herein, Franchisee is responsible for complying with all applicable employment laws.

(k) All debts and taxes arising in connection from the Ben's Marketplace Business must be paid when due, except those duly contested in a bona fide dispute.

(l) Franchisee will use its best efforts to ensure customer satisfaction; use good faith in all dealings with customers, potential customers, referral sources, suppliers and creditors; respond to customer complaints in a courteous, prompt and professional manner; use its best efforts to promptly and fairly resolve customer disputes in a mutually agreeable manner; and take such actions as Franchisor deems necessary or appropriate to resolve customer disputes. If Franchisor, in its discretion, addresses a customer complaint by providing a gift card, refund, or other value to the customer to address the issue, Franchisee must reimburse Franchisor for reasonable costs in responding to the customer complaint.

(m) Franchisee must keep the business hours specified in the Brand Standards Manual.

(n) Franchisee shall offer and accept Ben's Marketplace Franchise gift cards and loyalty cards. Franchisee must use any credit card vendors and accept debit cards, credit cards, stored value gift cards or other non-cash systems specified by Franchisor to enable customers to purchase the Products and Services offered by the Ben's Marketplace Business. Franchisee shall acquire all necessary hardware and software used in connection with these non-cash systems at its expense. The term "credit card vendors" includes, among other things, companies that provide





services for electronic payment, such as near field communication vendors (for example, “Apple Pay” and “Google Wallet”).

(o) Franchisee shall comply with all terms and pay all fees due under any software license agreement for any software that Franchisor requires Franchisee to use in the operation of its Ben’s Marketplace Business.

(p) Franchisee shall promptly pay Franchisor any amount equal to all taxes levied or assessed, including, but not limited to, unemployment taxes, sales taxes, use taxes, withholding taxes, excise taxes, personal property taxes, intangible property taxes, gross receipts taxes, taxes on Royalties, or any similar taxes or levies imposed upon or required to be collected or paid by Franchisor for reason of the furnishing of products, intangible property (including trademarks or trade names) or services to Franchisee through the sale, license or lease of property or property rights provided by this Franchise Agreement.

(q) If any bona fide dispute occurs as to Franchisee’s liability for taxes assessed or other indebtedness, Franchisee may contest the validity or the amount of the tax or indebtedness under the procedures of the taxing authority or applicable law; however, Franchisee shall not permit a tax sale or seizure by levy of execution or similar writ or warrant, or attachment by a creditor, to occur against the Center, or any improvements.

(r) Franchisee shall comply with the advertising requirements in Section 11.

(s) Franchisee shall, at its expense, purchase or lease and thereafter maintain and use, only the computer(s), hardware (including desktops, laptops, monitors, cash drawers, credit card processing equipment), software (including point-of-sale software, credit card processing software, accounting software, payroll software and frequent buyer program software), firmware, web technologies or applications, required dedicated internet access and power lines, modem(s), printer(s), and other related accessories or peripheral equipment, and methods of operation, specified by Franchisor in the Brand Standards Manual or otherwise in writing (collectively the “Computer System”). The Computer System will have the capacity to electronically exchange information, messages, and other data with other computers (including but not limited to, means such as the Internet), and using protocols Franchisor may reasonably prescribe in the Brand Standards Manual or otherwise in writing. Franchisor is not required to provide any ongoing maintenance, repairs, upgrades, updates or support for the Computer System. Franchisee will keep the Computer System in good maintenance and repair and promptly make any and all additions, changes, modifications, substitutions, and/or replacements at its expense to the Computer System as Franchisor directs. Franchisee will pay any and all software or other fees required by Franchisor to maintain the Computer System. Franchisee agrees to use Franchisor’s approved suppliers for Franchisor’s designated frequent buyer program platforms, point of sale platform, Voice over IP provider, scheduling software provider, payroll services provider, and any other software or service providers and pay such approved or designated suppliers their current fees. Franchisee acknowledges and agrees that Franchisor’s suppliers have the right to increase or decrease fees at any time, in their sole discretion, upon written notice to Franchisee. Franchisee acknowledges and agrees that Franchisor reserves the right to change its approved suppliers, including any software suppliers, at any time in its sole discretion. Franchisee may not alter the Computer System or use alternative software or suppliers of technology without Franchisor’s prior written approval. If Franchisee is in default of any obligations under this Franchise Agreement, Franchisor may, in addition to any other remedy Franchisor may have under this Franchise Agreement, temporarily inhibit Franchisee’s access to all or part of the Computer System, including point-of-sale software, until Franchisee has cured such default





completely. Upon termination or expiration of this Franchise Agreement, all software, hard drives and other storage media provided to Franchisee by Franchisor must be returned to Franchisor in good condition (reasonable wear and tear accepted) and Franchisee must not delete any materials from the hard drives or other storage devices.

(t) Franchisee must sell or offer for sale only those Services and Products authorized by Franchisor and which meet Franchisor's standards and specifications. Franchisee must follow Franchisor's policies, procedures, methods, and techniques. Franchisee must sell or offer for sale all Services and Products specified by Franchisor. Franchisor may change or add to its required Services and Products at its discretion with prior notice to Franchisee. Franchisee must discontinue selling and offering for sale any services or products Franchisor in its discretion, disapproves in writing at any time.

(u) Franchisee will abide by Franchisor's requirements for alterations, remodeling, upgrading or any other improvements to the Center to achieve the strategic marketing goals of the System. Generally, the standards to satisfactorily comply will not exceed those applicable to new Ben's Marketplace Businesses. These requirements will not impose an undue economic burden or occur more frequently than every five years. Franchisee will bear all costs of changes or additions, for any changes in, or additions of, equipment, furnishings, fixtures, lighting, carpeting, painting or the taking of other Ben's Marketplace Businesses that Franchisor specifies to satisfy its then-current standards for image, positioning, marketing strategy, cleanliness or appearance as Franchisor reasonably requires. Carpet and paint for the Center must be replaced every two years. The Center will be required to be updated, repaired and maintained under the specifications in the Brand Standards Manual.

(v) Franchisee will be required to maintain a membership with any industry associations Franchisor requires. Franchisee will also be required to pay any required fees.

(w) Franchisee agrees to comply with all applicable laws pertaining to the privacy of customer, employee, and transactional information ("Privacy Laws"). Franchisee also agrees to comply with Franchisor's standards and policies pertaining to Privacy Laws. If there is a conflict between Franchisor's standards and policies pertaining to Privacy Laws and actual applicable law, Franchisee will: (i) comply with the requirements of applicable law; (ii) immediately give Franchisor written notice of said conflict; and (iii) promptly and fully cooperate with Franchisor and its counsel in determining the most effective way, if any, to meet Franchisor's standards and policies pertaining to Privacy Laws within the bounds of applicable law. Franchisee agrees not to publish, disseminate, implement, revise, or rescind a data privacy policy without Franchisor's prior written consent as to said policy.

(x) Franchisee may also choose to offer Delivery Services and deliver Ben's Marketplace products within the Delivery Territory subject to the terms and conditions herein and in the Brand Standards Manual. Delivery Services are usually offered weekly to customers in the Delivery Territory.

(y) Any Designated Manager, and if Franchisee is an Entity, any officer that does not own equity in the Franchisee, must sign Franchisor's form of System Protection Agreement. All of Franchisee's employees, independent contractors, agents and representatives that may have access to Franchisor's confidential information must sign a confidentiality agreement, unless they already signed the System Protection Agreement.



Any required standards exist to protect Franchisor's interests in the System and the Marks and not for the purpose of establishing any control or duty to take control over those matters that are reserved to Franchisee. The required standards generally will be set forth in the Brand Standards Manual or other written materials. The Brand Standards Manual also will include guidelines or recommendations in addition to required standards. In some instances, the required standards will include recommendations or guidelines to meet the required standards. Franchisee may follow the recommendations or guidelines or some other suitable alternative, provided Franchisee meets and complies with the required standards. In other instances, no suitable alternative may exist. In order to protect Franchisor's interests in the System and Marks, Franchisor reserves the right to determine if Franchisee is meeting a required standard and whether an alternative is suitable to any recommendations or guidelines.

8.6 In prescribing standards, specifications, processes, procedures, requirements or instructions under Section 8.3 or any other provision of this Franchise Agreement, Franchisor shall provide guidance to Franchisee, as required in Franchisor's sole discretion, in determining the prices to be charged by Franchisee for Services and Products. Franchisor shall not have control over the day-to-day managerial operations of the Ben's Marketplace Business and Franchisee shall be free to establish its own prices; however, Franchisor shall have the right to set minimum and maximum resale prices, minimum advertised price policies and unilateral price policies as part of any national or regional promotion or multi-area marketing plan, in accordance with the law. Franchisee must honor the terms of all promotional or discount programs that Franchisor offers to the public and must also provide those services and other items Franchisor specifies on such terms and at such rates, including free of charge, as Franchisor may specify.

8.7 Franchisor and its representatives shall have the right to inspect the Ben's Marketplace Business during business hours without prior notice to Franchisee. Franchisor and Franchisor's representatives will have the right to observe the manner in which Franchisee is rendering its Services and conducting its operations of the Ben's Marketplace Business. Franchisor and Franchisor's representatives shall have the right to discuss with Franchisee, or other personnel Franchisee may designate, all matters pertaining to compliance with this Franchise Agreement and with Franchisor's standards, specifications, requirements, instructions and procedures. Franchisee shall in all respects cooperate with Franchisor's rights under this Section 8.7; provided that Franchisor's exercise of these rights shall not unreasonably interfere with Franchisee's conduct of the Ben's Marketplace Business.

8.8 Franchisee agrees to participate in, and, if required, become a member of any advisory councils or similar organizations Franchisor forms or organizes.

8.9 Franchisor may require Franchisee's compliance with this Section 8 even if it does not require compliance by all franchisees.

8.10 The Ben's Marketplace Business will be managed by Franchisee, or if Franchisee is an Entity, by one of its owners who is a natural person with at least a twenty-five percent (25%) ownership interest and voting power in the Entity ("Managing Owner"). Under certain circumstances, Franchisor may allow Franchisee to appoint a designated manager ("Designated Manager") to run the day-to-day operations of the Ben's Marketplace Franchise and have direct responsibility for all operations of the Ben's Marketplace Business. Franchisee (or its Managing Owner) may or may not function as the on-site supervisor but will complete the Initial Training Program whether or not he or she functions in that role. If Franchisee is permitted to select a Designated Manager, Franchisee will be responsible for confirming that such person has the required experience and has completed the Initial Training Program. If Franchisee is required to replace the Designated Manager, the newly hired Designated Manager must complete the Initial Training Program prior to assuming duties and responsibilities. Franchisee will be required to pay the Initial Training Fee for each new Designated Manager. If Franchisor does not offer an



Initial Training Program in the specified time frame, the newly hired Designated Manager must complete the next available Initial Training Program.

8.11 Franchisee or its Designated Manager, if applicable, shall at all times have sufficient computer skills to operate the Computer System, understand how to utilize any software Franchisor requires to be used in the Ben's Barketplace Business, and to access email and the Internet.

8.12 Franchisee acknowledges and understands computer systems are vulnerable to computer viruses, bugs, power disruptions, communication line disruptions, Internet access failures, Internet content failures, data-related problems and attacks by hackers and other unauthorized intruders. Franchisor does not guarantee that information or communication systems supplied by Franchisor or its suppliers will not be vulnerable to these problems. Franchisee acknowledges and agrees that Franchisee is solely responsible for protecting itself from these problems. Franchisee must also take reasonable steps to verify that Franchisee's suppliers, lenders, lessors, customers, and governmental agencies on which Franchisee relies, are reasonably protected. This may include taking reasonable steps to secure Franchisee's systems, including, but not limited to, using firewalls, access code protection, anti-virus systems, and backup systems.

8.13 Franchisee shall acquire, maintain, and upgrade hardware, software, information processing and communication systems, and Internet and other network access providers, as prescribed in the Brand Standards Manual and as modified by Franchisor in Franchisor's sole discretion. Franchisee shall comply with any separate software or other license agreements Franchisor or its designee uses in connection with the System. Franchisee shall utilize Franchisor's required software, proprietary database management and intranet system, when available, as the exclusive means for tracking and maintaining customer, vendor, and related information, and for such other uses as required by Franchisor periodically in the Brand Standards Manual, in Franchisor's sole discretion. Sales and other reporting may occur through the designated software. In the event of any software failure, Franchisee will be required to submit such reports to Franchisor through other means designated by Franchisor. Franchisee acknowledges and agrees that Franchisor has the right to independently access any electronic information and data related to the Ben's Barketplace Business through the designated software or Computer System and to collect and use this electronic information and data in any manner, including the promotion and development of the System and the sale of Franchises. This may include posting financial information of each franchisee on an intranet website. There is no contractual limitation on Franchisor's right to receive or use this information.

8.14 Franchisor will only use an email address, related to or associated with the operation of the Ben's Barketplace Business, which is a part of the "bensbarketplace.com" Internet domain name or other domain as authorized by the Brand Standards Manual. All email communication must comply with standards specified in the Brand Standards Manual or otherwise by Franchisor in writing. Franchisee shall check the email account regularly unless Franchisee notifies Franchisor it cannot do so for a period of time (such as due to sickness or vacation).

8.15 Franchisee may not open its Ben's Barketplace Business until: (1) Franchisor notifies Franchisee in writing that all of Franchisee's obligations have been fulfilled; (2) the Initial Training Program has been completed to Franchisor's satisfaction; (3) all amounts due to Franchisor have been paid; (4) Franchisor has been furnished with copies of all insurance policies and certificates required by Section 12, or other documentation of insurance coverage and payment of premiums that Franchisor may request, in Franchisor's discretion; (5) Franchisee notifies Franchisor that all approvals and conditions required by this Franchise Agreement have been met; (6) Franchisee has obtained all necessary permits and licenses; (7) Franchisee has provided Franchisor with a fully executed copy of the Lease for Franchisee's Center negotiated under the terms of Subsection 8.2; and (8) Franchisee has ordered,



received and installed all equipment, supplies, inventory, tools, products, uniforms and computer hardware and software required by Franchisor. Franchisee shall begin operating the Ben's Marketplace Business after Franchisor determines the Ben's Marketplace Business is ready for opening.

## 9. PURCHASE OF EQUIPMENT, INVENTORY AND SUPPLIES

9.1 Except as otherwise provided by Franchisor, Franchisee must purchase all Products, Services, equipment, inventory, supplies and software from Franchisor's designated or approved suppliers, manufacturers and distributors. The standards and specifications for equipment, computer hardware and software, inventory, signage, supplies, Services and Products required by Franchisor shall be listed in the Brand Standards Manual. Franchisor has the right to require Franchisee to discontinue purchasing any products, services, equipment, inventory, supplies, hardware or software from a designated or approved supplier, manufacturer or distributor and may designate or approve new suppliers, manufacturers or distributors at any time in Franchisor's sole discretion. You agree to maintain an adequate inventory of all items in accordance with the Brand Standards Manual.

9.2 Franchisee agrees that Franchisor may receive periodic volume rebates or other revenue or consideration as a result of Franchisee's purchases from designated or approved suppliers of Franchisee's products, services, equipment, inventory, supplies and hardware and software. Franchisee acknowledges and agrees that Franchisor shall be entitled to keep such rebates and revenue for its own use and account.

9.3 The names and addresses of Franchisor's required or approved suppliers, manufacturers and distributors may be included in the Brand Standards Manual or on an intranet website. Franchisor reserves the right to approve all of the products, supplies, services, equipment, inventory, hardware and software used in connection with Franchisee's Ben's Marketplace Business.

9.4 Franchisee may request that Franchisor approve or designate a new supplier by following the procedures, and paying all required fees and expenses associated with Franchisor's inspection of the proposed supplier for approval, as set forth in the Brand Standards Manual and modified periodically by Franchisor in Franchisor's discretion.

9.5 Franchisee will be required to purchase or lease at least one Vehicle and then-current approved vehicle wrap if Franchisee chooses to offer Delivery Services, or obtain prior approval for use of an alternate vehicle. Franchisee may, but will not be required to purchase a Vehicle and vehicle wrap if Franchisee does not offer Delivery Services. Franchisee must decorate and maintain the Vehicle in accordance with Franchisor's current standards as provided in the Brand Standards Manual, and at Franchisor's request, periodically update or improve the decoration of the Vehicle (any such updates or improvements must be made within 30 days of Franchisor's delivery of notice to Franchisee that such updates or improvements must be made).

## 10. MARKS, COPYRIGHTED WORKS AND OWNERSHIP OF IMPROVEMENTS

10.1 Franchisee acknowledges and agrees that:

(a) Franchisor is the owner or licensee of all right, title and interest, together and all goodwill of the Marks. Franchisee further acknowledges that the Marks designate the origin or sponsorship of the System, the Ben's Marketplace Business, and the Products and Services, and that Franchisor desires to protect the goodwill of the Marks and to preserve and enhance the value of the Marks. If Franchisee acquires any rights, title or interest in the Marks, Franchisee agrees to and does assign hereby all rights, title or interest to Franchisor.



(b) All right, title and interest in all materials, including but not limited to, all artwork and designs, created by Franchisor for use in association of the Franchise (“Copyrighted Works”) are the property of Franchisor.

(c) Franchisee shall not dispute, contest, or challenge, directly or indirectly, the validity or enforceability of the Marks or Copyrighted Works or Franchisor’s ownership of the Marks or Copyrighted Works, nor counsel, procure, or assist anyone else to do the same, nor will it take any action inconsistent with Franchisor’s ownership of the Marks or Copyrighted Works, nor will it represent it has any right, title, or interest in the Marks or Copyrighted Works other than those expressly granted by this Franchise Agreement.

(d) Franchisor may, in its sole and absolute discretion, apply to register or register any trademarks or copyrights regarding the Services, Products and any other products and services and the Copyrighted Works. Failure of Franchisor to obtain or maintain in effect any such application or registration is not a breach of this Franchise Agreement. Franchisee shall not, before or after termination or expiration of the Franchise Agreement, register or apply to register the Marks or any trademark, service mark or logo confusingly similar thereto or any Copyrighted Works, anywhere in the world.

(e) Upon Franchisor’s request, Franchisee shall cooperate fully, both before and after termination or expiration of this Franchise Agreement and at Franchisor’s expense, in confirming, perfecting, preserving, and enforcing Franchisor’s rights in the Marks and Copyrighted Works, including but not limited to, executing and delivering to Franchisor documents Franchisor reasonably requests for any such purpose, including but not limited to, assignments, powers of attorney, and copies of commercial documents showing sale and advertising of the Services and Products and other products and services. Franchisee irrevocably appoints Franchisor as its attorney-in-fact to execute such documents.

(f) All usage of the Marks by Franchisee and any goodwill established by Franchisee’s use of the Marks shall inure to the exclusive benefit of Franchisor. This Franchise Agreement confers no goodwill or other interests in the Marks to Franchisee upon expiration or termination of the Franchise Agreement.

(g) Franchisor makes no representation or warranty, express or implied, as to the use, exclusive ownership, validity or enforceability of the Marks or Copyrighted Works.

#### 10.2 Franchisee acknowledges and agrees that:

(a) Franchisee’s right to use the System, including the proprietary Marks and Copyrighted Works derive solely from this Franchise Agreement and Franchisee’s payment of Royalties. Franchisee may only use the Marks and Copyrighted Works in its operation of the Ben’s Barketplace Business and only in compliance with this Franchise Agreement and all applicable standards, specifications, and operating procedures prescribed by Franchisor in the Brand Standards Manual and elsewhere during the Initial Term and any Successor Term. Franchisee shall make every effort for consistency with this Franchise Agreement to protect, maintain, and promote the Marks as identifying the System and only the System.

(b) Any unauthorized use of the Marks or Copyrighted Works by Franchisee constitutes a breach of this Franchise Agreement and an infringement of the rights of Franchisor in and to the Marks and Copyrighted Works.





(c) Franchisee shall not use any Marks or portion of any Marks as part of a corporate or trade name, or with any prefix, suffix or other modifying words, terms, designs or symbols, or in any modified form. Franchisee shall obtain such fictitious or assumed name registrations as may be required by Franchisor or under applicable law.

(d) In order to preserve the validity and integrity of the Marks and Copyrighted Works licensed herein and to assure Franchisee is properly employing the same in the operation of its Ben's Barketplace Business, Franchisor shall have the right of entry and inspection of Franchisee's Ben's Barketplace Business and operating procedures under Section 8.7 upon reasonable notice to Franchisee or its agents.

(e) Franchisee will safeguard and maintain the reputation and prestige of the Marks and Copyrighted Works and will do nothing that would tarnish the image of or adversely affect the value, reputation or goodwill associated with the Marks. Franchisee will do nothing that would dilute, directly or indirectly, the value of the goodwill attached to the Marks, nor counsel, procure or assist anyone else to do the same.

(f) Franchisee will use the Marks and Copyrighted Works only in lettering, logos, print styles, forms, and formats, including but not limited to, advertising and promotional materials, invoices, signage, business checks, business cards, stationery, and promotional items such as clothing, hats, pens, mugs, etc., approved by Franchisor under this Franchise Agreement, and promptly follow instructions regarding the Marks and Copyrighted Works as provided in the Brand Standards Manual and otherwise given by Franchisor.

(g) Franchisee will use the following copyright notice at least once on each piece of advertising, promotional, or other material used in connection with the Products and Services:

© (year of first publication). Ben's Barketplace, Inc. All Rights Reserved.

(h) Franchisee will use the Marks with a superscript "®" or "™", as specified by Franchisor, unless and until advised by Franchisor to use a different notice.

### 10.3 Franchisee acknowledges and agrees that:

(a) If, in Franchisor's reasonable determination, the use of Marks or Copyrighted Works in connection with the Services, Products, other products and services or the Ben's Barketplace Business will infringe or potentially infringe upon the rights of any third party, weaken or impair Franchisor's rights in the Marks or Copyrighted Works, or it otherwise becomes advisable at any time in Franchisor's sole discretion for Franchisor to modify or discontinue use of the Marks or Copyrighted Works, then upon notice from Franchisor, Franchisee will immediately terminate or modify such use as required by Franchisor. Franchisor may require Franchisee to use one or more additional or substitute trade names, trademarks, service marks or other commercial symbols or Copyrighted Works.

(b) Franchisee shall notify Franchisor immediately after receiving notice of any claim, demand or cause of action based upon or arising from any attempt by any other person, firm or corporation to use the Marks, any colorable imitation thereof of the Marks or the Copyrighted Works. Upon receipt of timely notice of an action, claim or demand against Franchisee relating to the Marks or Copyrighted Works, Franchisor shall have the sole right, but not the duty, to defend any such action. Franchisor shall have the exclusive right to contest or bring action against any third party regarding the third party's use of any of the Marks or



Copyrighted Works and shall exercise such right in the sole discretion of Franchisor. Franchisor shall control all actions but not be obligated to take any action. In any defense or prosecution of any litigation relating to the Marks, Copyrighted Works or components of the System undertaken by Franchisor, Franchisee shall cooperate with Franchisor, execute any and all documents, and take all actions as may be desirable or necessary in the opinion of Franchisor's counsel, to carry out such defense or prosecution. At Franchisor's option, Franchisee will join in any action, in which case Franchisor shall bear all the out-of-pocket costs of Franchisee for such participation. If Franchisee joins in an action, then the recovery, if any, from such legal action shall be first applied to the total expenses associated therewith and then split equally between Franchisor and Franchisee.

(c) Franchisee has the right to use the trade name "BEN'S BARKETPLACE" in the operation of its Ben's Barketplace Business, but none of the words "BEN'S BARKETPLACE" may be used in the legal name of the Entity used to conduct the Ben's Barketplace Business. Franchisee may not register or attempt to register in its own name any trade name using the words "BEN'S BARKETPLACE." When this Franchise Agreement expires or is terminated, Franchisee must execute any assignment or other documents Franchisor requires to transfer to Franchisor any rights Franchisee possesses in a trade name utilizing "BEN'S BARKETPLACE" or any other Mark.

10.4 All provisions of this Franchise Agreement applicable to the Marks and Copyrighted Works apply to any and all additional trademarks, service marks, commercial symbols and Copyrighted Works authorized for use by and licensed to Franchisee by Franchisor after the Effective Date.

10.5 Any improvements or additions to the System, Copyrighted Works, website or any other documents or information pertaining to or relating to the System or the Franchise, or any new trade names, trade and service marks, logos, or commercial symbols related to the Ben's Barketplace Business or Franchise or any advertising and promotional ideas or inventions related to the Ben's Barketplace Business or Franchise (collectively, the "Improvements") conceived or developed by Franchisee shall become Franchisor's property. Franchisee agrees to assign and does hereby assign to Franchisor, all right, title and interest in and to the Improvements, including the right to grant sublicenses to any such Improvement. Franchisee shall fully disclose the Improvements to Franchisor, without disclosure of the Improvements to others, and shall obtain Franchisor's written approval prior to using such Improvements. Any such Improvement may be used by Franchisor and all other Ben's Barketplace franchisees without any obligation to Franchisee for royalties or other fees. Franchisor may, at its discretion, apply for and own copyrights, patents, trade names, trademarks and service marks relating to any such Improvement and Franchisee shall cooperate with Franchisor in securing such rights. Franchisor may also consider such Improvements as its property and Trade Secrets. In return, Franchisor shall authorize Franchisee to utilize any Improvement that may be developed by other franchisees and is authorized generally for use by other franchisees. All Improvements created by Franchisee or any other person or Entity retained or employed by Franchisee is Franchisor's property, and Franchisor shall be entitled to use and license others to use such Improvements unencumbered by moral rights. If any of the Improvements are copyrightable materials, they shall be works made for hire within the meaning of the United States Copyright Act and, to the extent the Copyrighted Works are not works made for hire or rights in the Copyrighted Works do not automatically accrue to Franchisor, Franchisee irrevocably assigns and agrees to assign to Franchisor, its successors and assigns, the entire right, title, and interest in perpetuity throughout the world in and to any and all rights, including all copyrights and related rights, in such Copyrighted Works, which Franchisee and the author of such Copyrighted Works warrant and represent as being created by and wholly original with the author. Where applicable, Franchisee agrees to obtain any other assignments of rights in the Improvements from another person or Entity necessary to ensure Franchisor's right in the Improvements as required in this Section.





10.6 Franchisee acknowledges and authorizes Franchisor to use Franchisee's likeness in a photograph or video in any and all of Franchisor's publications, including printed and digital publications and on websites. Franchisee agrees and understands that any photograph or video using Franchisee's likeness will become Franchisor's property and will not be returned. Franchisee agrees and irrevocably authorizes Franchisor to edit, alter, copy, exhibit, publish or distribute any photograph or video of Franchisee for any lawful purpose. Franchisee agrees and waives any rights to royalties or any other compensation related to Franchisor's use of any photograph or video of Franchisee. Franchisee agrees to hold harmless and forever discharge Franchisor from all claims, demands, and causes of action which Franchisee may have in connection with this authorization. For purposes of this Section, Franchisee shall also include Franchisee's owners if Franchisee is an Entity.

## 11. ADVERTISING AND PROMOTION

### 11.1 Initial Advertising and Local Advertising.

(a) Franchisee shall participate in Franchisor's initial advertising program, which shall include a grand opening day celebration and advertising in local publications, and shall be conducted in a dignified manner and conform to the standards and requirements in the Brand Standards Manual.

(b) In addition to the Brand Fund Contributions, and unless Franchisor specifies a lesser amount, Franchisee agrees to spend the following on local advertising and promotions within the Territory ("Local Advertising Requirement"):

	Local Advertising Requirement
Initial Marketing	A minimum of \$2,500 during the first three months of operations of Franchisee's Center.
For Gross Sales of \$0 to \$187,500 per Calendar Quarter*	Franchisee will be required to spend an average of two percent (2%) of Franchisee's total Gross Sales each quarter for local advertising.
For Gross Sales of \$187,500+ per Calendar Quarter*	Franchisee will be required to spend an average of one percent (1%) of Franchisee's total Gross Sales each quarter for local advertising.

\*The sales figures identified in the chart above are not an earnings claim or financial performance representation for your Ben's Barketplace Business.

If Franchisee fails to spend the Local Advertising Requirement for any given period, it will be required to pay Franchisor the difference between the amount Franchisee spent in such period, and the Local Advertising Requirement.

(c) All advertising conducted for the Local Advertising Requirement must comply with the Brand Standards Manual. Franchisee will receive dollar-for-dollar credit against the Local Advertisement Requirement for any advertising done through a Cooperative (defined in Section 11.8 below).



(d) Franchisee agrees to participate in all system-wide promotions and advertising campaigns that Franchisor creates. Except for Franchisee's commitments to participate in system-wide promotions and advertising campaigns and to pay its share of the cost of a classified directory advertisement, Franchisee will have discretion, subject to Subsection 11.1(f) and Franchisor's approval, over the approach Franchisee takes to local advertising and promotions.

(e) All advertising and promotion by Franchisee shall be conducted in a dignified manner and conform to the standards and requirements in the Brand Standards Manual or otherwise. Franchisee shall obtain Franchisor's prior approval of all advertising and promotional plans and materials prior to use if such plans and materials were not prepared by Franchisor or previously approved by it. Franchisee must order sales and marketing material from Franchisor or its designated suppliers. It is a breach of this Franchise Agreement to use other marketing material without obtaining Franchisor's prior written approval. If Franchisee desires to use its own advertising materials, including its own website, Franchisee must obtain Franchisor's prior approval, which may be granted or denied in Franchisor's sole discretion. Franchisor will review Franchisee's request and respond in writing within 30 days from the date it receives all requested information. Franchisor's failure to notify Franchisee in the specified time frame will be deemed a disapproval. Use of logos, Marks and other name identification materials must follow Franchisor's approved standards. If Franchisor approves of promotional items or services that will be sold at Franchisee's Center, those items or services must be included in Gross Sales and will be subject to Royalties and the Brand Fund Contributions (as defined in Section 11.2 below). If Franchisee uses unauthorized advertising materials, it must pay \$500 per occurrence to Franchisor.

(f) Franchisor shall make available to Franchisee all advertising and promotion materials for the Ben's Barketplace Business used by Franchisor and other Ben's Barketplace franchisees. Franchisee may not develop advertising materials for use in the Ben's Barketplace Business without Franchisor's approval. If Franchisor approves the advertising materials prepared by Franchisee in writing, Franchisor may make available the advertising and promotion materials to other franchisees. Franchisee must pay duplication costs of any advertising or promotion material provided by Franchisor.

11.2 Franchisor reserves the right to form a Brand Fund ("Brand Fund"). In such event, Franchisee shall remit up to two percent (2%) of the Gross Sales for the preceding week to Franchisor ("Brand Fund Contributions") at the same time and in the same manner as the Royalty. Franchisor will provide Franchisee with 30 days prior notice before increasing the Brand Fund Contributions. No action taken by Franchisee shall diminish Franchisee's obligations to pay the Brand Fund Contributions to the Brand Fund. The Brand Fund Contributions are in addition to Franchisee's obligations in Section 11.1. Sections 11.3 through 11.7 will apply to the Brand Fund if established. The Brand Fund, if established, will be used by Franchisor in promoting and building the Ben's Barketplace brand.

11.3 Franchisor has complete discretion on how the Brand Fund will be utilized. Franchisor may use the Brand Fund for local, regional or national marketing, advertising, sales promotion and promotional materials, public and consumer relations, website development and search engine optimization, the development of technology for the System and any other purpose to promote the Marks. Franchisor may use any media for disseminating Brand Fund advertisements, including direct mail, print ads, the Internet, radio, billboards, and television. Franchisor may reimburse itself, its authorized representatives or its Affiliate from the Brand Fund for administrative costs, independent audits, reasonable accounting, bookkeeping, reporting and legal expenses, taxes and all other direct or indirect expenses associated with the programs funded by the Brand Fund. Franchisor does not guarantee that advertising expenditures from the Brand Fund will benefit Franchisee or any other franchisee directly, on



a pro rata basis, or at all. Franchisor is not obligated to spend any amount on advertising in the geographical area where Franchisee is or will be located. Franchisor will not use the Brand Fund Contributions for advertising that is principally a solicitation for the sale of franchises, but Franchisor reserves the right to include a notation in any advertisement or website indicating “Franchises Available” or similar phrasing.

11.4 National advertising, public relations, and promotions will be started and continued by Franchisor, when, in Franchisor’s sole discretion, Franchisor deems it has accumulated sufficient monies for that purpose. The Brand Fund will be administered by us, or Franchisor’s Affiliate or designees, at Franchisor’s discretion, and Franchisor may use a professional advertising agency or media buyer to assist us. The Brand Fund will be in a separate bank account, commercial account or savings account. Any unused funds that were collected in any calendar year will be applied to the following year’s funds, and Franchisor reserves the right to contribute or loan additional funds to the Brand Fund on any terms Franchisor deems reasonable.

11.5 The Brand Fund may be terminated at any time by Franchisor, in its sole discretion. The Brand Fund will not be audited. Upon Franchisee’s written request, Franchisor will provide to Franchisee an annual accounting for the Brand Fund that shows how the Brand Fund proceeds have been spent for the previous year.

11.6 Subject to applicable law, Franchisee shall fully participate in all such promotional or discount campaigns, prize contests, special offers, rebates, giveaways, and other programs, national, regional, or local in nature (including the introduction of new Services, Products, new franchises or other marketing programs directed or approved by Franchisor), prescribed by Franchisor. These programs may include minimum and maximum price policies, minimum advertised price policies and unilateral price policies. Franchisee shall be responsible for all costs of participation. Franchisor will EFT debit Franchisee for any costs associated with such promotional programs. In addition, Franchisee shall honor any coupons, gift certificates or other authorized promotional offers of Franchisor at Franchisee’s sole cost unless otherwise specified in writing by Franchisor. Franchisee will maintain an adequate supply of marketing brochures, pamphlets and promotional materials as may be required by Franchisor at any time. The cost for such participation will be applied to Franchisee’s Local Advertising Requirement. Without limiting the generality of the foregoing, we reserve the right to establish minimum and maximum resale prices for use with the multi-area marketing programs and special price promotions as allowed by law.

11.7 Franchisor (and any designee of Franchisor) assumes no fiduciary duty to Franchisee or other direct or indirect liability or obligation to Franchisee or the Brand Fund or otherwise regarding the management, maintenance, direction, administration or otherwise of the Brand Fund. Franchisee and Franchisor agree their rights and obligations regarding the Brand Fund and all related matters are governed solely by this Franchise Agreement and neither this Franchise Agreement or the Brand Fund creates a trust, fiduciary relationship, or similar arrangement between Franchisor and Franchisee.

#### 11.8 Local Advertising Cooperatives.

(a) Franchisor reserves the right to form a cooperative advertising association (“Cooperative”) among franchisees located in a designated marketing area (“DMA”) for the purpose of jointly advertising and promoting their Ben’s Barketplace Businesses. The DMA will be defined by Franchisor, based on an assessment of the area. Franchisor may require that each cooperative that exceeds five franchisee members must operate with governing documents approved by Franchisor. Each Cooperative must prepare annual unaudited financial statements and such statements will be made available to each member of such Cooperative.



(b) Members of the Cooperative will administer the Cooperative. Advertising cooperative fees and expenditures will be established by members of the Cooperative. If Franchisor elects to form the Cooperative, or if such Cooperative already exists in the DMA, Franchisee must participate in compliance with the Brand Standards Manual, which Franchisor may periodically modify in its discretion. If, in connection with a Cooperative's formation, its members are unable to reach agreement with respect to any disagreement over organization, administration, "spill" policy, contribution waivers or exceptions, budget or other matters that the Cooperative members cannot resolve within 45 days, the issue will be referred to Franchisor for resolution. Franchisor's decision regarding the issue's resolution will be binding.

(c) Each franchisee in the Cooperative will contribute an amount to the Cooperative for each Ben's Marketplace Franchise that the franchisee owns that exists within the DMA. Franchisor will not require Franchisee's contributions to a Cooperative exceed two percent (2%) of the Gross Sales. Each Ben's Marketplace Franchise owned by Franchisor that exists within the cooperative's area will contribute to the cooperative on the same basis as franchisees. Franchisee agrees: (i) to join, participate in, and actively support any Cooperative established in the Ben's Marketplace Business' DMA; and (ii) to make contributions to each Cooperative on the payment schedule adopted by the Cooperative's members and at the contribution rate Franchisor approves.

(d) Franchisor shall have the right to form, change, dissolve, or modify the DMA at any time in its sole discretion.

(e) Franchisor shall have the right to form, change, dissolve or merge any Cooperative in its sole discretion.

#### 11.9 Internet Website.

(a) Franchisor may establish and maintain an Internet website that provides information about the System and the Services and Products that Ben's Marketplace Businesses offer. Franchisor will have sole discretion and control over the website's design and contents. Franchisor may use part of the Brand Fund Contributions it collects under Section 11.2 to pay or reimburse itself for the costs of maintaining and updating the website, except that Franchisor will not use such contributions to pay for those components of the website devoted to the sale of Franchises.

(b) The website may include a section that provides the address, telephone number and email address of each Ben's Marketplace Business.

(c) If Franchisee wishes to advertise online, Franchisee must follow Franchisor's online policy, which is contained in the Brand Standards Manual. Franchisor's online policy may change as technology and the Internet changes. Under Franchisor's online policy, Franchisor may retain the sole right to market on the Internet, including all use of websites, domain names, advertising, and co-branding arrangements. Franchisor may restrict Franchisee's use of social media. Franchisor may not allow Franchisee to independently market on the Internet, or use any domain name, address, locator, link, metatag, or search technique with words or symbols similar to the Marks. Franchisor intends that any franchisee website will be accessed only through Franchisor's home page. Franchisee will have no independent right to advertise its Ben's Marketplace Business on the Internet or establish any website utilizing the Marks without the prior written consent of Franchisor, which may be withheld in Franchisor's sole discretion.



11.10 Advisory Council. Franchisor reserves the right to form an advisory council (“Council”) to advise Franchisor on advertising policies and to provide input regarding the Brand Fund and to promote communications between Franchisor and all franchisees. If the Council is formed, Franchisor may establish bylaws, which will specify the manner in which members are selected. Franchisor reserves the right to grant to the Council any operation or decision-making powers that Franchisor deems appropriate. Franchisor reserves the right to form, change, or dissolve the Council, in its sole discretion.

## 12. INSURANCE AND INDEMNITY

12.1 Franchisee shall purchase and at all times maintain in full force and effect insurance policies protecting Franchisee, Franchisor and Affiliates, and Franchisor’s respective members, managers, employees, and agents against any demand or claim regarding personal and bodily injury, death, or property damage, or any loss, liability, or expense whatsoever arising or occurring at or in connection with the construction and/or operation of Franchisee’s Ben’s Barketplace Business, including without limitation, coverage for employment practices liability, data theft and cybersecurity and motor vehicles (if Franchisee has or is required to have a Vehicle). Such policies must be written by an insurer acceptable to Franchisor and conform to Franchisor’s standards and minimum amounts of coverages. The insurance company must be authorized to do business in the state where Franchisee’s Ben’s Barketplace Business is located, must be rated “A” or better by A.M. Best & Company, Inc., and must be approved by us. All insurance policies, except for employment liability insurance policies, must name Franchisor and any Affiliate it designates as additional insureds and provide for 30 days’ prior written notice to Franchisor of a policy’s material modification or cancellation. If Franchisee fails to obtain or maintain the insurance Franchisor specifies, Franchisor may (but need not) obtain such insurance on Franchisee’s behalf and, in such event, Franchisee will reimburse Franchisor for the cost of the insurance plus an administrative fee equal to twenty percent (20%) of the premium. The cost of Franchisee’s premiums will depend on the insurance carrier’s charges, terms of payment, and Franchisee’s insurance and payment histories. Franchisee must carry a minimum of \$2,000,000 in comprehensive general liability insurance and worker’s compensation coverage as required by statute, rule or other applicable law of the state in which Center is located. This amount may periodically be increased at Franchisor’s discretion due to circumstances such as inflation, new products or services being offered, new risks, and changes in the law. Each policy must contain a waiver by Franchisee and Franchisee’s insurer of their subrogation rights against Franchisor, its Affiliates, and their respective shareholders, directors, employees and agents.

12.2 Franchisee shall, during the Initial Term and any Successor Terms, and after the termination or expiration of this Franchise Agreement, indemnify and defend Franchisor, its Affiliates and their respective officers, owners, directors, managers, members, and employees and the agents of such entities, and hold them harmless against all claims, demands, losses, damages (including punitive damages), costs, suits, judgments, penalties, expenses (including reasonable attorney fees and amounts paid in settlement or compromise) and liabilities of any kind, whether or not ultimately determined to be meritorious (and including damages suffered by Franchisee or any of its property) (collectively, “Damages”) for which they are held liable, or which they incur (including travel, investigation and living expenses of employees and witness fees) in any litigation or proceeding issued as a result of or arising out of:

- (a) a breach of this Franchise Agreement, or any other agreement between the parties, or any breach of a Lease or other instrument granting the right to Franchisee to occupy any Center or any other premises used by Franchisee to operate the Ben’s Barketplace Business;
- (b) any injury to, or loss of property of, any person in, or on, the Center or any other premises used by Franchisee to operate the Ben’s Barketplace Business;



(c) Franchisee's taxes, liabilities, costs or expenses of its Ben's Marketplace Business;

(d) any negligent or willful act or omission of Franchisee, its officers, owners, directors, managers, members, partners, employees, agents, servants, contractors or others for whom it is, in law, responsible;

(e) any violation of any federal, state or local law, ordinance or regulation imposing requirements or prohibitions on Franchisee in the operation of the Ben's Marketplace Business;

(f) any advertising or promotional material distributed, broadcasted or in any way disseminated by Franchisee, or on its behalf unless such material has been produced, or approved in writing, by Franchisor;

(g) Franchisee's failure to pay the monies payable (to Franchisor or any of its affiliates) pursuant to this Franchise Agreement, or to do and perform any other act, matter, or thing required by this Franchise Agreement;

(h) any action by Franchisor to obtain performance by Franchisee of any act, matter, or thing required by this Franchise Agreement;

(i) Franchisee's employment or other contractual relationship with its employees, workers, managers, or independent contractors, including but limited to any allegation, claim, finding, or ruling that Franchisor is an employer or joint employer of Franchisee's employees;

(j) any loss of data including, but not limited to customer information, resulting from a breach of such data caused, in whole or in part, by Franchisee; and

(k) any fees, costs, or liabilities incurred by Franchisor on Franchisee's behalf, including fees and costs incurred by Franchisor to recover amounts due to Franchisee on Franchisee's behalf.

12.3 Franchisor will indemnify Franchisee against, and reimburse Franchisee for: (1) all damages for which Franchisee is held liable in any judicial or administrative proceeding arising out of Franchisee's use of any Mark or Copyrighted Material in compliance with this Franchise Agreement; and (2) the costs incurred of defending any claim brought against Franchisee or in any proceeding in which Franchisee is named as a party arising out of Franchisee's use of any Mark or Copyrighted Material in compliance with this Franchise Agreement, provided that, as to either of the above, Franchisee has timely notified Franchisor of the claim or proceeding, and has complied with this Franchise Agreement, including but not limited to Section 10.3(b).

### 13. RELATIONSHIP

13.1 Franchisee acknowledges it is an independent contractor and is not an agent, partner, joint venturer or employee of Franchisor and no training or supervision given by, or assistance from, Franchisor shall be deemed to negate such independence. Neither party is liable or responsible for the other's debts or obligations, nor shall either party be obligated for any damages to any person or property directly or indirectly arising out of the operation of the other party's business authorized by or conducted under this Franchise Agreement. Franchisor and Franchisee agree that no partnership, fiduciary relationship, joint venture or employment relationship exists between them. Franchisee shall conspicuously identify itself in all dealings with the public as an independently owned and operated Ben's





Barketplace franchisee. The parties intend by this Franchise Agreement to establish the relationship of franchisor and franchisee. It is further agreed that Franchisee has no authority to create or assume in Franchisor's name or on behalf of Franchisor, any obligation, express or implied, or to act or purport to act as agent or representative on behalf of Franchisor for any purpose whatsoever. Franchisee agrees it will not hold itself out as the agent, employee, partner or co-venturer of Franchisor. Franchisee alone will exercise day-to-day control over all operations, activities, and elements of the Franchised Business and under no circumstances shall Franchisor be deemed to do so. All employees hired by or working for Franchisee shall be the employees of Franchisee and shall not, for any purpose, be deemed employees of Franchisor or subject to Franchisor's control. The parties agree to file their own tax, regulatory and payroll reports regarding their respective employees and operations, saving and indemnifying the other party hereto of and from any liability of any nature whatsoever thereof.

13.2 Neither party shall make any agreements, representations or warranties (except by Franchisor in advertising as provided herein) in the name of, or on behalf of, the other party; neither party hereto shall be obligated by, nor have any liability for, any agreements, representations or warranties made by the other (except by Franchisor in advertising as provided herein) nor shall Franchisor be liable for any damages to any person or property, directly or indirectly, arising out of the operation of Franchisee's Ben's Barketplace Business, whether caused by Franchisee's negligent or willful action or failure to act.

13.3 Franchisor shall not have any liability for Franchisee's obligations to pay any third parties, including without limitation, any product vendors, or any value added, sales, use, service, occupation, excise, Gross Sales, income, property or other tax levied upon Franchisee, Franchisee's property, the Ben's Barketplace Business or upon Franchisor in connection with the sales made or business conducted by Franchisee (except any taxes Franchisor is required by law to collect from Franchisee regarding purchases from Franchisor).

13.4 Franchisee further agrees that fulfillment of any and all of Franchisor's obligations written in the Franchise Agreement, or based on any oral communications which may be ruled to be binding in a court of law, shall be Franchisor's sole responsibility and none of Franchisor's owners, officers, agents, representatives, nor any individuals associated with Franchisor shall be personally liable to Franchisee for any reason.

#### 14. RESTRICTIVE COVENANTS

14.1 Franchisee acknowledges and agrees that:

(a) Franchisee's entire knowledge of the operation of the Ben's Barketplace Business, the System, and the concepts and methods of promoting the Ben's Barketplace Business that it has now or obtains in the future, is derived from Franchisor's Confidential Information and Trade Secrets. Franchisee further acknowledges and agrees that all of the Confidential Information and Trade Secrets are the sole property of Franchisor, represent valuable assets of Franchisor and that Franchisor has the right to use the Confidential Information and Trade Secrets in any manner at any time.

(b) During the Initial Term and any Successor Terms, Franchisee, Franchisees' owners, Designated Manager, officers, directors, managers, members, partners, and employees who have access to the Confidential Information and Trade Secrets agree they: (1) will not use the Confidential Information or Trade Secrets in any other business or capacity or for their own benefit; (2) will maintain the absolute confidentiality of the Confidential Information and Trade Secrets; (3) will not make unauthorized copies of any portion of the Confidential Information and





Trade Secrets; and (4) will adopt and implement all reasonable procedures Franchisor requires to prevent unauthorized use or disclosure of the Confidential Information and Trade Secrets including requiring employees, Designated Managers, training class attendees, and Franchisee's owners (if applicable) who have access to the Confidential Information and Trade Secrets to execute nondisclosure agreements required by Franchisor, and provide Franchisor with signed copies of each of those agreements at Franchisor's request.

(c) Upon the expiration or termination of the Franchise Agreement, Franchisee, Franchisees' owners, Designated Managers and employees who have access to the Confidential Information and Trade Secrets agree for a period of 18 months after the termination or expiration of the Franchise Agreement (unless such information is a Trade Secret in which case the requirements in this Subsection 14.1(c) will remain in place for as long as such information constitutes a Trade Secret) they: (1) will not use the Confidential Information or Trade Secrets in any other business or capacity or for their own benefit; (2) will maintain the absolute confidentiality of the Confidential Information and Trade Secrets; (3) will not make unauthorized copies of any portion of the Confidential Information or Trade Secrets; and (4) will adopt and implement all reasonable procedures Franchisor requires to prevent unauthorized use or disclosure of the Confidential Information and Trade Secrets including requiring written nondisclosure agreements for those individuals as Franchisor requires and provide Franchisor, at Franchisor's request, with signed copies of each of those agreements. Franchisor will be named as a third-party beneficiary on such nondisclosure agreements.

(d) Notwithstanding the foregoing, the restrictions on the disclosure and use of the Confidential Information will not apply to: (a) Confidential Information in the public domain after it was communicated to Franchisee through no fault of Franchisee, its owners, Designated Managers or employees; (b) Confidential Information in Franchisee's possession free of any obligation of confidence when it was communicated to Franchisee; (c) disclosure of Confidential Information made in confidence to a government official, either directly or indirectly, or to an attorney, solely for the purpose of reporting or investigating a suspected violation of law; (d) disclosure of Confidential Information made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal; (e) disclosure of Confidential Information made in cases of suit for retaliation based on the reporting of a suspected violation of law, disclosure of Confidential Information to an attorney and for use of the Confidential Information in such court proceeding, so long as any document containing the Confidential Information is filed under seal and Confidential Information is not otherwise disclosed except pursuant to court order.

#### 14.2 Franchisee covenants and agrees that:

(a) During the Initial Term of this Franchise Agreement and any Successor Terms, if any, Franchisee, its owners and their immediate family members, Designated Managers, officers, directors, managers, members, and partners shall not, without the prior written consent of Franchisor, either individually or in an Entity or jointly or in conjunction with any person, firm, association, syndicate or corporation, as principal, agent, shareholder, member, partner or in any manner whatsoever, carry on or be engaged in or be concerned with or interested in or advise, lend money to, guarantee the debts or obligations of or permit its name or any part thereof to be used or employed in any business operating in competition with any business offering pet food or related products or services (other than Ben's Marketplace Businesses) to the general public ("Competitive Business") as carried on during the Initial Term or any Successor Term of this Franchise Agreement.



(b) Upon termination or expiration of the Initial Term or any Successor Term, or the transfer, sale or assignment of this Franchise Agreement by Franchisee, neither Franchisee, the Designated Manager nor Franchisee's owners, officers, directors, managers, members, or partners will have any direct or indirect interest (i.e. through a relative or Entity) as a disclosed or beneficial owner, investor, partner, director, officer, employee, consultant, representative or agent, for 18 months, in any Competitive Business in: (1) the Territory, any Delivery Territory or any other Ben's Barketplace franchisee's territory; (2) within 25 miles of the Territory, any Delivery Territory or any other Ben's Barketplace franchisee's territory either opened or under development; or (3) within 25 miles of any Franchisor or Affiliate-owned Ben's Barketplace Business either opened or under development.

14.3 During the Term or any Successor Term of this Franchise Agreement and for a period of 18 months thereafter, Franchisee, Franchisee's owners, officers, directors, managers, members, partners, and the Designated Manager shall not attempt to attain an unfair advantage over other Ben's Barketplace franchisees or Franchisor or any Affiliates by soliciting any customer of the Franchisor or any Ben's Barketplace franchisee or any Affiliates nor shall Franchisee, Franchisee's owners, officers, directors, managers, members, partners, nor the Designated Manager, directly or indirectly solicit or attempt to solicit any such person.

14.4 If any person restricted by this Section 14 refuses to voluntarily comply with the foregoing obligations, the 18-month period will commence with the entry of any order of a court or arbitrator enforcing this Section 14.

## 15. ASSIGNMENT

15.1 Franchisee acknowledges that Franchisor's obligations under this Franchise Agreement are not personal. Franchisor shall have the absolute right, in its sole discretion at any time, to unconditionally transfer or assign this Franchise Agreement or any of its rights or obligations under this Franchise Agreement to any person, corporation or other party.

15.2 Franchisor reserves the right to assign the Ben's Barketplace franchise system to anyone, including the operator of a competing national or regional chain or franchise system. Franchisee acknowledges and agrees that Franchisor may sell its assets, the Marks or the System to any third party; may offer its securities privately or publicly; may merge with or acquire other business entities or be acquired by another Entity; may permit and participate in any transfer or distribution of its securities in connection with a spin-off; may undertake a refinancing, recapitalization, leveraged buyout, or other economic or financial restructuring; or may terminate or cease to exist or dissolve, in any such case without Franchisee's consent and, provided the transferee expressly assumes and materially performs Franchisor's obligations, do so free of any responsibility or liability whatsoever to Franchisee after the transaction occurs.

15.3 Franchisee expressly waives any claims, demands, or damages against Franchisor arising from or related to the transfer of the Marks, assets or the System from Franchisor to any other party.

15.4 Franchisee understands and acknowledges the rights and duties in this Franchise Agreement are personal to Franchisee. Accordingly, this Franchise Agreement, Franchisee's rights and interests under this Franchise Agreement, the property and assets owned and used by Franchisee for the Ben's Barketplace Business, and any shares, stock, membership or interest in any Entity having an interest in the Ben's Barketplace Business, shall not be voluntarily or involuntarily, directly or indirectly sold, pledged, gifted, exchanged, assigned, transferred, shared, subdivided, sub-franchised, encumbered or transferred in any way (including, without limitation, in the event of the death of Franchisee if



Franchisee is an individual), in whole or in part, in any manner whatsoever without the prior written approval of Franchisor and compliance with all terms of this Section 15. Any unauthorized sale, assignment, transfer or other conveyance, by operation of law or otherwise, or any attempt to do so, shall be deemed void and grounds for termination of this Franchise Agreement by Franchisor.

15.5 With and after each valid assignment of this Franchise Agreement under this Section 15, the assignee(s) of Franchisee shall be deemed to be Franchisee under this Franchise Agreement and will be bound by and liable for all of Franchisee's existing and future obligations. No stockholder, member or partner of any Entity which becomes the Franchisee shall have any rights under this Franchise Agreement because of reason of his, her or its stock ownership, membership interest or partnership interest.

15.6 If Franchisee wishes at any time to sell, in whole or in part, the Ben's Marketplace Business, Franchisee shall obtain a bona fide, executed, written offer ("Purchase Offer") for the Ben's Marketplace Business together and all real or personal property, leasehold improvements and other assets used by Franchisee in its Ben's Marketplace Business from a responsible, arms' length, and fully disclosed purchaser and shall submit an exact copy of such Purchase Offer to Franchisor. Franchisor will have a right of first refusal to purchase the Ben's Marketplace Business as provided in Section 16 below.

15.7 No transfer or assignment of this Franchise Agreement will be approved by Franchisor or be effective unless all the following conditions are satisfied:

- (a) the proposed transfer is at least one year after the Opening Date;
- (b) Franchisee is in full compliance with this Franchise Agreement;
- (c) the transferee executes Franchisor's then-current form of franchise agreement (which, in Franchisor's sole discretion, may have terms equal to the remainder of Franchisee's Initial Term (or Successor Term), or may include a new full length term, and which may contain provisions substantially different from those contained in this Franchise Agreement, including a higher royalty and greater required expenditures for advertising and promotion, and such other documents then customarily used by Franchisor to grant franchises, but which shall not require the payment of another Initial Franchise Fee), executes all other documents as may be reasonably requested by Franchisor, including Franchisor's then-current form of owner's agreement or other guaranty, and pays to Franchisor a transfer fee ("Transfer Fee") equal to fifty percent (50%) of the then-current Initial Franchise Fee (or fifty percent (50%) of the initial franchise fee listed in Franchisor's most recent Franchise Disclosure Document if Franchisor is not offering franchises for sale at the time of Franchisee's requested transfer), at the time of the transfer. Franchisee will pay to Franchisor a nonrefundable deposit of \$1,000 when Franchisee requests approval of a transfer. Upon approval, Franchisee will pay the remaining amount in certified funds when Franchisee executes the transfer documents;
- (d) Franchisee and each of its owners execute a general release of all claims known and unknown Franchisee may have against Franchisor its Affiliates, and their officers, directors, members, shareholders, agents, Affiliates, and employees, whether in their corporate and/or individual capacities. This release shall include all claims arising under any federal, state, or local law, rule, or ordinance arising out of or concerning this Franchise Agreement (to the fullest extent permitted by law) and shall be in a form satisfactory to Franchisor.
- (e) the transferee is an individual or an Entity having adequate financial resources who meets all criteria established by Franchisor for franchisees. The transferee shall also complete Franchisor's then-current training program established by Franchisor for Ben's



Basketplace franchisees unless: (i) the transferee is a current Ben's Basketplace franchisee in good standing in the System; or (ii) the transferee is or has been a Designated Manager for a period of one year or more of a Ben's Basketplace Business in good standing;

(f) at Franchisor's request, Franchisee prepares and furnishes to the transferee and/or Franchisor such financial reports and other data relating to the Ben's Basketplace Business and its operations as Franchisor deems reasonably necessary or appropriate for the transferee and/or Franchisor to evaluate the Ben's Basketplace Business and the proposed transfer. Franchisee authorizes Franchisor to confer with a proposed transferee and furnish it with information concerning the Ben's Basketplace Business and the terms and conditions of the proposed transfer, and Franchisor may do so with no liability, except for intentional misstatements made to a transferee;

(g) the parties to the proposed transaction will have entered into a binding agreement subject only to the rights of Franchisor set out in Section 16. Franchisor shall be furnished a copy of this binding agreement, and such agreement is subject to Franchisor's approval in writing. Franchisee must advise each prospective transferee of this provision and other terms of this Franchise Agreement;

(h) the proposed transferee or the stockholders, partners, members or owners of a beneficial interest in a proposed Entity transferee, provide jointly and severally personal guarantees required by Franchisor, guaranteeing the proposed transferee's performance of its obligations under the agreements to be entered into;

(i) the proposed transferee demonstrates to Franchisor's satisfaction it, he or she meets in all respects Franchisor's standards applicable to new Ben's Basketplace franchisees regarding experience, personal and financial reputation and stability, willingness and ability to devote its, his or her full time and best efforts to the operation of the Ben's Basketplace Business, and any other conditions as Franchisor may reasonably apply in evaluating new Ben's Basketplace franchisees. Franchisor must be provided with all information about the proposed transferee as Franchisor may reasonably require. Because of the Confidential Information and Trade Secrets available to a Ben's Basketplace franchisee, no assignment will be permitted to a transferee that owns a Competitive Business;

(j) the transferee agrees to bring the Center up to current standards for Ben's Basketplace Ben's Basketplace Businesses;

(k) the landlord must have consented to transfer Franchisee's Lease to the proposed transferee;

(l) Franchisee signs an agreement with transferee not to engage in a Competitive Business for 18 months within 25 miles of Franchisee's former Center or another Ben's Basketplace Business; and

(m) Franchisee reimburses Franchisor upon receipt of Franchisor's invoice for any broker or other placement commissions, finder's fees, and similar charges in connection with the transfer.

15.8 Notwithstanding anything to the contrary in this Franchise Agreement, Franchisor shall, upon Franchisee's compliance with Franchisor's requirements (including obtaining all necessary approvals to the assignment of the Lease, if any, of the Center), consent to an assignment of Franchisee's



right, title and interest in this Franchise Agreement and the property and assets owned and used by Franchisee and any other agreement then in effect between Franchisee and Franchisor to an Entity wholly owned and controlled by Franchisee, except such assignment shall not release Franchisee from any liability under this Franchise Agreement:

(a) Contemporaneously with such assignment and thereafter upon the appointment or election of any person as director, officer, partner or manager of an Entity, such Entity shall cause each shareholder, partner, member, manager, director(s) and officer(s) of the Entity to execute a written agreement with Franchisor, personally guaranteeing full payment and performance of Franchisee's obligations to Franchisor and individually being bound, jointly and severally, by this Franchise Agreement or any new current form of franchise agreement;

(b) No shares or membership interests in the capital of an Entity shall be issued nor shall Franchisee directly or indirectly, voluntarily or involuntarily, by operation of law or otherwise, sell, assign, transfer, convey, donate, pledge, mortgage or otherwise encumber any such shares or membership interests or offer or attempt to do so or permit the same to be done without Franchisor's prior written consent;

(c) The Entity shall maintain stop transfer instructions against transferring shares or membership interests on its records subject to the restrictions of this Section;

(d) The articles of incorporation, articles of organization, operating agreement, partnership agreement, shareholder agreement, and by-laws of the Entity shall provide that its objectives or business is confined exclusively to the operation of the Ben's Marketplace Business as provided for in this Franchise Agreement, and copies thereof shall be furnished to Franchisor upon request;

(e) Franchisor's consent to transferring any interest subject to the restrictions of this Section shall not constitute a waiver of any claim it may have against the assignor, nor shall it be deemed a waiver of Franchisor's right to demand exact compliance with any of this Franchise Agreement by the assignee;

(f) The Entity shall advise Franchisor and keep Franchisor current as to the names and addresses of the directors, officers, members, partners and shareholder of and persons financially involved in the Entity;

(g) Franchisee agrees to devote its full time and best efforts to manage the day-to-day operations of the Ben's Marketplace Business unless it has a Managing Owner or Designated Manager approved by Franchisor; and

(h) Franchisee shall reimburse Franchisor for any legal fees it incurred in relation to the transfer.

15.9 Upon the death or permanent disability of an individual Franchisee (or the controlling shareholder, member or partner if Franchisee is an Entity), the personal representative of such person shall transfer all right, title and interest in this Franchise Agreement or such interest in Franchisee to any approved third party, which may include an heir or legatee that otherwise satisfies Franchisor's then-current standards and qualifications for new franchisees. Such disposition of this Franchise Agreement or such interest (including, without limitation, transfer by bequest or inheritance, provided such transfer meets the requirements of this Section 15.9) shall be completed within a reasonable time, not to exceed 180 days from the date of death or permanent disability (unless extended by probate proceedings), and



shall be subject to all the terms and conditions applicable to transfers contained in this Section. Franchisee's estate or legal representative must apply to Franchisor for the right to transfer within 120 days of Franchisee's death or permanent disability. Franchisor shall have the right, in Franchisor's sole discretion, to exercise the Step-In Rights and appoint an Interim Manager to operate the Ben's Marketplace Business in accordance with Section 21.1 of this Franchise Agreement, for a period of up to 180 days, or until Franchisee's interest shall have been transferred to an approved third party, whichever occurs first. Franchisee's estate or personal representative shall be required to comply with the Step-In Rights set forth in Section 21.1 of the Franchise Agreement. Failure to transfer the interest in this Franchise Agreement or interest in Franchisee within said period of time shall constitute a breach of this Franchise Agreement and Franchisor may terminate this Franchise Agreement without further notice or the opportunity to cure. The term "Permanent Disability" shall mean a mental or physical disability, impairment or condition that prevents Franchisee or Franchisee's controlling shareholder, member or partner from performing the essential functions of Franchisee.

15.10 Franchisee shall not grant any security interest in the assets of the Ben's Marketplace Business unless the secured party agrees in the event of any default by Franchisee under any documents related to the security interest, Franchisor shall have the right and the option to be substituted as obligor to the secured party and to cure any default of Franchisee, except that any acceleration of indebtedness due to Franchisee's default shall be void.

15.11 Franchisee shall not have the right to grant a subfranchise.

## 16. OPTION TO PURCHASE - RIGHT OF FIRST REFUSAL

16.1 Unless otherwise explicitly provided by this Franchise Agreement, Franchisor shall be entitled to exercise the rights provided in this Section immediately upon:

(a) The expiration without extension of Franchisee's rights to operate the Ben's Marketplace Business or the termination for any reason of this Franchise Agreement;

(b) Any breach, default or other event that gives Franchisor the right to terminate this Franchise Agreement, after expiration of any applicable notice and cure period; or

(c) The receipt by Franchisor of a copy of a Purchase Offer.

16.2 Upon any event described in Subsection 16.1, Franchisor shall have the option to purchase all of Franchisee's rights, title and interest in the Ben's Marketplace Business, and all its improvements, furniture, fixtures, equipment and products and other business assets. Without limiting the generality of anything contained in this Franchise Agreement, Franchisee understands that the Business Records, the accounts, the System and all other related intellectual property is owned by Franchisor, and shall not be transferred in any assignment nor purchased under this right of first refusal.

16.3 The purchase price for assets itemized in Subsection 16.2 will be (subject to Section 16.4): (i) the current fair market value if Subsection 16.1(a) or 16.1(b) applies; or (ii) the price specified in the Purchase Offer received by Franchisee if Subsection 16.1(c) applies. If Franchisee and Franchisor cannot agree on fair market value within a reasonable time, an independent appraiser will be designated by Franchisee and Franchisor and an average of the two appraised values will be binding. Appraised values will exclude any and all consideration for goodwill or going concern value created by the Marks and business system licensed to Franchisee.





16.4 If Franchisor elects to exercise any option to purchase in this Section 16, Franchisor will have the right to set off all amounts due from Franchisee under the Franchise Agreement or any other agreements between the parties, any commissions or fees payable to any broker, agent or other intermediary and the cost of the appraisal, if any, against any payment. Franchisee shall also have the right to substitute cash for any other form of consideration specified in the Purchase Offer and pay in full the entire purchase price at closing.

16.5 Franchisor will notify Franchisee whether or not it intends to exercise its right to purchase (“Notice of Intent”) within 30 days following an event described in Subsection 16.1(a) or (b) or within 15 days following an event described in Subsection 16.1(c). The Notice of Intent will specify the assets to be purchased, and the current fair market value as determined by Franchisor if Subsection 16.1(a) or 16.1(b) applies. If Franchisor is purchasing the assets under Subsections 16.1(a) or (b), Franchisee will have 14 days following receipt of Franchisor’s Notice of Intent to object to any of the prices specified, and any disputes over pricing shall be resolved through appraisal as specified by Subsection 16.3. If Franchisor declines to exercise its rights under this Section in connection with Subsection 16.1(c) within the 15 day period described above, as applicable, Franchisee may thereafter sell or dispose of the Ben’s Marketplace Business to the third party identified in the Purchase Offer in the event of a sale under Subsection 16.1(c), but not at a lower price nor on more favorable terms than set forth in the Purchase Offer, and subject to the prior written permission of Franchisor and satisfaction of the other assignment conditions in Section 15. If the sale to such third-party purchaser is not completed within 90 days after Franchisor delivers the Notice of Intent to Franchisee, Franchisor shall again have its right of first refusal provided.

16.6 If Franchisor provides Franchisee with its Notice of Intent to exercise its rights under this Section 16, the purchase and sale contemplated in this Section shall be consummated as soon as possible. If Franchisor is purchasing the assets under Subsections 16.1(a) or (b), following the delivery of a Notice of Intent as specified in Subsection 16.5, Franchisor or Franchisor’s designee shall have the immediate right to take possession of the Ben’s Marketplace Business and to carry on and develop the Ben’s Marketplace Business for the exclusive benefit of Franchisor or its designee exclusively. If Franchisor declines to exercise its rights under this Section 16, this shall not constitute consent to the transfer or waiver of any other provision of this Franchise Agreement, including any of the requirements with respect to the proposed transfer.

## 17. DEFAULT AND TERMINATION

17.1 Franchisor shall have the right, at its option, to: (i) suspend performance of certain or all of its services to Franchisee while Franchisee is in default of this Franchise Agreement; or (ii) terminate this Franchise Agreement and all rights granted Franchisee hereunder (subject to applicable state law governing franchise termination and renewal), effective upon receipt of notice by Franchisee, addressed as provided in Section 19, upon the occurrence of any of the following events each of which shall constitute a material event of default under this Franchise Agreement:

(a) Franchisee intentionally or negligently discloses to any unauthorized person the contents of or any part of Franchisor’s Brand Standards Manual, Confidential Information or Trade Secrets of Franchisor;

(b) Franchisee voluntarily abandons the Ben’s Marketplace Business for a period of five consecutive days, or any shorter period that indicates an intent by Franchisee to discontinue operation of the Ben’s Marketplace Business, unless abandonment is due to fire, flood, earthquake or other similar causes beyond Franchisee’s control and not related to the availability of funds to Franchisee;





(c) Franchisee becomes insolvent or is adjudicated a bankrupt; or any action is taken by Franchisee, or by others against Franchisee under any insolvency, bankruptcy or reorganization act, or if Franchisee makes an assignment for the benefit of creditors, or a receiver is appointed for Franchisee;

(d) Any material judgment (or several judgments which in the aggregate are material) is obtained against Franchisee and remains unsatisfied or of record for 30 days or longer (unless a supersedeas or other appeal bond has been filed); or if execution is levied against Franchisee's Ben's Barketplace Business or any of the property used for the operation of the Ben's Barketplace Business and is not discharged within five days; or if the real or personal property of Franchisee's Ben's Barketplace Business is sold after levy by any sheriff, marshal or constable;

(e) Franchisee, the Designated Manager, or any owner of greater than ten percent (10%) of the Franchisee's Entity is convicted of any felony charge, or a crime involving moral turpitude, or any crime or offense reasonably likely, in the sole opinion of Franchisor, to materially and unfavorably affect the System, Marks, goodwill or reputation thereof;

(f) Franchisee fails to pay any amounts due Franchisor or its Affiliates or approved suppliers within ten days after receiving notice that such fees or amounts are overdue;

(g) Franchisee misuses or fails to follow Franchisor's directions and guidelines concerning use of the Marks and fails to correct the misuse or failure within five days after notification from Franchisor;

(h) Franchisee has received two notices of default regarding Franchisee's obligations hereunder from Franchisor within a 12 month period, regardless of whether the defaults were cured by Franchisee;

(i) Franchisee sells, transfers or otherwise assigns the Ben's Barketplace Business, an interest in the Ben's Barketplace Business or Franchisee's Entity, this Franchise Agreement, or a substantial portion of the assets of the Ben's Barketplace Business owned by Franchisee without complying with Section 15;

(j) Franchisee submits on two or more occasions during the Initial Term and any Successor Term a report, financial statement, tax return, schedule or other information or supporting record which understates its Gross Sales by more than two percent (2%), unless Franchisee demonstrates that such understatement resulted from inadvertent error;

(k) Franchisee fails, or refuses, to submit any required report, financial statement, tax return, schedule or other information or supporting records, or submits such reports over five days late on two or more occasions during the Term or any Successor Term unless due to circumstances beyond the control of Franchisee;

(l) Franchisee sells or offers for sale any unauthorized merchandise, product or service or engages in any unauthorized business or under the Marks or under a name or mark confusingly similar to the Marks;

(m) Franchisee contests in any court or proceeding the validity of or Franchisor's ownership of the Marks or Copyrighted Works;



(n) Franchisee is an Entity and any action is taken which purports to merge, consolidate, dissolve or liquidate such Entity without Franchisor's prior written consent;

(o) Franchisee (or its Managing Owner if Franchisee is an Entity) or its Designated Manager, if applicable, fails to successfully complete Franchisor's Initial Training Program or any continuing training programs;

(p) Franchisee receives from Franchisor during the Initial Term and any Successor Term, three or more notices of default regardless whether such notices of default relate to the same or different defaults, or whether such defaults have been remedied by Franchisee;

(q) Franchisee made misrepresentations under Section 1.9 or any violation of Anti-Terrorism Laws by Franchisee, its Designated Manager, its owners, officers, directors, managers, members, partners, agents or employees; or

(r) Franchisee fails to fully resolve any violation within three days after receiving notice that its Ben's Basketplace Business violates any health, safety or sanitation law, ordinance or regulation or has been operated in a manner that presents a health or safety hazard to customers, or the general public.

17.2 Franchisor shall have the right, at its option, to: (i) suspend performance of certain or all of its services to Franchisee while Franchisee is in default of this Franchise Agreement; or (ii) terminate this Franchise Agreement (subject to any state laws to the contrary, where state law shall prevail), effective upon 30 days written notice to Franchisee, if Franchisee breaches any other provision of this Franchise Agreement (each of which shall constitute a material event of default under this Franchise Agreement) and fails to cure the default within 30 days. In that event, this Franchise Agreement will terminate without further notice to Franchisee, effective upon expiration of the 30 day period. Defaults include, but are not limited to:

(a) Franchisee fails to maintain the then-current operating procedures and standards established by Franchisor in this Franchise Agreement or the Brand Standards Manual or otherwise communicated to Franchisee;

(b) Franchisee fails, refuses or neglects to obtain Franchisor's prior written approval or consent required by this Franchise Agreement;

(c) Franchisee fails or refuses to comply with the then-current requirements of the Brand Standards Manual;

(d) Franchisee, or any Entity in which Franchisee has a controlling equity interest or which has a controlling equity interest in Franchisee, defaults under any term of the Lease of the Center or any other premises used by Franchisee to operate the Ben's Basketplace Business, any other franchise agreement with Franchisor or any other agreement material to the Ben's Basketplace Business and such default is not cured within the time specified in such Lease, other franchise agreement or other agreement;

(e) Franchisee fails, refuses or neglects to submit any required report under this Franchise Agreement;

(f) Franchisee fails, refuses or neglects to accurately report Gross Sales, sales information or other information required by Franchisor; or



(g) Franchisee fails to comply with any other provision of this Franchise Agreement or any specification, standard or operating procedure prescribed by Franchisor and does not correct such failure within ten days (or 30 days if this is the first non-compliance or breach) after written notice from Franchisor (which shall describe the action that Franchisee must take) is delivered to Franchisee.

17.3 Notwithstanding the foregoing, if the breach is curable, but is of a nature which cannot be reasonably cured within such 30 day period and Franchisee has commenced and is continuing to make good faith efforts to cure the breach during such 30 day period, Franchisee shall be given an additional reasonable period of time to cure the same, not to exceed 30 additional days.

17.4 A termination of this Franchise Agreement by Franchisee shall be a termination without cause, and a breach by Franchisee. Franchisee agrees it shall not, on grounds of an alleged nonperformance by Franchisor of any of its obligations or any other reason, withhold payment of any amount due to Franchisor whatsoever or set off amounts owed to Franchisor under this Franchise Agreement, against any monies owed to Franchisee, which right of set off is expressly waived by Franchisee.

17.5 No endorsement or statement on any check or payment of any sum less than the full sum due Franchisor shall be construed as an acknowledgment of payment in full or an accord and satisfaction, and Franchisor may accept and cash such check or payment without prejudice to its right to recover the balance due or pursue any other remedy provided herein or by law. Franchisor may apply any payments by Franchisee against any past due indebtedness of Franchisee as Franchisor sees fit. Franchisor may set off against any payment due Franchisee hereunder any outstanding debts of Franchisee to Franchisor, and may, at Franchisor's option, pay Franchisee's trade creditors out of any sum otherwise due to Franchisee.

17.6 Franchisee agrees to pay within five days of the effective date of termination or expiration of the Franchise Agreement, all amounts owed Franchisor, the lessor of the Center and Franchisee's trade and other creditors which are then unpaid.

17.7 All Royalties and Brand Fund Contributions, all amounts due for goods purchased by Franchisee from Franchisor or its Affiliates, and any other amounts owed Franchisor or its Affiliates by Franchisee under this Franchise Agreement or any other agreement shall bear interest after the due date at the rate of one and one-half percent (1.5%) of the unpaid amount per month or the highest rate permitted by law, whichever is lower, both before and after default, with interest on overdue interest at the aforesaid rate. The acceptance of any interest payment shall not be construed as a waiver by Franchisor of its rights regarding the default causing such payment and shall be without prejudice to Franchisor's right to terminate this Franchise Agreement regarding such default.

17.8 A default under any other franchise agreement or other agreement between Franchisee or its affiliates and Franchisor or Affiliates shall constitute a default under this Franchise Agreement and vice versa, with like remedies available to Franchisor. No provision herein expressly identifying any termination or breach of this Agreement as material shall be construed to imply that any other term or breach which is not so identified is not material.

17.9 Franchisee agrees to take the following action upon termination or expiration of this Franchise Agreement:

(a) Immediately discontinue using all Marks, signs, structures, forms of advertising, telephone listings, websites, facsimile numbers, email addresses, the Brand Standards Manual,



all materials, Products and Services of any kind identified or associated with the System and return all these materials and Products to Franchisor;

(b) Immediately provide to Franchisor all materials, including the Brand Standards Manual, customer lists, records, files, instructions, brochures, advertising materials, agreements, Confidential Information, Trade Secrets and any and all other materials provided by Franchisor to Franchisee or created by a third party for Franchisee relating to the operation of the Ben's Barketplace Business (all of which are acknowledged to be Franchisor's property). Under no circumstances shall Franchisee retain any printed or electronic copies of the Brand Standards Manual, customer lists, Confidential Information or Trade Secrets or portions thereof upon expiration or termination of this Franchise Agreement;

(c) Franchisee acknowledges that all telephone numbers, facsimile numbers, social media websites, Internet addresses and email addresses (collectively "Identifiers") used in the operation of Franchisee's Center constitute Franchisor's assets, and upon termination or expiration of this Franchise Agreement, Franchisee will take such action within five days to cancel or assign to Franchisor or Franchisor's designee as determined by Franchisor, all of Franchisee's right, title and interest in and to such Identifiers and will notify the telephone company and all listing agencies of the termination or expiration of Franchisee's right to use any Identifiers, and any regular, classified or other telephone directory listing associated with the Identifiers and to authorize a transfer of the same to, or at Franchisor's direction. Franchisee agree to take all action required cancel all assumed name or equivalent registrations related to Franchisee's use of the Marks. Franchisee acknowledges that, Franchisor has the sole rights to, and interest in, all Identifiers used by Franchisee to promote Franchisee's Center and/or associated with the Marks. Franchisee hereby irrevocably appoints Franchisor, with full power of substitution, as Franchisee's true and lawful attorney-in-fact, which appointment is coupled with an interest, to execute such directions and authorizations as may be necessary or prudent to accomplish the foregoing. Franchisee further appoints Franchisor to direct the telephone company, postal service, registrar, Internet Service Provider, listing agency, website operator, or any other third party to transfer such Identifiers to Franchisor or Franchisor's designee. The telephone company, postal service, registrar, Internet Service Provider, listing agency, website operator, or any other third party may accept such direction by Franchisor pursuant to this Franchise Agreement as conclusive evidence of Franchisor's rights to the Identifiers and Franchisor's authority to direct their transfer;

(d) Make no representation nor state Franchisee is in any way approved, endorsed or licensed by Franchisor or associated or identified with Franchisor or the System in any manner;

(e) Immediately take all steps necessary to amend or terminate any registration or filing of any d/b/a or business name or fictitious name or any other registration or filing containing the Marks to delete the Marks and all references to anything associated with the System;

(f) Franchisee shall, at Franchisor's option, immediately assign to Franchisor any interest Franchisee has in any Lease for the Center, and shall permit Franchisor the immediate right to enter and take possession of the Center in order to maintain continuous operation of the Center, to provide for the orderly change of management and disposition of personal property, and to otherwise protect Franchisor's interest. If Franchisor does not elect to exercise its option to acquire the Lease for the Center, then to the extent, if any, Franchisee is permitted to conduct any business at the Center under this Franchise Agreement or a separate written agreement with Franchisor, and acknowledging the distinctiveness of Franchisor's interior design and décor,



Franchisee shall make such modifications or alterations to the premises immediately upon termination or expiration of this Franchise Agreement as may be necessary to distinguish the appearance of such premises from that of other Ben's Marketplace Businesses operating under the System and Marks, and shall make such specific additional changes thereto as Franchisor may reasonably request for that purpose. If Franchisee fails or refuses to comply with the requirements of this Section, Franchisor shall have the right to enter the Center without being guilty of trespass or any other tort, for the purposes of making or causing to be made such changes as may be required, at the expense of Franchisee, which Franchisee agrees to pay upon demand;

(g) Franchisee agrees, if it continues to operate or subsequently begins to operate any other business, not to use any reproduction, counterfeit copy, or colorable imitation of the Marks, either in connection with such other business or its promotion thereof, which is likely to cause confusion, mistake, or deception, or which is likely to dilute Franchisor's rights in and to the Marks, and agrees not to use any designation of origin, description, representation, trademark, or trade name which suggests or represents a past or present association or connection with Franchisor, the System or the Marks;

(h) Provide Franchisor the option to purchase set forth in Section 16; and

(i) Comply with Subsections 10.1(c), (d) and (e), and Section 14.

17.10 If, within 30 days after termination or expiration of this Franchise Agreement, Franchisee has not taken all steps necessary to amend or terminate any registration or filing of any business name or d/b/a or any other registration or filing containing the Marks, Franchisee irrevocably appoints Franchisor as Franchisee's true and lawful attorney for Franchisee, and in Franchisee's name, place and stead and on Franchisee's behalf, to take action as may be necessary to amend or terminate all registrations and filings, enabling Franchisor to protect the System.

17.11 Termination or expiration of this Franchise Agreement shall not affect, modify or discharge any claims, rights, causes of action or remedies Franchisor may have against Franchisee, whether such claims or rights arise before or after termination or expiration.

17.12 All obligations of the parties which expressly or by their nature survive the expiration or termination of this Franchise Agreement shall continue in full force and effect notwithstanding such expiration or termination. Without limiting the generality of the foregoing, Section 5.2 which requires Franchisee to pay a Royalty and Sections 10, 12, 14 and 16 and 20, shall survive termination or expiration of this Franchise Agreement.

17.13 If this Franchise Agreement expires or is terminated for any reason whatsoever and Franchisor is the lender under any loan agreement ("Loan") or the holder of any promissory note ("Note") or the holder of any personal property, security interest, chattel mortgage, debenture or mortgage of any nature whatsoever ("Security Interest") from Franchisee concerning assets used at any time by Franchisee in the Ben's Marketplace Business or which are on the Ben's Marketplace Business premises, such Loan, Note or Security Interest shall, upon the effective date of termination or expiration, immediately become fully due and payable as to all principal and interest so loaned and secured.

17.14 If any applicable and binding law or rule of any jurisdiction requires a greater prior notice of the termination of this Franchise Agreement than is required hereunder, the prior notice or other action required by such law or rule shall be substituted for the notice requirements hereof. Such modifications to



this Franchise Agreement shall be effective only in such jurisdiction and shall be enforced as originally made and entered into in all other jurisdictions.

17.15 If termination of this Franchise Agreement occurs for any reason whatsoever the parties shall accept its default remedies herein as full and final satisfaction of all claims. The parties waive, to the extent permitted by law, any claim against the other for punitive or exemplary damages; except for such punitive or exemplary damages for violation of the Lanham Act, trademark infringement or dilution, unauthorized dissemination of the Confidential Information or Trade Secrets or arising under the indemnification set out in Section 12.

17.16 The rights of the parties hereto are cumulative and no exercise or enforcement by a party of any right or remedy under this Franchise Agreement shall preclude the exercise or enforcement by that party of any other right or remedy in this Franchise Agreement, or to which it is entitled by law.

17.17 Nothing herein shall prevent Franchisor or Franchisee from seeking injunctive relief to prevent irreparable harm, in addition to all other remedies. If it is necessary for Franchisor to seek preliminary or permanent injunctive relief, Franchisor may do so without a bond.

17.18 The parties agree in the event the terms of this Franchise Agreement regarding termination or expiration are inconsistent with applicable state or federal law, such law shall govern franchisee's rights regarding termination or expiration of this agreement.

17.19 To secure Franchisee's performance under this Franchise Agreement and indebtedness for all obligations owed and sums due Franchisor or its Affiliates, Franchisor shall have a lien upon, and Franchisee hereby grants to Franchisor a security interest in, the following collateral and any and all attachments, accessories, additions, accessions, and substitutions to or for it and the cash and non-cash proceeds derived from insurance or the disposition of such collateral: (a) all inventory, equipment, furniture, furnishings, fixtures, and supplies now leased, owned or after-acquired by Franchisee and the Ben's Marketplace Business, including but not limited to all inventory, equipment, furniture, furnishings, fixtures, and supplies transferred to or acquired by Franchisee in connection with this Franchise Agreement; (b) all accounts of Franchisee and/or the Ben's Marketplace Business now existing or subsequently arising, together with all interest in Franchisee and/or the Ben's Marketplace Business, now existing or subsequently arising, together with all chattel paper, documents, and instruments relating to such accounts; (c) all contract rights of Franchisee and/or the Ben's Marketplace Business, now existing or subsequently arising; (d) all general intangibles of Franchisee and/or the Ben's Marketplace Business, now owned or existing, or after-acquired or subsequently arising; (e) all of Franchisee's and/or the Ben's Marketplace Business interests in the real estate where the Ben's Marketplace Business is located; and (f) all improvements to any real estate associated with the Ben's Marketplace Business. Franchisee hereby authorizes Franchisor to file and record financing statements, financing statement amendments, continuation financing statements, fixture filings and other documents Franchisor deems necessary to evidence, perfect and continue the priority of security interests in and to these assets. Franchisee also agrees to execute and deliver any documents to Franchisor upon its request.

17.20 Franchisor has the right (but not the obligation), under the circumstances described below, to enter the Center and assume the Ben's Marketplace Business management (or to appoint a third party to assume its management). If Franchisor (or a third party) assumes the Ben's Marketplace Business management, Franchisee agrees to pay Franchisor (in addition to the Royalties and Brand Fund Contributions and other amounts due Franchisor or its Affiliates) \$600 per day that Franchisor or a third party manages the Ben's Marketplace Business, plus Franchisor's (or the third party's) direct out-of-pocket costs and expenses. If Franchisor (or a third party) assumes the Ben's Marketplace Business management, Franchisee acknowledges Franchisor (or the third party) will have a duty to utilize only





reasonable efforts and will not be liable to Franchisee or Franchisee's owners for any debts, losses, or obligations the Ben's Marketplace Business incurs, or to any of Franchisee's creditors for any supplies, products, or other assets or services the Ben's Marketplace Business purchases, while Franchisor (or the third party) manages it. Franchisor (or a third party) may assume the Ben's Marketplace Business management under the following circumstances: (1) if Franchisee abandons or fails to actively operate the Ben's Marketplace Business; (2) if Franchisee fails to comply with any provision of this Franchise Agreement and does not cure the failure as specified by this Franchise Agreement or Franchisor; or (3) if this Franchise Agreement is terminated and Franchisor is deciding whether to exercise the option to purchase the Ben's Marketplace Business under Section 16. If Franchisor exercises its rights under this Section, it will not affect Franchisor's right to terminate this Franchise Agreement under Section 17.

17.21 Upon termination of this Franchise Agreement by Franchisor under Section 17, Franchisee agrees to pay to Franchisor within 15 days after the effective date of this Franchise Agreement's termination, in addition to the amounts owed hereunder, liquidated damages equal to the average monthly Royalties and Brand Fund Contributions (without regard to any fee waivers or other reductions) payable beginning with date Franchisee opens its Ben's Marketplace Business through the date of early termination, multiplied by the lesser of: (i) 36; or (ii) the number of full months remaining in the term of the Franchise Agreement, except that liquidated damages will not, under any circumstances, be less than \$30,000.

The parties hereto acknowledge and agree that it would be impracticable to determine precisely the damages Franchisor would incur from this Franchise Agreement's termination and the loss of cash flow from Royalties and Brand Fund Contributions due to, among other things, the complications of determining what costs, if any, Franchisor might have saved and how much the Royalties and Brand Fund Contributions would have grown over what would have been this Franchise Agreement's remaining term. The parties hereto consider this liquidated damages provision to be a reasonable, good faith pre-estimate of those damages.

The liquidated damages provision only covers Franchisor's damages from the loss of cash flow from the Royalties and Brand Fund Contributions. It does not cover any other damages, including damages to Franchisor's reputation with the public and landlords and damages arising from a violation of any provision of this Agreement other than the Royalty and Brand Fund sections. Franchisee and each of Franchisee's owners agree that the liquidated damages provision does not give Franchisor an adequate remedy at law for any default under, or for the enforcement of, any provision of this Franchise Agreement other than the Royalty and Brand Fund sections.

17.22 If Franchisee and Franchisee's owners are in full compliance with this Franchise Agreement, and Franchisor materially fails to comply with this Franchise Agreement and Franchisor does not correct the failure within 30 days after Franchisee delivers notice of the material failure to Franchisor or, if Franchisor cannot correct the failure within 30 days, give Franchisee, within 30 days after Franchisee's notice, reasonable evidence of Franchisor's effort to correct the failure within a reasonable time, Franchisee may terminate this Franchise Agreement effective an additional 30 days after Franchisee delivers to Franchisor written notice of termination. Franchisee's termination of this Franchise Agreement other than according to this Section 17.22 will be deemed a termination without cause and a breach of this Franchise Agreement.

## 18. CONDEMNATION AND CASUALTY

18.1 Franchisee shall promptly advise Franchisor upon Franchisee's receipt of a notice of default or termination under Franchisee's Lease or mortgage, and shall promptly provide Franchisor a copy of the notice. Franchisee shall also immediately give Franchisor notice of any proposed taking of





the Center or any portion through eminent domain. If the Center or a substantial part thereof is to be taken, the Ben's Barketplace Business may be relocated within the Territory specified in Attachment A, or elsewhere with Franchisor's written approval under Franchisor's relocation procedures in the Brand Standards Manual. If Franchisee opens a new Ben's Barketplace Business as provided above at another location under Franchisor's standards and general specifications within one year of closing the old Center, the new Ben's Barketplace Business shall be deemed to be the Ben's Barketplace Business licensed under this Franchise Agreement. If a condemnation, Lease termination or mortgage default takes place and a new Ben's Barketplace Business does not, for any reason, become the Ben's Barketplace Business as provided in this Section 18.1, then the License shall terminate upon notice by Franchisor.

18.2 Franchisee shall expeditiously repair the Center if it is damaged. If the damage or repair requires closing the Ben's Barketplace Business, Franchisee shall immediately notify Franchisor in writing, and shall:

(a) Relocate the Ben's Barketplace Business as provided in Section 18.1; or

(b) Repair or rebuild the Ben's Barketplace Business at the Center under Franchisor's then existing standards and general specifications, and reopen the Ben's Barketplace Business for continuous business operations as soon as practical (but within 12 months after closing the Ben's Barketplace Business at the Center), giving Franchisor 30 days advance notice of the date of reopening;

(c) If the Ben's Barketplace Business is not (or, in the opinion of Franchisor cannot be) reopened under this Section 18.2, or relocated under Section 18.1, the License shall terminate upon notice to Franchisee.

18.3 The Initial Term will not be extended by any interruption in the Ben's Barketplace Business's operations, except for an act of God that results in the Ben's Barketplace Business being closed not less than 60 days nor more than 180 days. Franchisee must apply for any extension within thirty 30 days following the reopening of the Ben's Barketplace Business. No event during the Initial Term or any Successor Term will excuse Franchisee from paying Royalties or Brand Fund Contributions as provided in this Franchise Agreement.

## 19. NOTICES

Any notice, request, demand, approval, consent or other communication which the parties may be required to give or are permitted to be given hereunder shall be in writing and given to the party for whom it is intended by personal delivery, electronic mail or comparable electronic system provided that the recipient expressly acknowledges receipt of such electronic mail, or delivering it to such party by mailing it by prepaid registered mail, or by recognized overnight delivery or courier services to the address listed for Franchisor in the opening paragraph of this Franchise Agreement and the address listed in Attachment A for Franchisee.

Any notice or other document delivered personally shall be deemed to have been received by and given to the addressee on the day of delivery and any such other notice or other document mailed shall be deemed to have been received by and given to the addressee at the earlier of the date of actual receipt of such notice or the 3<sup>rd</sup> business day following the date of mailing, and any delivery made by recognized overnight delivery or courier services shall be deemed delivered the next business day. Any party may at any time give notice in writing to any other party of any change of address.



## 20. DISPUTE RESOLUTION

20.1 Mediation. Except as otherwise provided in this Franchise Agreement, all claims or disputes between Franchisee and Franchisor or its Affiliates arising out of, or in any way relating to, this Franchise Agreement, or any of their respective rights and obligations arising out of this Franchise Agreement, shall be submitted first to non-binding mediation prior to a hearing in binding arbitration or a trial court proceeding. Such mediation shall take place in the principal city closest to Franchisor's principal place of business (currently Roseville, California) under the auspices of the Judicial Arbitration and Mediation Service ("JAMS"), under JAMS's Commercial Mediation Rules then in effect. Franchisee may not commence any action against Franchisor or Affiliates with respect to any such claim unless 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) because of a written declaration by Franchisor. Non-binding mediation hereunder will be concluded within 60 days of the issuance of the request for mediation, or such longer period as may be agreed upon by the parties in writing ("Mediation Termination Date"). The parties shall each bear their own costs of mediation and shall share equally the filing fee imposed by JAMS and the mediator's fees. Franchisor reserves the right to specifically enforce its right to mediation. Prior to mediation, and before commencing any legal action against Franchisor or Affiliates regarding any such claim or dispute, Franchisee must submit a notice to Franchisor, which specifies the precise nature and grounds of such claim or dispute. Franchisor will provide a procedure for internal dispute resolution in the Brand Standards Manual, and the parties agree this procedure may be revised in Franchisor's discretion. All aspects of the mediation process will be treated as confidential, will not be disclosed to others, and will not be offered or admissible in any other proceeding or legal action whatsoever.

20.2 Binding Arbitration. Without limiting Franchisor's rights and remedies under Section 17, if a dispute is not resolved through mediation as described above, then, following the Mediation Termination Date, such dispute shall be submitted to final and binding arbitration as the sole and exclusive remedy for any such controversy or dispute. Without limiting the generality of anything contained herein, the following shall be subject to mediation and then binding arbitration: any controversy or dispute arising out of, or relating to the Franchise or this Franchise Agreement including, but not limited to, any claim by Franchisee or any Persons in Privity with or claiming through, for or in the right of Franchisee, concerning the entry into, performance under, or termination of, this Franchise Agreement or any other agreement entered into by Franchisor, or its subsidiaries or Affiliates, and Franchisee; any claim against a past or present employee, officer, director, member, shareholder or agent of Franchisor; any claim of breach of this Franchise Agreement; and any claims arising under State or Federal laws.

(a) "Persons in Privity" shall be defined as any person(s) or entities with or claiming through, on behalf of or in the right of Franchisee include but are not limited to, spouses and other family members, domestic partners, heirs, executors, representatives, successors and assigns. Subject to this Section, the right and duty of the parties to this Franchise Agreement to resolve any disputes by arbitration shall be governed exclusively by the Federal Arbitration Act, as amended, and arbitration shall take place according to the commercial arbitration rules (in effect as of the date the demand for arbitration is filed) of, and under the auspices of, JAMS. If JAMS or any successor is no longer in existence at the time arbitration commences, Franchisee and Franchisor will agree on another arbitration organization to conduct the arbitration proceeding.

(b) The arbitration, which shall be held before a single arbitrator, shall be held in the JAMS office nearest to Franchisor's principal place of business (currently Roseville, California), or at such other location as shall be mutually agreed upon by the parties in writing. The parties expressly consent to personal jurisdiction in the State of California and agree that such court(s)



will have exclusive jurisdiction over any determination of the “prevailing party” under such issues not subject to arbitration.

(c) A single arbitrator shall be selected by the parties from a panel of neutral arbitrators provided by JAMS and shall be chosen by the striking method. The arbitrator shall have no authority to amend or modify the terms of this Franchise Agreement. The award or decision by the arbitrator shall be final and binding on the parties and may be enforced by judgment or order of a court having subject matter jurisdiction in the state where the arbitration took place. The parties consent to the exercise of personal jurisdiction over them by such court and to the propriety of venue of such court to carry out this provision and waive any objections they would otherwise have concerning such matters.

(d) Parties to arbitration under this Franchise Agreement shall not include, by consolidation, joinder or in any other manner, any person other than Franchisee and any Person in Privity with or claiming through, in the right of or for Franchisee or Franchisor, unless both parties consent in writing. To the extent permitted by applicable law, no issue of fact or law shall be given preclusive or collateral estoppel effect in any arbitration hereunder, except to the extent such issue may have been determined in another proceeding between Franchisor and Franchisee or any Person in Privity with or claiming through, in the right of or on behalf of Franchisee or Franchisor.

(e) The parties agree that any arbitration arising out of a dispute relating to this Franchise Agreement is only a matter between Franchisor and Franchisee and no other franchisees or area developers, if any. Franchisee agrees not to join or attempt to join other franchisees, area developers, or other third-parties in any arbitration proceeding and to not participate in any “class action” litigation or arbitration proposed or asserted by any other franchisee(s).

(f) The fees of, and authorized costs incurred by, the arbitrator will be shared equally by the parties, and each party will bear all of its own costs of arbitration; provided, however, that the arbitration decision will provide that the substantially prevailing party will recover from the other party its actual costs and expenses (including arbitrator’s fees and expenses, and attorney fees and expenses) incurred in connection with the dispute.

(g) Except as required by applicable law, including any required disclosure in Franchisor’s franchise disclosure document, the entire arbitration proceedings and related documents are confidential. Except as necessary to enforce the decision of the arbitrator hereunder, all conduct, statements, promises, offers, views and opinions, whether oral or written, made in the course of the arbitration by any of the parties, their agents, employees or representatives and by the arbitrator, are confidential.

**20.3 Provisional Remedies.** Nothing in this Franchise Agreement will bar either party’s right to seek injunctive relief without the posting of any bond or security to obtain the entry of temporary and permanent injunctions and orders of specific performance enforcing the provisions of this Franchise Agreement. Either party also will be able to seek injunctive relief to prohibit any act or omission by the other party or its employees that constitutes a violation of any applicable law, is dishonest or misleading to Franchisee’s customers or to the public, or which may impair the goodwill associated with the Marks. In addition, in order to protect from violations that would cause immediate loss and damages or irreparable harm, Franchisor, without first seeking mediation or arbitration, shall have the right to seek:



- (a) an action to secure injunctive relief or specific performance and any related incidental damages;
- (b) an action for disputes or claims related to or based on Franchisor's protected intellectual property rights in the Marks, Copyrighted Works, or the System;
- (c) issues related to the disclosure or misuse of Confidential Information or Trade Secrets; or
- (d) any claim related to a violation of the restrictive covenants contained in Section 14 of this Franchise Agreement;
- (e) any claims pertaining to or arising out of any warranty issued.

An action seeking provisional remedies will be brought in any state or federal court within the jurisdiction in which Franchisor then has its principal place of business (currently Roseville, California), or in any other state or federal district court with proper jurisdiction. The parties consent to the exercise of personal jurisdiction over them by these courts, and to the propriety of venue in these courts for the purpose of this Section 20.3, and the parties waive any objections that they would otherwise have in this regard. The prevailing party will be entitled to recover its costs and reasonable attorney fees incurred by it in obtaining such relief.

20.4 No right or remedy conferred upon or reserved to Franchisor or Franchisee hereby is intended to be, nor will be deemed, exclusive of any other right or remedy herein or by law or equity provided or permitted, but each will be cumulative of every other right or remedy.

20.5 Any claim or controversy arising out of or related to this Franchise Agreement, or the making, performance, breach, interpretation, or termination thereof, brought by any party hereto against the other, will be commenced within one year from the occurrence of the facts giving rise to such claim or action, or such claim or action will be barred provided, however, that the forgoing limitation shall not apply where required by applicable law, to the parties indemnification obligations under this Franchise Agreement or to the exceptions in Section 20.3. THE PARTIES TO THIS FRANCHISE AGREEMENT HEREBY WAIVE IN ANY ARBITRATION OR JUDICIAL ACTION, TO THE FULLEST EXTENT PERMITTED BY LAW, ANY RIGHT TO OR CLAIM OF ANY PUNITIVE OR EXEMPLARY DAMAGES AGAINST THE OTHER AND AGREE THAT IN THE EVENT OF A DISPUTE BETWEEN THEM, EACH WILL BE LIMITED TO THE RECOVERY OF ANY ACTUAL DAMAGES SUSTAINED BY IT.

20.6 Franchisor and Franchisee each agree that the terms of this Section 20 shall expressly survive any termination or expiration of this Franchise Agreement.

## 21. MISCELLANEOUS

21.1 In order to prevent any interruption of the operations which would cause harm to the Ben's Marketplace Business, thereby depreciating the value thereof, Franchisor has the right, but not the obligation, to step-in and designate an individual of its choosing (an "Interim Manager") for so long as Franchisor deems necessary and practical to temporarily manage the Ben's Marketplace Business: (i) if Franchisee fails to comply with any provision of this Franchise Agreement and does not cure the failure within the time period specified by the Franchise Agreement or Franchisor; (ii) if Franchisor determines in its sole judgment that the operation of the Ben's Marketplace Business is in jeopardy; (iii) if Franchisor determines in its sole discretion that operational problems require that Franchisor operates the Ben's



Barketplace Business; (iv) if Franchisee abandons or fails to actively operate the Ben's Barketplace Business; (v) upon Franchisee's or the Designated Manager's absence, termination, illness, death, incapacity or disability; or (vi) if Franchisor deems Franchisee or the Designated Manager incapable of operating the Franchise ("Step-in Rights"). If Franchisor exercises the Step-In Rights:

(a) Franchisee agrees to pay us, in addition to all other amounts due under this Franchise Agreement, an amount equal to \$600 per day that the Interim Manager manages the Ben's Barketplace Business, plus the Interim Manager's direct out-of-pocket costs and expenses;

(b) All monies from the operation of the Ben's Barketplace Business during such period of operation by Franchisor shall be kept in a separate account, and the expenses of the Ben's Barketplace Business, including the fee paid to the Interim Manager, shall be charged to said account;

(c) Franchisee acknowledges that the Interim Manager will have a duty to utilize only reasonable efforts and will not be liable to Franchisee or its owners for any debts, losses, or obligations the Ben's Barketplace Business incurs, or to any of Franchisee's creditors for any supplies, products, or other assets or services the Ben's Barketplace Business purchases, while Interim Manager manages it;

(d) The Interim Manager will have no liability to Franchisee except to the extent directly caused by its gross negligence or willful misconduct. Franchisor will have no liability to Franchisee for the activities of an Interim Manager unless Franchisor is grossly negligent in appointing the Interim Manager and agrees to indemnify and hold harmless Franchisor, the Interim Manager, and any representative of Franchisor who may act hereunder, from any and all acts which Franchisor may perform or omissions, as regards the interests of Franchisee or third parties; and

(e) Franchisee agrees to pay all of Franchisor's reasonable attorney fees and costs incurred as a consequence of Franchisor's exercise of the Step-In Rights.

Nothing contained herein shall prevent Franchisor from exercising any other right which Franchisor may have under this Franchise Agreement, including, without limitation, termination.

21.2 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 applicable federal law, this Franchise Agreement shall be interpreted under the laws of the state where Franchisee's Center is located, and any dispute between the parties shall be governed by and determined under the substantive laws of the state where Franchisee's Center is located, which laws shall prevail in the event of any conflict of law; provided, however, the parties expressly agree this Franchise Agreement is not intended to confer on any franchisee that is not a resident of the State of California the benefit of any California law providing specific protection to franchisees residing or operating in the State of California. **FRANCHISEE AND FRANCHISOR HAVE NEGOTIATED REGARDING A FORUM IN WHICH TO RESOLVE ANY DISPUTES WHICH MAY ARISE BETWEEN THEM AND HAVE AGREED TO SELECT A FORUM IN ORDER TO PROMOTE STABILITY IN THEIR RELATIONSHIP. IF A CLAIM IS ASSERTED IN ANY LEGAL PROCEEDING INVOLVING FRANCHISEE, ITS OFFICERS, DIRECTORS, MANAGERS, MEMBERS, OR PARTNERS AND FRANCHISOR, ITS OFFICERS, DIRECTORS, SHAREHOLDERS, MANAGERS, MEMBERS, EMPLOYEES OR AFFILIATES, BOTH PARTIES AGREE THAT THE EXCLUSIVE VENUE FOR DISPUTES BETWEEN THEM SHALL BE IN THE STATE OF FRANCHISOR'S PRINCIPAL PLACE OF BUSINESS (CURRENTLY CALIFORNIA) AND EACH WAIVES ANY OBJECTION EITHER MAY HAVE**





**TO THE PERSONAL JURISDICTION OF OR VENUE IN THE STATE OF FRANCHISOR'S PRINCIPAL PLACE OF BUSINESS (CURRENTLY CALIFORNIA). FRANCHISEE IRREVOCABLY SUBMITS TO THE JURISDICTION OF SUCH COURTS AND WAIVES ANY OBJECTION FRANCHISEE MAY HAVE TO EITHER THE JURISDICTION OR VENUE IN SUCH COURT.**

21.3 All provisions of this Franchise Agreement are severable and this Franchise Agreement shall be interpreted and enforced as if all completely invalid or unenforceable provisions were not included herein; all partially valid and enforceable provisions shall be enforced to the extent that they are valid and enforceable.

21.4 If either party institutes a legal proceeding, including a permitted court proceeding or arbitration, and prevails entirely or in part in any action at law or in equity against the other party based entirely or in part on this Franchise Agreement, the prevailing party shall be entitled to recover from the losing party, in addition to any judgment, reasonable attorney fees, court costs and all of the prevailing party's expenses in connection with any action at law.

21.5 No failure, forbearance, neglect or delay of any kind by Franchisor in connection with the enforcement or exercise of any rights under this Franchise Agreement shall affect or diminish Franchisor's right to strictly enforce and take full benefit of each provision of this Franchise Agreement at any time, whether at law for damages, in equity for injunctive relief or specific performance, or otherwise. No custom, usage or practice regarding this Franchise Agreement by Franchisee or Franchisor's other franchisees shall preclude the strict enforcement of this Franchise Agreement under its literal terms. No waiver by Franchisor of performance of any provision of this Franchise Agreement shall constitute or be implied as a waiver of Franchisor's right to enforce that provision in the future. No interpretation, change, termination or waiver of any provision of this Franchise Agreement, and no consent or approval under this Franchise Agreement, shall be binding upon Franchisee or Franchisor or effective unless in writing signed by Franchisee and Franchisor's Chief Executive Officer, President or Vice President, except a waiver need be signed only by the party waiving.

21.6 This Franchise Agreement, together with the Brand Standards Manual, any written related agreements, all Exhibits, Attachments, and the State Addenda attached to the Disclosure Document as Exhibit F, constitutes the entire understanding and agreement between Franchisee and Franchisor and supersedes all prior understandings, whether oral or written, pertaining to this Franchise Agreement, the License, the System or the Ben's Marketplace Business. Nothing in this Franchise Agreement or in any related agreement is intended to disclaim the representations franchisor made in Franchisor's Franchise Disclosure Document.

21.7 The headings of the sections hereof are for convenience only and do not define, limit or construe the contents of the sections of such Sections or other Sections. The term "Franchisee" herein is applicable to one or more persons, or an Entity, as the case may be, and the singular usage (where applicable) includes the plural and the masculine and neuter usages (where applicable) include the other and the feminine. The term "Lease" shall include a sublease, and a renewal or extension of a lease or sublease.

21.8 When calculating the date upon or the time within which any act is to be done under this Franchise Agreement, the date which is the reference date in calculating such period is excluded; if the last day of such period is a non-business day, the period in question shall end on the next business day. Time shall be of the essence of this Franchise Agreement and of every part thereof.





21.9 Neither party shall be liable for any loss or damage due to any delay in the performance of the terms of this Franchise Agreement (except for the payment of money) because of strikes, lockouts and other labor relations, fires, riots, wars, terrorist attacks, embargoes and civil commotion, or acts of God (“Force Majeure Event”). Any such delay shall extend performance only so long as such event is in progress except such Force Majeure Event will not affect or change Franchisee’s obligation to pay Royalties and Brand Fund Contributions when due. Notwithstanding the foregoing, if there is a Force Majeure Event, Franchisor may, in its sole discretion, elect to waive the Royalties and Brand Fund Contributions during the period of delay caused by the Force Majeure Event or such shorter period.

21.10 Franchisee shall execute and deliver such instruments, contracts, forms and other documents and shall perform such acts as may be necessary or desirable to carry out, complete and perform all terms, covenants and obligations of this Franchise Agreement. Franchisee irrevocably appoints Franchisor as its attorney, which appointment is coupled with an interest, and empowers Franchisor to execute such instruments regarding the Marks for and in Franchisee’s name in order to give full effect to Sections 10, 12, 15, and 17 of this Franchise Agreement. Franchisee declares that the power of attorney herein granted may be exercised during any subsequent legal incapacity on its part.

21.11 This Franchise Agreement shall be binding upon, and subject to Section 15, shall inure to the benefit of, Franchisor’s and Franchisee’s successors and permitted assigns.

21.12 This Franchise Agreement may only be modified in writing and signed by Franchisee and Franchisor. Franchisee agrees Franchisor may modify its standards and specifications and operating and marketing techniques in the Brand Standards Manual unilaterally under any conditions and to the extent in which Franchisor, in its sole discretion, deems necessary to protect, promote, or improve the Marks, and the quality of the System, but under no circumstances will such modifications be made arbitrarily without such determination. Notwithstanding anything herein to the contrary, Franchisor shall have the unilateral right to reduce the scope of any covenants of Franchisee in this Franchise Agreement upon notice to Franchisee and Franchisee shall comply with the modified covenants.

21.13 Franchisor shall have the right to delegate the performance of any portion or all of its obligations and duties hereunder to third parties, whether the same are agents of Franchisor or independent contractors which Franchisor has contracted with to provide such services. Franchisee agrees in advance to any delegation by Franchisor of any or all of its obligations and duties hereunder.

21.14 This entire Franchise Agreement, including corrections, changes, and all attachments and addenda, will only be binding upon Franchisor when executed by Franchisor’s authorized representative.

*(Signatures on following page)*



IN WITNESS WHEREOF, the parties have executed this Franchise Agreement as of the date first set forth above.

**FRANCHISOR:**

BEN'S BARKETPLACE, INC.

Date: \_\_\_\_\_

By (sign): \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

**FRANCHISEE:**

Date: \_\_\_\_\_

Sign: \_\_\_\_\_

\_\_\_\_\_  
Printed Name, Individually

OR (if a corporation or partnership):

\_\_\_\_\_  
Company Name

Date: \_\_\_\_\_

By (sign): \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_



**ATTACHMENT A**  
**TO FRANCHISE AGREEMENT**

**FRANCHISE DATA SHEET**

1. Effective Date. The Effective Date set forth in the introductory Paragraph of the Franchise Agreement is: \_\_\_\_\_, 20\_\_\_\_.
2. Franchise Owner. The Franchise Owner set forth in the introductory Paragraph of the Franchise Agreement is: \_\_\_\_\_
3. Notice Address. The notice address for Franchise Owner set forth in Section 19 of the Franchise Agreement is:

Attn: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Territory. The Territory in Section 4.1 of the Franchise Agreement shall be the geographic area described below and as depicted on the following map:

To be signed and dated when Territory is determined.

5. Delivery Territory. The Delivery Territory in Section 4.1 of the Franchise Agreement shall be the geographic area described below and as depicted on the following map (the same which may be amended and eliminated at any time in Franchisor's sole discretion by written notice to you):

To be signed and dated when Delivery Territory is determined (and as may be amended by Franchisor.

6. Franchising Opening Schedule. In signing the Franchise Agreement to which this Attachment A is attached, you acknowledge that:
  - A. You purchased the Franchise to which the Franchise Agreement corresponds as one of a group of \_\_\_\_\_ (\_\_\_\_\_) Center franchises;
  - B. The Franchise to which this Franchise Agreement corresponds constitutes Franchise number \_\_\_\_\_ (\_\_\_\_\_) of the group of Franchises mentioned above.
  - C. You must open each Franchise mentioned above within the time period specified by us, the length of which depends upon the number of Franchises you have purchased and the number of these Franchises you have developed and opened for business before developing and opening the Franchise to which the Franchise



Agreement corresponds. You shall open your first Center within the time frame stated in the Franchise Agreement. If you purchase multiple Center Franchises, you shall open the second Center within nine months of opening the first Center, and the third and each additional Center within six months of opening the previous Center to be opened.

**FRANCHISOR:**

BEN'S BARKETPLACE, INC.

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

**FRANCHISEE:**

\_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_



**ATTACHMENT B**  
**TO FRANCHISE AGREEMENT**

**OWNERS AGREEMENT**

As a condition to the execution by Ben's Barketplace, Inc. ("we" or "us"), of a Franchise Agreement with \_\_\_\_\_ ("Franchisee"), each of the undersigned individuals ("Owners"), who constitute all of the owners of a direct or indirect beneficial interest in Franchisee, as well as their respective spouses, covenant and agree to be bound by this Owners Agreement ("Owners Agreement").

**1. Acknowledgments.**

1.1 Franchise Agreement. Franchisee entered into a franchise agreement with us effective as of \_\_\_\_\_, 20\_\_\_\_ ("Franchise Agreement"). Capitalized words not defined in this Owners Agreement will have the same meanings ascribed to them in the Franchise Agreement.

1.2 Role of Owners. Owners are the beneficial owners or spouses of the beneficial owners of all of the direct and indirect equity interest, membership interest, or other equity controlling interest in Franchisee and acknowledge there are benefits received and to be received by each Owner, jointly and severally, and for themselves, their heirs, legal representatives and assigns. Franchisee's obligations under the Franchise Agreement, including the confidentiality and non-compete obligations, would be of little value to us if Franchisee's direct and indirect owners were not bound by the same requirements. Under the provisions of the Franchise Agreement, Owners are required to enter into this Owners Agreement as a condition to our entering into the Franchise Agreement with Franchisee. Owners will be jointly and severally liable for any breach of this Owners Agreement.

**2. Non-Disclosure and Protection of Confidential Information.**

2.1 Confidentiality. Under the Franchise Agreement, we will provide Franchisee with specialized training, proprietary trade secrets, and other Confidential Information relating to the establishment and operation of a franchised business. The provisions of the Franchise Agreement governing Franchisee's non-disclosure obligations relating to our Confidential Information are hereby incorporated into this Owners Agreement by reference, and Owners agree to comply with each obligation as though fully set forth in this Owners Agreement as a direct and primary obligation of Owners. Further, we may seek the same remedies against Owners under this Owners Agreement as we may seek against Franchisee under the Franchise Agreement. Any and all information, knowledge, know-how, techniques, and other data, which we designate as confidential, will also be deemed Confidential Information for purposes of this Owners Agreement.

2.2 Immediate Family Members. Owners acknowledge that they could circumvent the purpose of Section 2.1 by disclosing Confidential Information to an immediate family member (i.e., spouse, parent, sibling, child, or grandchild). Owners also acknowledge that it would be difficult for us to prove whether Owners disclosed the Confidential Information to family members. Therefore, each Owner agrees that he or she will be presumed to have violated the terms of Section 2.1 if any member of his or her immediate family uses or discloses the Confidential Information or engages in any activities that would constitute a violation of the covenants listed in Section 3, below, if performed by Owners. However, Owners may rebut this presumption by furnishing evidence conclusively showing that Owners did not disclose the Confidential Information to the family member.



### **3. Covenant Not To Compete and To Not Solicit.**

3.1 Non-Competition and Non-Solicitation During and After the Term of the Franchise Agreement. Owners acknowledge that as a participant in our system, they will receive proprietary and confidential information and materials, trade secrets, and the unique methods, procedures and techniques which we have developed. The provisions of the Franchise Agreement governing Franchisee's restrictions on competition and solicitation both during the term of the Franchise Agreement and following the expiration or termination of the Franchise Agreement are hereby incorporated into this Owners Agreement by reference, and Owners agree to comply with and perform each such covenant as though fully set forth in this Owners Agreement as a direct and primary obligation of Owners. Further, we may seek the same remedies against Owners under this Owners Agreement as we may seek against Franchisee under the Franchise Agreement.

3.2 Construction of Covenants. The parties agree that each such covenant related to non-competition and non-solicitation will be construed as independent of any other covenant or provision of this Owners Agreement. If all or any portion of a covenant referenced in this Section 3 is held unreasonable or unenforceable by a court or agency having valid jurisdiction in a final decision to which we are a party, Owners agree to be bound by any lesser covenant subsumed within the terms of such covenant that imposes the maximum duty permitted by law, as if the resulting covenant were separately stated in and made a part of this Section 3.

3.3 Our Right to Reduce Scope of Covenants. Additionally, we have the right, in our sole discretion, to unilaterally reduce the scope of all or part of any covenant referenced in this Section 3 of this Owners Agreement, without Owners' consent (before or after any dispute arises), effective when we give Owners written notice of this reduction. Owners agree to comply with any covenant as so modified.

### **4. Continuing Guarantee.**

4.1 Payment. Owners will pay us (or cause us to be paid) all monies payable by Franchisee under the Franchise Agreement whether now or in the future on the dates and in the manner required for payment in the relevant agreement.

4.2 Performance. Owners unconditionally guarantee full performance and discharge by Franchisee of all of Franchisee's obligations under the Franchise Agreement whether now or in the future on the date and times and in the manner required in the relevant agreement.

4.3 Indemnification. Owners will indemnify, defend and hold harmless us, all of our affiliates, and the respective shareholders, directors, partners, employees, and agents of such entities, against and from all losses, damages, costs, and expenses which we or they may sustain, incur, or become liable for, whether now or in the future, by reason of: (a) Franchisee's failure to pay the monies payable (to us or any of our affiliates) pursuant to the Franchise Agreement, or to do and perform any other act, matter, or thing required by the Franchise Agreement; or (b) any action by us to obtain performance by Franchisee of any act, matter, or thing required by the Franchise Agreement.

4.4 No Exhaustion of Remedies. Owners acknowledge and agree that we will not be obligated to proceed against Franchisee or exhaust any security from Franchisee or pursue or exhaust any remedy, including any legal or equitable relief against Franchisee, before proceeding to enforce the obligations of the Owners as guarantors under this Owners Agreement, and the enforcement of such obligations can take place before, after, or contemporaneously with, enforcement of any of Franchisee's debts or obligations under the Franchise Agreement.





4.5 Waiver of Notice. Without affecting Owners' obligations under this Section 4, we can extend, modify, or release any of Franchisee's indebtedness or obligation, or settle, adjust, or compromise any claims against Franchisee, all without notice to the Owners. Owners waive notice of amendment of the Franchise Agreement and notice of demand for payment or performance by Franchisee.

4.6 Effect of Owner's Death. Upon the death of an Owner, the estate of such Owner will be bound by the obligations in this Section 4, but only for defaults and obligations hereunder existing at the time of death; and the obligations of any other Owners will continue in full force and effect.

4.7 Waiver of Acceptance, Default and Defenses. Owners waive: (i) acceptance and notice of acceptance by us of the forgoing undertakings; (b) protest and notice of default to any party with respect to the indebtedness or non-performance of any obligations hereby guaranteed; and (c) any and all other notices and legal or equitable defenses, right of setoff, claim or counterclaim whatsoever to which they may be entitled at any time hereunder.

4.8 Continuing Nature. Owners agree that each of the obligations in this Section 4 shall be continuing and shall not be discharged by: (i) the insolvency of Franchisee or the payment in full of all of the obligations at any time; (ii) the power or authority or lack thereof of Franchisee to incur the obligations; (iii) the validity or invalidity of any of the obligations; (iv) the existence or non-existence of Franchisee as a legal entity; (v) any statute of limitations affecting the liability of Owners or the ability of us to enforce this Franchise Owner Agreement or the obligations; or (vi) any right of offset, counterclaim or defense of any Owner, including, without limitation, those which have been waived by Owners pursuant to this Franchise Owners Agreement.

## **5. Transfers.**

Owners acknowledge and agree that we have granted the Franchise Agreement to Franchisee in reliance on Owners' business experience, skill, financial resources and personal character. Accordingly, Owners agree: (a) not to sell, encumber, assign, transfer, convey, pledge, merge or give away any direct or indirect interest in this Franchisee, unless Owners first comply with the sections in the Franchise Agreement regarding transfers and assignment; and (b) that any attempt to do so will be a breach of this Owners Agreement and the Franchise Agreement. We may, from time to time, without notice to Owners, assign or transfer any or all of Owners' rights, duties and obligations or any interest therein in this Owners Agreement and, notwithstanding any assignment(s) or transfer(s), the rights, duties and obligations shall be and remain for the purpose of this Owners Agreement. Each and every immediate and successive assignee or transferee of any of the rights, duties or obligations of any interest therein shall, to the extent of such party's interest in the rights duties and/or obligations, be entitled to the benefits of this Owners Agreement to the same extent as if such assignee or transferee were us.

## **6. Notices.**

6.1 Method of Notice. Any notices given under this Owners Agreement shall be in writing and delivered in accordance with the provisions of the Franchise Agreement.

6.2 Notice Addresses. Our current address for all communications under this Owners Agreement is:

Ben's Barketplace, Inc.  
701 Pleasant Grove Blvd., #120  
Roseville, CA 95678



The current address of each Owner for all communications under this Owners Agreement is designated on the signature page of this Owners Agreement. Any party may designate a new address for notices by giving written notice to the other parties of the new address according to the method set forth in the Franchise Agreement.

## **7. Enforcement of This Owners Agreement.**

7.1 Dispute Resolution. Any claim or dispute arising out of or relating to this Owners Agreement shall be subject to the dispute resolution provisions of the Franchise Agreement. This agreement to engage in such dispute resolution process shall survive the termination or expiration of this Owners Agreement.

7.2 Choice of Law; Jurisdiction and Venue. This Owners Agreement and any claim or controversy arising out of, or relating to, any of the rights or obligations under this Owners Agreement, and any other claim or controversy between the parties, will be governed by the choice of law and jurisdiction and venue provisions of the Franchise Agreement.

7.3 Provisional Remedies. We have the right to seek from an appropriate court any provisional remedies, including temporary restraining orders or preliminary injunctions to enforce Owners' obligations under this Owners Agreement. Owners acknowledge and agree that there is no adequate remedy at law for Owners' failure to fully comply with the requirements of this Owners Agreement. Owners further acknowledge and agree that, in the event of any noncompliance, we will be entitled to temporary, preliminary, and permanent injunctions and all other equitable relief that any court with jurisdiction may deem just and proper. If injunctive relief is granted, Owners' only remedy will be the court's dissolution of the injunctive relief. If the injunctive relief was wrongfully issued, Owners expressly waive all claims for damages they incurred as a result of the wrongful issuance.

## **8. Miscellaneous.**

8.1 No Other Agreements. This Owners Agreement constitutes the entire, full and complete agreement between the parties, and supersedes any earlier or contemporaneous negotiations, discussions, understandings or agreements. There are no representations, inducements, promises, agreements, arrangements, or undertakings, oral or written, between the parties relating to the matters covered by this Owners Agreement, other than those in this Owners Agreement. No other obligations, restrictions or duties that contradict or are inconsistent with the express terms of this Owners Agreement may be implied into this Owners Agreement. Except for unilateral reduction of the scope of the covenants permitted in Section 3.3 (or as otherwise expressly provided in this Owners Agreement), no amendment, change or variance from this Owners Agreement will be binding on either party unless it is mutually agreed to by the parties and executed in writing. Time is of the essence.

8.2 Severability. Each provision of this Owners Agreement, and any portions thereof, will be considered severable. If any provision of this Owners Agreement or the application of any provision to any person, property or circumstances is determined by a court of competent jurisdiction to be invalid or unenforceable, the remainder of this Owners Agreement will be unaffected and will still remain in full force and effect. The parties agree that the provision found to be invalid or unenforceable will be modified to the extent necessary to make it valid and enforceable, consistent as much as possible with the original intent of the parties (i.e. to provide maximum protection for us and to effectuate the Owners' obligations under the Franchise Agreement), and the parties agree to be bound by the modified provisions.



8.3 No Third-Party Beneficiaries. Nothing in this Owners Agreement is intended to confer upon any person or entity (other than the parties and their heirs, successors and assigns) any rights or remedies under or by reason of this Owners Agreement.

8.4 Construction. Any term defined in the Franchise Agreement which is not defined in this Owners Agreement will be ascribed the meaning given to it in the Franchise Agreement. The language of this Owners Agreement will be construed according to its fair meaning, and not strictly for or against either party. All words in this Owners Agreement 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

8.5 Binding Effect. This Owners Agreement may be executed in counterparts, and each copy so executed and delivered will be deemed an original. This Owners Agreement is binding on the parties and their respective heirs, executors, administrators, personal representatives, successors and (permitted) assigns.

8.6 Continuing Nature of this Owners Agreement. This Owners Agreement shall be continuing and shall not be discharged, impaired or affected by: (1) the insolvency of Franchisee or the payment in full of all of the obligations under the Franchise Agreement at any time; (2) the validity or invalidity of any of the terms of the Owners Agreement; (3) the existence or non-existence of Franchisee as a legal entity; (4) any statute of limitations affecting the liability of Owners or the ability of us or our successors or assigns to enforce this Owners Agreement; (5) the transfer or assignment of all or a portion of the ownership in Franchisee and/or the assets of Franchisee; (6) the execution of an owners agreement or any other form of guaranty by any additional direct, indirect or beneficial owner of Franchisee in favor of us or our successors or assigns; (7) any right of offset, counterclaim or defense of any Owner; or (8) the expiration, termination or assignment of the Franchise Agreement or any other agreement between you and us.

8.7 Successors. References to “Franchisor” or “the undersigned,” or “you” include the respective parties' heirs, successors, assigns or transferees.

8.8 Nonwaiver. Our failure to insist upon strict compliance with any provision of this Owners Agreement shall not be a waiver of our right to do so. Delay or omission by us respecting any breach or default shall not affect our rights respecting any subsequent breaches or defaults. All rights and remedies granted in this Owners Agreement shall be cumulative.

8.9 No Personal Liability. You agree that fulfillment of any and all of our obligations written in the Franchise Agreement or this Owners Agreement, or based on any oral communications which may be ruled to be binding in a court of law, shall be our sole responsibility and none of our owners, officers, agents, representatives, nor any individuals associated with us shall be personally liable to you for any reason.

8.10 Owners Agreement Controls. In the event of any discrepancy between this Owners Agreement and the Franchise Agreement, this Owners Agreement shall control.

*(Signature Page Follows)*



IN WITNESS WHEREOF, the parties have entered into this Owners Agreement as of the effective date of the Franchise Agreement.

**OWNER(S):**

Sign: \_\_\_\_\_

Printed Name: [Insert Name of Owner]

Address:

Sign: \_\_\_\_\_

Printed Name: [Insert Name of Spouse]

Address:

Sign: \_\_\_\_\_

Printed Name: [Insert Name of Owner]

Address:

Sign: \_\_\_\_\_

Printed Name: [Insert Name of Spouse]

Address:

Sign: \_\_\_\_\_

Printed Name: [Insert Name of Owner]

Address:

Sign: \_\_\_\_\_

Printed Name: [Insert Name of Spouse]

Address:

Sign: \_\_\_\_\_

Printed Name: [Insert Name of Owner]

Address:

Sign: \_\_\_\_\_

Printed Name: [Insert Name of Spouse]

Address:

Ben's Barketplace, Inc. hereby accepts the agreements of the Owner(s) hereunder.

**BEN'S BARKETPLACE, INC.**

By: \_\_\_\_\_

Title: \_\_\_\_\_

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**ATTACHMENT C**  
**TO FRANCHISE AGREEMENT**  
**STATEMENT OF OWNERSHIP**

Franchisee: \_\_\_\_\_

Trade Name (if different from above): \_\_\_\_\_

Form of Ownership  
(Check One)

☐ Individual   ☐ Partnership   ☐ Corporation   ☐ Limited Liability Company

If a Partnership, provide name and address of each partner showing percentage owned, whether active in management, and indicate the state in which the partnership was formed.

If a Corporation, give the state and date of incorporation, the names and addresses of each officer and director, and list the names and addresses of every shareholder showing what percentage of stock is owned by each.

If a Limited Liability Company, give the state and date of formation, the name of the manager(s), and list the names and addresses of every member and the percentage of membership interest held by each member.

State and Date of Formation: \_\_\_\_\_

Management (managers, officers, board of directors, etc.):

Name	Title

Members, Stockholders, Partners\*:

Name	Address	Percentage Owned

\*If any members, stockholders, or partners are entities, please list the entities and owners of such entities up through the individuals.



Franchisee acknowledges this Statement of Ownership applies to the Ben's Barketplace Business authorized under the Franchise Agreement.

Use additional sheets if necessary. Any and all changes to the above information must be reported to Franchisor in writing.

**FRANCHISEE:**

Entity name (if any):

\_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_





**EXHIBIT C**

**FRANCHISE DISCLOSURE QUESTIONNAIRE**



## **FRANCHISE DISCLOSURE QUESTIONNAIRE**

**This Franchisee Acknowledgement is not applicable to and shall not be used as to any franchise offer and/or sale involving any California resident and/or franchisee as the Franchisee Acknowledgement violates of California Corporations Code sections 31512 and 31512.1.**

**(This questionnaire is not to be used for any franchise sale in or to residents of California, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Virginia, Washington, or Wisconsin)**

As you know, Ben's Barketplace, Inc. ("we" or "us"), and you are preparing to enter into a Franchise Agreement for the operation of a Ben's Barketplace 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.** 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 in the table provided below.

**Do not sign this Questionnaire if you are a resident of Maryland or the franchise is to be operated in Maryland.**

1.        Yes\_\_\_ No\_\_\_    Have you received and personally reviewed the Franchise Agreement and each attachment or exhibit attached to it that we provided?
2.        Yes\_\_\_ No\_\_\_    Have you received and personally reviewed the Franchise Disclosure Document and each attachment or exhibit attached to it that we provided?
3.        Yes\_\_\_ No\_\_\_    Did you sign a receipt for the Franchise Disclosure Document indicating the date you received it?
4.        Yes\_\_\_ No\_\_\_    Do you understand all the information contained in the Franchise Disclosure Document and Franchise Agreement?
5.        Yes\_\_\_ No\_\_\_    Have you reviewed the Franchise Disclosure Document and Franchise Agreement with a lawyer, accountant, or other professional advisor, or have you had the opportunity for such review and chosen not to engage such professionals?
6.        Yes\_\_\_ No\_\_\_    Have you had the opportunity to discuss the benefits and risks of developing and operating a Ben's Barketplace Franchise with an existing Ben's Barketplace franchisee?
7.        Yes\_\_\_ No\_\_\_    Do you understand the risks of developing and operating a Ben's Barketplace Franchise?
8.        Yes\_\_\_ No\_\_\_    Do you understand the success or failure of your Ben's Barketplace Franchise 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 competition, interest rates, the economy, inflation, labor and supply costs, and other relevant factors?



9. Yes\_\_\_ No\_\_\_ Do you understand all disputes or claims you may have arising out of or relating to the Franchise Agreement must be arbitrated in California, if not resolved informally or by mediation (subject to state law)?
10. Yes\_\_\_ No\_\_\_ Do you understand that you must satisfactorily complete the initial training program before we will allow your Ben's Barketplace Franchise to open or consent to a transfer of the Ben's Barketplace Franchise to you?
11. Yes\_\_\_ No\_\_\_ Do you agree that no employee or other person speaking on our behalf made any statement or promise regarding the costs involved in operating a Ben's Barketplace Franchise that is not contained in the Franchise Disclosure Document or that is contrary to, or different from, the information contained in the Franchise Disclosure Document?
12. Yes\_\_\_ No\_\_\_ Do you agree that no employee or other person speaking on our behalf made any statement or promise or agreement, other than those matters addressed in your Franchise Agreement and any addendum, concerning advertising, marketing, media support, marketing penetration, training, support service, or assistance that is contrary to, or different from, the information contained in the Franchise Disclosure Document?
13. Yes\_\_\_ No\_\_\_ Do you agree that no 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 Ben's Barketplace Franchise will generate that is not contained in the Franchise Disclosure Document or that is contrary to, or different from, the information contained in the Franchise Disclosure Document?
14. Yes\_\_\_ No\_\_\_ Do you understand that the Franchise Agreement, including each attachment or exhibit to the Franchise Agreement, contains the entire agreement between us and you concerning the Ben's Barketplace Franchise?
15. Yes\_\_\_ No\_\_\_ Do you understand that we are relying on your answers to this questionnaire to ensure that the franchise sale was made in compliance of state and federal laws?

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.

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Signature of Franchise Applicant

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Signature of Franchise Applicant

---

Name (please print)

---

Name (please print)



Date \_\_\_\_\_ Date \_\_\_\_\_

EXPLANATION OF ANY NEGATIVE RESPONSES (REFER TO QUESTION NUMBER):

Question Number	Explanation of Negative Response

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## **EXHIBIT D**

### **LIST OF CURRENT AND FORMER FRANCHISEES**

#### **Current Franchisees as of December 31, 2023:**

Last Name	First Name	Entity Name	Address	City	State	Zip Code	Phone	Email
Ross	Randi	Prospeross, LLC	75 S. San Tomas Aquino Road #1	Campbell	CA	95008	(408) 340-9200	randi@bensbasketplace.com
Delgado	Mark	Healthy D&C, LLC	7935 Greenback Ln	Citrus Heights	CA	95610	(916) 745-6262	mark@bensbasketplace.com
Delgado	Mark	HDC 2780 E BIDWELL, LLC	2780 East Bidwell #200	Folsom	CA	95630	(916) 597-0220	mark@bensbasketplace.com
Cao	Nan	Nana Holding LLC	1349 Mich Bluff Dr.	San Jose	CA	95131	260-418-3901	Nan@bensbasketplace.com

#### **Franchisees with Unopened Outlets as of December 31, 2023:**

Last Name	First Name	Entity Name	Address	City	State	Zip Code	Phone	Email
DeCelle	Christina	DeCelle Investments, LLC	800 Sterling Pkwy #30	Lincoln	CA	95648	(916) 884-0011	Christina@bensbasketplace.com
Griffith	Kira & Dustin	Plan 42, Inc.	1123 Montague Lane	Lincoln	CA	95648	(916) 628-4758	Dustin@bensbasketplace.com Kira@bensbasketplace.com
Boysel	Matthew & Megan	Placer Pet Food LLC	1950 Douglas Blvd.	Roseville	CA	95661	(916) 945-2227	Matthew@bensbasketplace.com Megan@bensbasketplace.com

#### **Former Franchisees:**

The name and last known address of every franchisee who had a Ben's Basketplace Franchise transferred, terminated, cancelled, not renewed, or otherwise voluntarily or involuntarily ceased to do business under our Franchise Agreement during the period January 1, 2023 to December 31, 2023, or who has not communicated with us within ten weeks of the Issuance Date of this Franchise Disclosure Document are listed below. If you buy this Franchise, your contact information may be disclosed to other buyers when you leave the Franchise System.

None







**EXHIBIT E**

**STATE ADMINISTRATORS AND  
AGENTS FOR SERVICE OF PROCESS**



# STATE ADMINISTRATORS AND AGENTS FOR SERVICE OF PROCESS

<p><b><u>CALIFORNIA</u></b></p> <p><u>State Administrator and Agent for Service of Process:</u> Commissioner Department of Financial Protection and Innovation 320 W. 4<sup>th</sup> Street, #750 Los Angeles, CA 90013 (213) 576-7500 (866) 275-2677</p> <p><b><u>HAWAII</u></b></p> <p>Commissioner of Securities of the State of Hawaii 335 Merchant Street, Room 203 Honolulu, HI 96813 (808) 586-2722</p> <p><u>Agent for Service of Process:</u> Commissioner of Securities of the State of Hawaii Department of Commerce and Consumer Affairs Business Registration Division 335 Merchant Street, Room 203 Honolulu, HI 96813 (808) 586-2722</p> <p><b><u>ILLINOIS</u></b></p> <p>Illinois Attorney General Chief, Franchise Division 500 S. Second Street Springfield, IL 62706 (217) 782-4465</p> <p><b><u>INDIANA</u></b></p> <p>Secretary of State Securities Division Room E-018 302 W. Washington Street Indianapolis, IN 46204 (317) 232-6681</p> <p><b><u>MARYLAND</u></b></p> <p>Office of the Attorney General Securities Division 200 St. Paul Place Baltimore, MD 21202 (410) 576-6360</p>	<p><b><u>MARYLAND CONTINUED</u></b></p> <p><u>Agent for Service of Process:</u> Maryland Securities Commissioner 200 St. Paul Place Baltimore, MD 21202-2020</p> <p><b><u>MICHIGAN</u></b></p> <p>Michigan Department of Attorney General Consumer Protection Division 525 W. Ottawa Street Lansing, MI 48913 (517) 373-7117</p> <p><b><u>MINNESOTA</u></b></p> <p>Department of Commerce Commissioner of Commerce 85 Seventh Place East, Suite 280 St. Paul, MN 55101-3165 (651) 539-1600</p> <p><b><u>NEW YORK</u></b></p> <p><u>Administrator:</u> NYS Department of Law Investor Protection Bureau 28 Liberty Street, 21<sup>st</sup> Floor New York, NY 10005 (212) 416-8222</p> <p><u>Agent for Service of Process:</u> Secretary of State 99 Washington Avenue Albany, NY 12231</p> <p><b><u>NORTH DAKOTA</u></b></p> <p><u>Administrator:</u> North Dakota Securities Department 600 East Boulevard Avenue State Capitol, Fourteenth Floor, Dept. 414 Bismarck, ND 58505-0510 (701) 328-4712</p> <p><u>Agent for Service of Process:</u> Securities Commissioner 600 East Boulevard Avenue State Capitol, Fourteenth Floor, Dept. 414 Bismarck, ND 58505-0510</p>	<p><b><u>RHODE ISLAND</u></b></p> <p>Department of Business Regulation 1511 Pontiac Avenue, Bldg. 68-2 Cranston, RI 02920 (401) 462-9527</p> <p><b><u>SOUTH DAKOTA</u></b></p> <p>Division of Insurance Securities Regulation 124 South Euclid, Suite 104 Pierre, SD 57501 (605) 773-3563</p> <p><b><u>VIRGINIA</u></b></p> <p>State Corporation Commission Division of Securities and Retail Franchising 1300 E. Main Street, 9<sup>th</sup> Floor Richmond, VA 23219</p> <p><u>Agent for Service of Process:</u> Clerk of the State Corporation Commission 1300 E. Main Street, 1<sup>st</sup> Floor Richmond, VA 23219</p> <p><b><u>WASHINGTON</u></b></p> <p><u>State Administrator:</u> Washington Department of Financial Institutions Securities Division P.O. Box 41200 Olympia, WA 98504-1200 (360) 902-8760</p> <p><u>Agent for Service for Process:</u> Director of Department of Financial Institutions Securities Division 150 Israel Road SW Tumwater, WA 98501</p> <p><b><u>WISCONSIN</u></b></p> <p>Department of Financial Institutions Division of Securities 201 W. Washington Avenue Madison, WI 53703 (608) 266-3364</p>
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Rev. 090723



**EXHIBIT F**  
**STATE ADDENDA**  
**AND AGREEMENT RIDERS**



## STATE ADDENDA AND AGREEMENT RIDERS

### ADDENDUM TO FRANCHISE AGREEMENT, SUPPLEMENTAL AGREEMENTS, AND FRANCHISE DISCLOSURE DOCUMENT FOR CERTAIN STATES FOR BEN'S BARKETPLACE, INC.

The following modifications are made to the Ben's Barketplace, Inc. ("**Franchisor**," "**us**," "**we**," or "**our**") Franchise Disclosure Document ("**FDD**") given to franchisee ("**Franchisee**," "**you**," or "**your**") and may supersede, to the extent then required by valid applicable state law, certain portions of the Franchise Agreement between you and us dated \_\_\_\_\_, 20\_\_\_\_ ("**Franchise Agreement**"). When the term "**Franchisor's Choice of Law State**" is used, it means the laws of the state where the Center is located. When the term "**Supplemental Agreements**" is used, it means none.

Certain states have laws governing the franchise relationship and franchise documents. Certain states require modifications to the FDD, Franchise Agreement and other documents related to the sale of a franchise. This State-Specific Addendum ("**State Addendum**") will modify these agreements to comply with the state's laws. The terms of this State Addendum will only apply if you meet the requirements of the applicable state independently of your signing of this State Addendum. The terms of this State Addendum will override any inconsistent provision of the FDD, Franchise Agreement or any Supplemental Documents. This State Addendum only applies to the following states: California, Hawaii, Illinois, Iowa, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Ohio, Rhode Island, South Dakota, Virginia, Washington, and Wisconsin.

If your state requires these modifications, you will sign this State Addendum along with the Franchise Agreement and any Supplemental Agreements.

#### **CALIFORNIA**

**The registration of this franchise offering by the California Department of Financial Protection and Innovation does not constitute approval, recommendation, or endorsement by the Commissioner.**

The California Franchise Investment Law requires a copy of all proposed agreements relating to the sale of the Franchise be delivered together with the FDD 14 days prior to execution of agreement.

California Corporations Code Section 31125 requires us to give to you an FDD approved by the Department of Financial Protection and Innovation before we ask you to consider a material modification of your Franchise Agreement.

The Franchise Agreement contains, and if applicable, the Supplemental Agreements contains, provisions requiring binding arbitration with the costs being awarded to the prevailing party. The arbitration will occur in the State of California. 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, Code of Civil Procedure Section 1281, and the Federal Arbitration Act) to any provisions of the Franchise Agreement or Supplemental Agreements restricting venue to a forum outside the State of California. The Franchise Agreement contains a mediation provision. The parties shall each bear their own costs of mediation and shall share equally the filing fee and the mediator's fees.

The Franchise Agreement and Supplemental Agreements require the application of the laws of the state where the Franchisee's Ben's Barketplace Business is located. This provision may not be enforceable under California law.



Neither Franchisor nor any other person listed in Item 2 of the FDD 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.

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 or Supplemental Agreements contain a provision that is inconsistent with the California Franchise Investment Law, the California Franchise Investment Law will control.

The Franchise Agreement and Supplemental Agreements provide for termination upon bankruptcy. Any such provision may not be enforceable under federal bankruptcy law (11 U.S.C.A. SEC. 101 et seq.).

The Franchise Agreement contains, and if applicable, the Supplemental Agreements contain, a covenant not to compete provision which extends beyond the termination of the Franchise. Such provisions may not be enforceable under California law.

Under California Civil Code Section 1671, certain liquidated damages clauses are unenforceable. Any such provisions contained in the Franchise Agreement or Supplemental Agreements may not be enforceable.

You must sign a general release of claims if you renew or transfer your Franchise. California Corporations Code Section 31512 voids a waiver of your rights under the Franchise Investment Law (California Corporations Code Sections 31000 through 31516). Business and Professions Code Section 20010 voids a waiver of your rights under the Franchise Relations Act (Business and Professions Code Sections 20000 through 20043).

Our website has not been reviewed or approved by the California Department of Financial Protection and Innovation. Any complaints concerning the content of this website may be directed to the California Department of Financial Protection and Innovation at [www.dfpi.ca.gov](http://www.dfpi.ca.gov) and by email to [Ask.DFPI@dfpi.ca.gov](mailto:Ask.DFPI@dfpi.ca.gov).

Item 6 of the FDD is amended to state the highest interest rate allowed by law in California is 10% annually.

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

## **HAWAII**

The following is added to the Cover Page:

**THIS FRANCHISE WILL BE/HAS 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 IN THIS FRANCHISE DISCLOSURE  
DOCUMENT 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 YOU OR SUBFRANCHISOR AT LEAST SEVEN DAYS PRIOR TO THE  
EXECUTION BY YOU OR SUBFRANCHISOR OF ANY BINDING FRANCHISE  
OR OTHER AGREEMENT, OR AT LEAST SEVEN DAYS PRIOR TO THE  
PAYMENT OF ANY CONSIDERATION BY YOU, WHICHEVER OCCURS  
FIRST, A COPY OF THE FRANCHISE DISCLOSURE DOCUMENT,  
TOGETHER WITH A COPY OF ALL PROPOSED AGREEMENTS RELATING  
TO THE SALE OF THE FRANCHISE.**

**THIS FRANCHISE 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 US AND YOU.**

Registered agent in the state authorized to receive service of process:

Commissioner of Securities of the State of Hawaii  
Department of Commerce and Consumer Affairs  
Business Registration Division  
335 Merchant Street, Room 203  
Honolulu, Hawaii 96813

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

The status of the Franchisor's franchise registrations in the states which require registration is as follows:

1. States in which this proposed registration is effective are listed in Exhibit I of the FDD on the page entitled, "State Effective Dates."
2. States which have refused, by order or otherwise, to register these Franchises are:  
  
None
3. States which have revoked or suspended the right to offer the Franchises are:  
  
None
4. States in which the proposed registration of these Franchises has been withdrawn are:  
  
None



## **ILLINOIS**

Sections 4 and 41 and Rule 608 of the Illinois Franchise Disclosure Act states that court litigation must take place before Illinois federal or state courts and all dispute resolution arising from the terms of this Agreement or the relationship of the parties and conducted through arbitration or litigation shall be subject to Illinois law. The FDD, Franchise Agreement and Supplemental Agreements are amended accordingly.

The governing law or choice of law clause described in the FDD and contained in the Franchise Agreement and Supplemental Agreements is not enforceable under Illinois law. This governing law clause shall not be construed to negate the application of Illinois law in all situations to which it is applicable.

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 any provision of this Act or any other law of this State is void.” The Franchise Agreement is amended accordingly. To the extent that the Franchise Agreement would otherwise violate Illinois law, such Agreement is amended by providing that all litigation by or between you and us, arising directly or indirectly from the Franchise relationship, will be commenced and maintained in the state courts of Illinois or, at our election, the United States District Court for Illinois, with the specific venue in either court system determined by appropriate jurisdiction and venue requirements, and Illinois law will pertain to any claims arising under the Illinois Franchise Disclosure Act.

Item 17.v, Choice of Forum, of the FDD is revised to include the following: “provided, however, that the foregoing shall not be considered a waiver of any right granted upon you by Section 4 of the Illinois Franchise Disclosure Act.”

Item 17.w, Choice of Law, of the FDD is revised to include the following: “provided, however, that the foregoing shall not be considered a waiver of any right granted upon you by Section 4 of the Illinois Franchise Disclosure Act.”

The termination and non-renewal provisions in the Franchise Agreement and the FDD may not be enforceable under Sections 19 and 20 of the Illinois Franchise Disclosure Act.

Under Section 705/27 of the Illinois Franchise Disclosure Act, no action for liability under the Illinois Franchise Disclosure Act can be maintained unless brought before the expiration of three years after the act or transaction constituting the violation upon which it is based, the expiration of one year after you become aware of facts or circumstances reasonably indicating that you may have a claim for relief in respect to conduct governed by the Act, or 90 days after delivery to you of a written notice disclosing the violation, whichever shall first expire. To the extent that the Franchise Agreement is inconsistent with the Illinois Franchise Disclosure Act, Illinois law will control and supersede any inconsistent provision(s).

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

See the last page of Exhibit J for your required signature.





## **INDIANA**

Item 8 of the FDD is amended to add the following:

Under Indiana Code Section 23-2-2.7-1(4), we will not accept any rebates from any person with whom you do business or associate in relation to transactions between you and the other person, other than for compensation for services rendered by us, unless the rebate is properly accounted for and submitted to you.

Item 17 of the FDD is amended to add the following:

Indiana Code 23-2-2.7-1(7) makes it unlawful for us to unilaterally terminate your Franchise Agreement unless there is a material violation of the Franchise Agreement and termination is not in bad faith.

Indiana Code 23-2-2.7-1(5) prohibits us to require you to agree to a prospective general release of claims subject to the Indiana Deceptive Franchise Practices Act.

The “Summary” column in Item 17.r. of the FDD is deleted and the following is inserted in its place:

No competing business for two years within the Territory.

The “Summary” column in Item 17.t. of the FDD is deleted and the following is inserted in its place:

Notwithstanding anything to the contrary in this provision, you do not waive any right under the Indiana Statutes with regard to prior representations made by us.

The “Summary” column in Item 17.v. of the FDD is deleted and the following is inserted in its place:

Litigation regarding Franchise Agreement in Indiana; other litigation in California. This language has been included in this Franchise Disclosure Document as a condition to registration. The Franchisor and the Franchisee do not agree with the above language and believe that each of the provisions of the Franchise Agreement, including all venue provisions, is fully enforceable. The Franchisor and the Franchisee intend to fully enforce all of the provisions of the Franchise Agreement and all other documents signed by them, including but not limited to, all venue, choice-of-law, arbitration provisions and other dispute avoidance and resolution provisions and to rely on federal pre-emption under the Federal Arbitration Act.

The “Summary” column in Item 17.w. of the FDD is deleted and the following is inserted in its place:

Indiana law applies to disputes covered by Indiana franchise laws; otherwise Franchisor’s Choice of Law State law applies.

Despite anything to the contrary in the Franchise Agreement, the following provisions will supersede and apply to all Franchises offered and sold in the State of Indiana:

1. The laws of the State of Indiana supersede any provisions of the FDD, the Franchise Agreement, or the laws of the state where the Franchisee’s Ben’s Barketplace Business is located, if such provisions are in conflict with Indiana law.
2. The prohibition by Indiana Code 23-2-2.7-1(7) against unilateral termination of the Franchise without good cause or in bad faith, good cause being defined under law as including any material



breach of the Franchise Agreement, will supersede the provisions of the Franchise Agreement relating to termination for cause, to the extent those provisions may be inconsistent with such prohibition.

3. Any provision in the Franchise Agreement that would require you to prospectively assent to a release, assignment, novation, waiver or estoppel which purports to relieve any person from liability imposed by the Indiana Deceptive Franchise Practices Law is void to the extent that such provision violates such law.
4. The covenant not to compete that applies after the expiration or termination of the Franchise Agreement for any reason is hereby modified to the extent necessary to comply with Indiana Code 23-2-2.7-1 (9).
5. The following provision will be added to the Franchise Agreement:

No Limitation on Litigation. Despite the foregoing provisions of this Agreement, any provision in the Agreement which limits in any manner whatsoever litigation brought for breach of the Agreement will be void to the extent that any such contractual provision violates the Indiana Deceptive Franchise Practices Law.

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

## **IOWA**

Any provision in the Franchise Agreement or Compliance Questionnaire which would require you to prospectively assent to a release, assignment, novation, waiver or estoppel which purports to relieve any person from liability imposed by the Iowa Business Opportunity Promotions Law (Iowa Code Ch. 551A) is void to the extent that such provision violates such law.

The following language will be added to the Franchise Agreement:

### **NOTICE OF CANCELLATION**

\_\_\_\_\_ (enter date of transaction)

You may cancel this transaction, without penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within ten business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be cancelled.

If you cancel, you must make available to the seller at your residence or business address, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk.



If you do not agree to return the goods to the seller or if the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice to Ben's Barketplace, Inc., 701 Pleasant Grove Blvd., #120, Roseville, CA 95678 not later than midnight of the third business day after the Effective Date.

I hereby cancel this transaction.

Franchisee: \_\_\_\_\_

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

## **MARYLAND**

### **AMENDMENTS TO FRANCHISE DISCLOSURE DOCUMENT AND FRANCHISE AGREEMENTS**

Item 17 of the FDD and the Franchise Agreement are amended to state: "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."

Representations in the Franchise Agreement 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.

Item 17 of the FDD and sections of the Franchise Agreement are amended to state that you may bring a lawsuit in Maryland for claims arising under the Maryland Franchise Registration and Disclosure Law. Any claims arising under the Maryland Franchise Registration and Disclosure Law must be brought within three years after the grant of the Franchise.

The Franchise Agreement and Franchise Disclosure Questionnaire are amended to state that 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.

The Franchise Agreement provides for termination upon bankruptcy. This provision may not be enforceable under Federal Bankruptcy Law (11 U.S.C.A Sec. 101 et seq.).

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.



## **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 your right to join an association of franchisees.
- (b) A requirement that you assent to a release, assignment, novation, waiver, or estoppel which deprives you of rights and protections provided in this act. This shall not preclude you, after entering into a Franchise Agreement, from settling any and all claims.
- (c) A provision that permits us to terminate a Franchise prior to the expiration of its term except for good cause. Good cause shall include your failure 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 us to refuse to renew your Franchise without fairly compensating you by repurchase or other means for the fair market value at the time of expiration of your inventory, supplies, equipment, fixtures, and furnishings. Personalized materials which have no value to us 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) you are prohibited by the Franchise Agreement 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 you do not receive at least six months' advance notice of our intent not to renew the Franchise.
- (e) A provision that permits us 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 the State of Michigan. This shall not preclude you from entering into an agreement, at the time of arbitration, to conduct arbitration at a location outside this state.
- (g) A provision which permits us to refuse to permit a transfer of ownership of a Franchise, except for good cause. This subdivision does not prevent us 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 our then-current reasonable qualifications or standards.
  - (ii) the fact that the proposed transferee is a competitor of us or our subfranchisor.
  - (iii) the unwillingness of the proposed transferee to agree in writing to comply with all lawful obligations.



(iv) your or proposed transferee's failure to pay any sums owing to us or to cure any default in the Franchise Agreement existing at the time of the proposed transfer.

(h) A provision that requires you to resell to us items that are not uniquely identified with us. This subdivision does not prohibit a provision that grants to us 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 us the right to acquire the assets of a Franchise for the market or appraised value of such assets if you have breached the lawful provisions of the Franchise Agreement and have failed to cure the breach in the manner provided in subdivision (c).

(i) A provision which permits us to directly or indirectly convey, assign, or otherwise transfer our obligations to fulfill contractual obligations to you 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 ENDORSEMENT BY THE ATTORNEY GENERAL.**

Any questions regarding this notice should be directed to:

State of Michigan  
Department of Attorney General  
Consumer Protection Division  
Attn: Franchise  
670 Law Building  
525 W. Ottawa Street  
Lansing, Michigan 48913  
Telephone Number: (517) 373-7117

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

**MINNESOTA**

Despite anything to the contrary in the Franchise Agreement, the following provisions will supersede and apply to all Franchises offered and sold in the State of Minnesota:

1. Any provision in the Franchise Agreement which would require you to assent to a release, assignment, novation or waiver that would relieve any person from liability imposed by Minnesota Statutes, Sections 80C.01 to 80C.22 will be void to the extent that such contractual provision violates such law.
2. Minnesota Statute Section 80C.21 and Minnesota Rule 2860.4400J prohibit the franchisor from requiring litigation to be conducted outside of Minnesota. In addition, nothing in the FDD or Franchise Agreement can abrogate or reduce any of your rights as provided for in Minnesota Statutes, Chapter 80C, or your rights to any procedure, forum, or remedies provided for by the laws of Minnesota.



3. Minn. Rule Part 2860.4400J prohibits a franchisee from waiving his rights to a jury trial or waiving his rights to any procedure, forum, or remedies provided for by the laws of the jurisdiction, or consenting to liquidated damages, termination penalties or judgment notes. Any provision in the Franchise Agreement which would require you to waive your rights to any procedure, forum or remedies provided for by the laws of the State of Minnesota is deleted from any agreement relating to Franchises offered and sold in the State of Minnesota; provided, however, that this paragraph will not affect the obligation in the Franchise Agreement relating to arbitration.
4. With respect to Franchises governed by Minnesota law, we will comply with Minnesota Statute Section 80C.14, Subds. 3, 4 and 5, which require, except in certain specified cases, that you be given 90 days' notice of termination (with 60 days to cure) and 180 days' notice for non-renewal of the Franchise Agreement; and that consent to the transfer of the Franchise will not be unreasonably withheld.
5. Item 13 of the FDD is hereby amended to state that we will protect your rights under the Franchise Agreement to use the Marks, or indemnify you from any loss, costs, or expenses arising out of any third-party claim, suit or demand regarding your use of the Marks if your use of the Marks is in compliance with the provisions of the Franchise Agreement and our System standards.
6. Minnesota Rule 2860.4400(D) prohibits a franchisor from requiring a franchisee to assent to a general release. As a result, the FDD and the Franchise Agreement, which require you to sign a general release prior to renewing or transferring your Franchise, are hereby deleted from the Franchise Agreement, to the extent required by Minnesota law.
7. The following language will appear as a new paragraph of the Franchise Agreement:

No Abrogation. Pursuant to Minnesota Statutes, Section 80C.21, nothing in the dispute resolution section of this Agreement will in any way abrogate or reduce any of your rights as provided for in Minnesota Statutes, Chapter 80.C.
8. Minnesota Statute Section 80C.17 states that no action for a violation of Minnesota Statutes, Sections 80C.01 to 80C.22 may be commenced more than three years after the cause of action accrues. To the extent that the Franchise Agreement conflicts with Minnesota law, Minnesota law will prevail.
9. Item 6 of the FDD and Section 6.10 of the Franchise Agreement are hereby amended to limit the Insufficient Funds Fee to \$30 per occurrence pursuant to Minnesota Statute 604.113.
10. No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.



## **NEW YORK**

1. The following information is added to the cover page of the Franchise Disclosure Document:

**INFORMATION COMPARING FRANCHISORS IS AVAILABLE. CALL THE STATE ADMINISTRATORS LISTED IN EXHIBIT E OR YOUR PUBLIC LIBRARY FOR SERVICES OR 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 FRANCHISE DISCLOSURE DOCUMENT. IF YOU LEARN ANYTHING IN THIS FRANCHISE DISCLOSURE DOCUMENT IS UNTRUE, CONTACT THE FEDERAL TRADE COMMISSION AND THE APPROPRIATE STATE OR PROVINCIAL AUTHORITY. THE FRANCHISOR MAY, IF IT CHOOSES, NEGOTIATE WITH YOU ABOUT ITEMS COVERED IN THE FRANCHISE DISCLOSURE DOCUMENT. HOWEVER, THE FRANCHISOR CAN NOT USE THE NEGOTIATING PROCESS TO PREVAIL UPON A PROSPECTIVE FRANCHISEE TO ACCEPT TERMS WHICH ARE LESS FAVORABLE THAN THOSE SET FORTH IN THIS FRANCHISE DISCLOSURE DOCUMENT.**

2. The following is added at the end of Item 3:

With the exception of what is stated above, the following applies to the franchisor, its predecessor, a person identified in Item 2, or an affiliate offering franchises under the franchisor's principal trademark:

A. No such party has an administrative, criminal or civil action pending against that person alleging: a felony, a violation of a franchise, antitrust or securities law, fraud, embezzlement, fraudulent conversion, misappropriation of property, unfair or deceptive practices or comparable civil or misdemeanor allegations.

B. No such party has pending actions, other than routine litigation incidental to the business, which are significant in the context of the number of franchisees and the size, nature or financial condition of the franchise system or its business operations.

C. No such party has been convicted of a felony or pleaded nolo contendere to a felony charge, or within the 10-year period immediately preceding the application for registration, has been convicted of or pleaded nolo contendere to a misdemeanor charge or has been the subject of a civil action alleging: violation of a franchise, antifraud, or securities law; fraud; embezzlement; fraudulent conversion or misappropriation of property; or unfair or deceptive practices or comparable allegations.

D. No such party is subject to a currently effective injunctive or restrictive order or decree relating to the franchise, or under a Federal, State or Canadian franchise, securities, antitrust, trade regulation, or trade practice law, resulting from a concluded or pending action or proceeding brought by a public agency; or is subject to any currently effective order of any national securities association or national securities exchange, as defined in the Securities and Exchange Act of 1934, suspending or expelling such person from membership in such association or exchange; or is subject to a currently effective injunctive or restrictive order relating to any other business activity as a result of an action brought by a public agency or department, including, without limitation, actions affecting a license as a real estate broker or sales agent.





3. The following is added to the end of the “Summary” sections of Item 17(c), titled “**Requirements for franchisee to renew or extend,**” and Item 17(m), entitled “**Conditions for franchisor approval of transfer:**”

However, to the extent required by applicable law, all rights you enjoy and any causes of action arising in 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.

4. The following language replaces the “Summary” section of Item 17(d), titled “**Termination by franchisee**”: You may terminate the agreement on any grounds available by law.

5. The following is added to the end of the “Summary” sections of Item 17(v), titled “**Choice of forum,**” and Item 17(w), titled “**Choice of law**”:

The foregoing choice of law should not be considered a waiver of any right conferred upon the franchisor or the franchisee by Article 33 of the General Business Law of the State of New York.

6. Franchise Questionnaires and Acknowledgements - No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

7. Receipts - Any sale made must be in compliance with § 683(8) of the Franchise Sale Act (N.Y. Gen. Bus. L. § 680 et seq.), which describes the time period a Franchise Disclosure Document (offering prospectus) must be provided to a prospective franchisee before a sale may be made. New York law requires a franchisor to provide the Franchise Disclosure Document at the earlier of the first personal meeting, ten (10) business days before the execution of the franchise or other agreement, or the payment of any consideration that relates to the franchise relationship.

## **NORTH DAKOTA**

Sections of the FDD, the Franchise Agreement, and the Supplemental Agreements requiring that you sign a general release, estoppel or waiver as a condition of renewal and/or assignment may not be enforceable as they relate to releases of the North Dakota Franchise Investment Law.

Sections of the FDD, the Franchise Agreement, and the Supplemental Agreements requiring resolution of disputes to be outside North Dakota may not be enforceable under Section 51-19-09 of the North Dakota Franchise Investment Law, and are amended accordingly to the extent required by law.

Sections of the FDD, the Franchise Agreement, and the Supplemental Agreements relating to choice of law may not be enforceable under Section 51-19-09 of the North Dakota Franchise Investment Law, and are amended accordingly to the extent required by law.

Any section of the FDD, the Franchise Agreement, and the Supplemental Agreements requiring you to consent to liquidated damages and/or termination penalties may not be enforceable under Section 51-19-09 of the North Dakota Franchise Investment Law, and are amended accordingly to the extent required by law.



Any sections of the FDD, the Franchise Agreement, and the Supplemental Agreements requiring you to consent to a waiver of trial by jury may not be enforceable under Section 51-19-09 of the North Dakota Franchise Investment Law, and are amended accordingly to the extent required by law.

Any sections of the FDD, the Franchise Agreement, and the Supplemental Agreements requiring you to consent to a waiver of exemplary and punitive damages may not be enforceable under Section 51-19-09 of the North Dakota Franchise Investment Law, and are amended accordingly to the extent required by law.

Item 17(r) of the FDD and Section 14.2 of the Franchise Agreement disclose the existence of certain covenants restricting competition to which Franchisee must agree. The Commissioner has held that covenants restricting competition contrary to Section 9-08-06 of the North Dakota Century Code, without further disclosing that such covenants may be subject to this statute, are unfair, unjust, or inequitable within the intent of Section 51-19-09 of the North Dakota Franchise Investment Law. The FDD and the Franchise Agreement are amended accordingly to the extent required by law.

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

## **OHIO**

The following language will be added to the front page of the Franchise Agreement:

You, the purchaser, may cancel this transaction at any time prior to midnight of the fifth business day after the date you sign this agreement. See the attached notice of cancellation for an explanation of this right.

Initials \_\_\_\_\_ Date \_\_\_\_\_

### **NOTICE OF CANCELLATION**

\_\_\_\_\_ (enter date of transaction)

You may cancel this transaction, without penalty or obligation, within five business days from the above date. If you cancel, any payments made by you under the agreement, and any negotiable instrument executed by you will be returned within ten business days following the seller's receipt of your cancellation notice, and any security interest arising out of the transaction will be cancelled. If you cancel, you must make available to the seller at your business address all goods delivered to you under this agreement; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of them without further obligation. If you fail to make the goods available to the seller, or if you agree to return them to the seller and fail to do so, then you remain liable for the performance of all obligations under this agreement. To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice to Ben's Barketplace, Inc., 701 Pleasant Grove Blvd., #120, Roseville, CA 95678 not later than midnight of the fifth business day after the Effective Date.



I hereby cancel this transaction.

Franchisee:

Date: \_\_\_\_\_

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Its: \_\_\_\_\_

### **RHODE ISLAND**

§ 19-28.1-14 of the Rhode Island Franchise Investment Act provides that “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.” The FDD, the Franchise Agreement, and the Supplemental Agreements are amended accordingly to the extent required by law.

The above language has been included in this FDD as a condition to registration. The Franchisor and the Franchisee do not agree with the above language and believe that each of the provisions of the Franchise Agreement and the Supplemental Agreements, including all choice of law provisions, are fully enforceable. The Franchisor and the Franchisee intend to fully enforce all of the provisions of the Franchise Agreement, the Supplemental Agreements, and all other documents signed by them, including, but not limited to, all venue, choice-of-law, arbitration provisions and other dispute avoidance and resolution provisions and to rely on federal pre-emption under the Federal Arbitration Act.

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

### **SOUTH DAKOTA**

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

### **VIRGINIA**

Item 17(h). The following is added to Item 17(h):

“Pursuant to Section 13.1-564 of the Virginia Retail Franchising Act, it is unlawful for a franchisor to use undue influence to induce a franchisee to surrender any right given to him under the franchise. If any provision of the Franchise Agreement or Supplemental Agreements involve the use of undue influence by the Franchisor to induce a franchisee to surrender any rights given to franchisee under the Franchise, that provision may not be enforceable.”



In recognition of the restrictions contained in Section 13.1-564 of the Virginia Retail Franchising Act, the FDD for Ben's Barketplace, Inc. for use in the Commonwealth of Virginia shall be amended as follows:

Additional Disclosure. The following statements are added to Item 8 and Item 17.h.

Pursuant to Section 13.1-564 of the Virginia Retail Franchising Act, it is unlawful for a franchisor to cancel a franchise without reasonable cause. If any grounds for default or termination stated in the Franchise Agreement does not constitute "reasonable cause," as that term may be defined in the Virginia Retail Franchising Act or the laws of Virginia, that provision may not be enforceable.

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

## **WASHINGTON**

### **ADDENDUM TO FRANCHISE AGREEMENT AND FRANCHISE DISCLOSURE DOCUMENT**

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.

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

#### Fee Impound

Items 5 and 7 of the Franchise Disclosure Document and Section 5 of the Franchise Agreement are hereby amended to state that the Initial Franchise Fee will be placed into an impound account until the Franchisor completes all its training and other initial obligations to the franchisee and the franchise is open for business.

#### WISCONSIN

The Wisconsin Fair Dealership Law, Chapter 135 of the Wisconsin Statutes supersedes any provision of the Franchise Agreement if such provision is in conflict with that law. The Franchise Disclosure Document, the Franchise Agreement and the Supplemental Agreements are amended accordingly.

No statement, questionnaire, or acknowledgment signed or agreed to by a franchisee in connection with the commencement of the franchise relationship shall have the effect of (i) waiving any claims under any applicable state franchise law, including fraud in the inducement, or (ii) disclaiming reliance on any statement made by any franchisor, franchise seller, or other person acting on behalf of the franchisor. This provision supersedes any other term of any document executed in connection with the franchise.

*(Signatures on following page)*



### **APPLICABLE ADDENDA**

If any one of the preceding Addenda for specific states (“**Addenda**”) is checked as an “Applicable Addenda” below, then that Addenda shall be incorporated into the Franchise Disclosure Document, Franchise Agreement and any other specified agreement(s) entered into by us and the undersigned Franchisee. To the extent any terms of an Applicable Addenda conflict with the terms of the Franchise Disclosure Document, Franchise Agreement and other specified agreement(s), the terms of the Applicable Addenda shall supersede the terms of the Franchise Agreement.

<input type="checkbox"/>	California	<input type="checkbox"/>	Michigan	<input type="checkbox"/>	Rhode Island
<input type="checkbox"/>	Hawaii	<input type="checkbox"/>	Minnesota	<input type="checkbox"/>	South Dakota
<input type="checkbox"/>	Illinois	<input type="checkbox"/>	New York	<input type="checkbox"/>	Virginia
<input type="checkbox"/>	Iowa	<input type="checkbox"/>	North Dakota	<input type="checkbox"/>	Washington
<input type="checkbox"/>	Indiana	<input type="checkbox"/>	Ohio	<input type="checkbox"/>	Wisconsin
<input type="checkbox"/>	Maryland				

Dated: \_\_\_\_\_, 20\_\_\_\_

#### **FRANCHISOR:**

BEN’S BARKETPLACE, INC.

By: \_\_\_\_\_

Title: \_\_\_\_\_

#### **FRANCHISEE:**

\_\_\_\_\_

\_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Rev. 071823



## **EXHIBIT G**

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Section	Number of Pages
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## **EXHIBIT H**

### **CONTRACTS FOR USE WITH THE BEN'S BARKETPLACE FRANCHISE**

The following contracts contained in Exhibit H are contracts that Franchisee is required to utilize or execute after signing the Franchise Agreement in the operation of the Ben's Barketplace Business. The following are the forms of contracts that Ben's Barketplace, Inc. uses as of the Issuance Date of this Franchise Disclosure Document. If they are marked "Sample," they are subject to change at any time.



## **EXHIBIT H-1**

### **BEN'S BARKETPLACE FRANCHISE**

#### **SAMPLE GENERAL RELEASE AGREEMENT**

##### **WAIVER AND RELEASE OF CLAIMS**

This Waiver and Release of Claims ("Release") is made as of \_\_\_\_\_, 20\_\_ by \_\_\_\_\_, a(n) \_\_\_\_\_ ("Franchisee"), and each individual holding an ownership interest in Franchisee (collectively with Franchisee, "Releasor") in favor of Ben's Barketplace, Inc., a California corporation ("Franchisor," and together with Releasor, the "Parties").

**WHEREAS**, Franchisor and Franchisee have entered into a Franchise Agreement ("Agreement") pursuant to which Franchisee was granted the right to own and operate a Ben's Barketplace business;

**WHEREAS**, (Franchisee has notified Franchisor of its desire to transfer the Agreement and all rights related thereto, or an ownership interest in Franchisee, to a transferee/enter into a successor franchise agreement/amend the Agreement) or (the Agreement is being terminated/or indicate other reason for the requirement of this waiver and release), and Franchisor has consented to such (transfer/successor franchise agreement/amendment/termination/other reason); and

**WHEREAS**, as a condition to Franchisor's consent to (transfer the Agreement/enter into a successor franchise agreement/amend the Agreement/terminate the Agreement/other reason), Releasor has agreed to execute this Release upon the terms and conditions stated below.

**NOW, THEREFORE**, in consideration of Franchisor's consent, and for other good and valuable consideration, the sufficiency and receipt of which are hereby acknowledged, and intending to be legally bound, Releasor hereby agrees as follows:

1. **Representations and Warranties.** Releasor represents and warrants that it is duly authorized to enter into this Release and to perform the terms and obligations herein contained, and has not assigned, transferred, or conveyed, either voluntarily or by operation of law, any of its rights or claims against Franchisor or any of the rights, claims, or obligations being terminated and released hereunder. Each individual executing this Release on behalf of Franchisee represents and warrants that he/she is duly authorized to enter into and execute this Release on behalf of Franchisee. Releasor further represents and warrants that all individuals that currently hold a direct or indirect ownership interest in Franchisee are signatories to this Release.

2. **Release.** Releasor and its subsidiaries, affiliates, parents, divisions, successors and assigns, and all persons or firms claiming by, through, under, or on behalf of any or all of them, hereby release, acquit, and forever discharge Franchisor, any and all of its affiliates, parents, subsidiaries, or related companies, divisions, and partnerships, and its and their past and present officers, directors, agents, partners, shareholders, employees, representatives, successors and assigns, and attorneys, and the spouses of such individuals (collectively, the "Released Parties"), from any and all claims, liabilities, damages, expenses, actions, or causes of action which Releasor may now have or has ever had, whether known or unknown, past or present, absolute or contingent, suspected or unsuspected, of any nature whatsoever, including without limiting the generality of the foregoing, all claims, liabilities, damages, expenses, actions, or causes of action directly or indirectly arising out of or relating to the execution and performance of the Agreement and the



offer and sale of the franchise related thereto, except to the extent such liabilities are payable by the applicable indemnified party in connection with a third party claim.

3. Nondisparagement. Releasor expressly covenants and agrees not to make any false representation of facts, or to defame, disparage, discredit, or deprecate any of the Released Parties or otherwise communicate with any person or entity in a manner intending to damage any of the Released Parties, their business, or their reputation.

4. Confidentiality. Releasor agrees to hold in strictest confidence and not disclose, publish, or use the existence of, or any details relating to, this Release to any third party without Franchisor's express written consent, except as required by law.

5. Miscellaneous.

a. Releasor agrees that it has read and fully understands this Release and that the opportunity has been afforded to Releasor to discuss the terms and contents of said Release with legal counsel and/or that such a discussion with legal counsel has occurred.

b. This Release shall be construed and governed by the laws of the State where the Center is located.

c. Each individual and entity that comprises Releasor shall be jointly and severally liable for the obligations of Releasor.

d. In the event that it shall be necessary for any Party to institute legal action to enforce or for the breach of any of the terms and conditions or provisions of this Release, the prevailing Party in such action shall be entitled to recover all of its reasonable costs and attorneys' fees.

e. All of the provisions of this Release shall be binding upon and inure to the benefit of the Parties and their current and future respective directors, officers, partners, attorneys, agents, employees, shareholders, and the spouses of such individuals, successors, affiliates, and assigns. No other party shall be a third-party beneficiary to this Release.

f. This Release constitutes the entire agreement and, as such, supersedes all prior oral and written agreements or understandings between and among the Parties regarding the subject matter hereof. This Release may not be modified except in a writing signed by all of the Parties. This Release may be executed in multiple counterparts, each of which shall be deemed an original and all of which together shall constitute but one and the same document.

g. If one or more of the provisions of this Release shall for any reason be held invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect or impair any other provision of this Release, but this Release shall be construed as if such invalid, illegal, or unenforceable provision had not been contained herein.

h. Releasor agrees to do such further acts and things and to execute and deliver such additional agreements and instruments as any Released Party may reasonably require to consummate, evidence, or confirm the Release contained herein in the matter contemplated hereby.

i. This Release is inapplicable with respect to claims arising under the Washington Franchise Investment Protection Act, chapter 19.100 RCW, and the rules adopted thereunder in accordance with RCW 19.100.220.



**IN WITNESS WHEREOF**, Releasor has executed this Release as of the date first written above.

**FRANCHISEE:**

\_\_\_\_\_, a  
\_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

**FRANCHISEE'S OWNERS:**

Date \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Typed or Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Typed or Printed Name

Rev. 092122



## **EXHIBIT H-2**

### **BEN'S BARKETPLACE FRANCHISE**

#### **SAMPLE SYSTEM PROTECTION AGREEMENT**

This System Protection Agreement ("Agreement") is entered into by the undersigned ("you" or "your") in favor of Ben's Barketplace, Inc., a California corporation, and its successors and assigns ("us," "we," or "our"), upon the terms and conditions set forth in this Agreement.

**1. Definitions.** For purposes of this Agreement, the following terms have the meanings given to them below:

*"Competitive Business"* means any business that: offers pet food or related products or services to the general public, but excludes a Ben's Barketplace business operating pursuant to a franchise agreement with us.

*"Copyrights"* means all works and materials for which we or our affiliate have secured common law or registered copyright protection and that we allow franchisees to use, sell, or display in connection with the marketing and/or operation of a Ben's Barketplace business or the solicitation or offer of a Ben's Barketplace franchise, whether now in existence or created in the future.

*"Franchisee"* means the Ben's Barketplace franchisee for which you are a manager or officer.

*"Franchisee Territory"* means the territory granted to you pursuant to a franchise agreement with us.

*"Intellectual Property"* means, collectively or individually, our Marks, Copyrights, Know-how, and System.

*"Know-how"* means all of our trade secrets and other proprietary information relating to the development, construction, marketing, and/or operation of a Ben's Barketplace business, including, but not limited to, methods, techniques, specifications, proprietary practices and procedures, policies, marketing strategies, and information comprising the System and the Manual.

*"Manual"* means our confidential operations manual for the operation of a Ben's Barketplace business, which may be periodically modified by us.

*"Marks"* means the logotypes, service marks, and trademarks now or hereafter involved in the operation of a Ben's Barketplace business, including "BEN'S BARKETPLACE," and any other trademarks, service marks, or trade names that we designate for use by a Ben's Barketplace business. The term "Marks" also includes any distinctive trade dress used to identify a Ben's Barketplace business, whether now in existence or hereafter created.

*"Prohibited Activities"* means any or all of the following: (i) owning, operating, or having any other interest (as an owner, partner, director, officer, employee, manager, consultant, shareholder, creditor, representative, agent, or in any similar capacity) in a Competitive Business (other than owning an interest of five percent (5%) or less in a publicly-traded company that is a Competitive Business); (ii) diverting or attempting to divert any business from us (or one of our affiliates or franchisees); and/or (iii) inducing or attempting to induce any customer of ours (or of one of our affiliates or franchisees) to transfer their business to you or to any other person that is not then a franchisee of ours.

*"Restricted Period"* means the 18-month period after you cease to be a manager or officer of Franchisee's Ben's Barketplace business; provided, however, that if a court of competent jurisdiction



determines that this period of time is too long to be enforceable, then the “Restricted Period” means the 9-month period after you cease to be a manager or officer of Franchisee’s Ben’s Basketplace business.

“*Restricted Territory*” means the geographic area within: (i) the territory, any delivery territory or any other Ben’s Basketplace franchisee’s territory; (ii) 25 miles of Franchisee’s Ben’s Basketplace business, any delivery territory or any other Ben’s Basketplace franchisee’s territory either opened or under development; and (iii) 25 miles from all franchisor and affiliate-owned Ben’s Basketplace businesses either opened or under development as of the beginning of the Restricted Period; provided, however, that if a court of competent jurisdiction determines that the foregoing Restricted Territory is too broad to be enforceable, then the “Restricted Territory” means the geographic area within a 12.5-mile radius from Franchisee’s Ben’s Basketplace business (and including the premises of the approved location of Franchisee).

“*System*” means our system for the establishment, development, operation, and management of a Ben’s Basketplace business, including Know-how, proprietary programs and products, Manual, and operating system.

**2. Background.** You are a manager or officer of Franchisee. As a result of this relationship, you may gain knowledge of our System. You understand that protecting the Intellectual Property and our System are vital to our success and that of our franchisees and that you could seriously jeopardize our entire System if you were to unfairly compete with us. In order to avoid such damage, you agree to comply with the terms of this Agreement.

**3. Know-How and Intellectual Property.** You agree: (i) you will not use the Know-how in any business or capacity other than the Ben’s Basketplace business operated by Franchisee; (ii) you will maintain the confidentiality of the Know-how at all times; (iii) you will not make unauthorized copies of documents containing any Know-how; (iv) you will take such reasonable steps as we may ask of you from time to time to prevent unauthorized use or disclosure of the Know-how; and (v) you will stop using the Know-how immediately if you are no longer a manager or officer of Franchisee’s Ben’s Basketplace business. You further agree that you will not use all or part of the Intellectual Property or all or part of the System for any purpose other than the performance of your duties for Franchisee and within the scope of your employment or other engagement with Franchisee. These restrictions on Know-how, Intellectual Property and the System shall not apply to any information which is information publicly known or becomes lawfully known in the public domain other than through a breach of this Agreement or is required or compelled by law to be disclosed, provided that you will give reasonable notice to us to allow us to seek protective or other court orders.

**4. Unfair Competition During Relationship.** You agree not to unfairly compete with us at any time while you are a manager or officer of Franchisee’s Ben’s Basketplace business by engaging in any Prohibited Activities.

**5. Unfair Competition After Relationship.** You agree not to unfairly compete with us during the Restricted Period by engaging in any Prohibited Activities; provided, however, that the Prohibited Activity relating to having an interest in a Competitive Business will only apply with respect to a Competitive Business that is located within or provides competitive goods or services to customers who are located within the Restricted Territory. If you engage in any Prohibited Activities during the Restricted Period, then you agree that your Restricted Period will be extended by the period of time during which you were engaging in the Prohibited Activity.

**6. Immediate Family Members.** You acknowledge that you could circumvent the purpose of this Agreement by disclosing Know-how to an immediate family member (i.e., spouse, parent, sibling, child, grandparent or grandchild). You also acknowledge that it would be difficult for us to prove whether





you disclosed the Know-how to family members. Therefore, you agree that you will be presumed to have violated the terms of this Agreement if any member of your immediate family: (i) engages in any Prohibited Activities during any period of time during which you are prohibited from engaging in the Prohibited Activities; or (ii) uses or discloses the Know-how. However, you may rebut this presumption by furnishing evidence conclusively showing that you did not disclose the Know-how to the family member.

**7. Covenants Reasonable.** You acknowledge and agree that: (i) the terms of this Agreement are reasonable both in time and in scope of geographic area; and (ii) you have sufficient resources and business experience and opportunities to earn an adequate living while complying with the terms of this Agreement. **YOU HEREBY WAIVE ANY RIGHT TO CHALLENGE THE TERMS OF THIS AGREEMENT AS BEING OVERLY BROAD, UNREASONABLE, OR OTHERWISE UNENFORCEABLE.**

**8. Breach.** You agree that failure to comply with the terms of this Agreement will cause substantial and irreparable damage to us and/or other Ben's Marketplace franchisees for which there is no adequate remedy at law. Therefore, you agree that any violation of the terms of this Agreement will entitle us to injunctive relief. You agree that we may apply for such injunctive relief without bond, but upon due notice, in addition to such further and other relief as may be available at equity or law, and the sole remedy of yours in the event of the entry of such injunction will be the dissolution of such injunction, if warranted, upon hearing duly held (all claims for damages by reason of the wrongful issuance of any such injunction being expressly waived hereby). If a court requires the filing of a bond notwithstanding the preceding sentence, the parties agree that the amount of the bond shall not exceed \$1,000. None of the remedies available to us under this Agreement are exclusive of any other, but may be combined with others under this Agreement, or at law or in equity, including injunctive relief, specific performance, and recovery of monetary damages. Any claim, defense, or cause of action that you may have against us, our owners or our affiliates, or against Franchisee, regardless of cause or origin, cannot be used as a defense against our enforcement of this Agreement.

**9. Miscellaneous.**

a. If we pursue legal remedies against you because you have breached this Agreement and prevail against you, you agree to pay our reasonable attorneys' fees and costs in doing so.

b. This Agreement will be governed by, construed, and enforced under the laws of the state where the Center is located, and the courts in that state shall have jurisdiction over any legal proceedings arising out of this Agreement.

c. Each section of this Agreement, including each subsection and portion thereof, is severable. If any section, subsection, or portion of this Agreement is unenforceable, it shall not affect the enforceability of any other section, subsection, or portion; and each party to this Agreement agrees that the court may impose such limitations on the terms of this Agreement as it deems in its discretion necessary to make such terms reasonable in scope, duration, and geographic area.

d. You and we both believe that the covenants in this Agreement are reasonable in terms of scope, duration, and geographic area. However, we may at any time unilaterally modify the terms of this Agreement upon written notice to you by limiting the scope of the Prohibited Activities, narrowing the definition of a Competitive Business, shortening the duration of the Restricted Period, reducing the geographic scope of the Restricted Territory, and/or reducing the scope of any other covenant imposed upon you under this Agreement to ensure that the terms and covenants in this Agreement are enforceable under applicable law.



EXECUTED on the date stated below.

Date \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Typed or Printed Name

Rev. 120619



### **EXHIBIT H-3**

#### **BEN'S BARKETPLACE FRANCHISE**

#### **SAMPLE CONFIDENTIALITY AGREEMENT**

This Confidentiality Agreement ("Agreement") is entered into by the undersigned ("you") in favor of Ben's Barketplace, Inc., a California corporation, and its successors and assigns ("us"), upon the terms and conditions set forth in this Agreement.

**1. Definitions.** For purposes of this Agreement, the following terms have the meanings given to them below:

*"Ben's Barketplace Business"* means a business that operates retail health food pet stores that offer premium-quality pet food, toys and related products, and information and education to pet owners on the proper diet, health and well-being of their pets and other related products and services using our Intellectual Property.

*"Copyrights"* means all works and materials for which we or our affiliate(s) have secured common law or registered copyright protection and that we allow Ben's Barketplace franchisees to use, sell, or display in connection with the marketing and/or operation of a Ben's Barketplace Business, whether now in existence or created in the future.

*"Franchisee"* means the Ben's Barketplace franchisee for which you are an employee, independent contractor, agent, representative, or supplier.

*"Intellectual Property"* means, collectively or individually, our Marks, Copyrights, Know-how, Manual, and System.

*"Know-how"* means all of our trade secrets and other proprietary information relating to the development, construction, marketing, and/or operation of a Ben's Barketplace Business, including, but not limited to, methods, techniques, specifications, proprietary practices and procedures, policies, marketing strategies, and information comprising the System and the Manual.

*"Manual"* means our confidential operations manual for the operation of a Ben's Barketplace Business.

*"Marks"* means the logotypes, service marks, and trademarks now or hereafter involved in the operation of a Ben's Barketplace Business, including "BEN'S BARKETPLACE" and any other trademarks, service marks, or trade names that we designate for use by a Ben's Barketplace Business. The term "Marks" also includes any distinctive trade dress used to identify a Ben's Barketplace Business, whether now in existence or hereafter created.

*"System"* means our system for the establishment, development, operation, and management of a Ben's Barketplace Business, including Know-how, proprietary programs and products, confidential operations manuals, and operating system.

**2. Background.** You are an employee, independent contractor, agent, representative, or supplier of Franchisee. Because of this relationship, you may gain knowledge of our Intellectual Property. You understand that protecting the Intellectual Property is vital to our success and that of our franchisees, and that you could seriously jeopardize our entire Franchise System if you were to use such Intellectual Property in any way other than as described in this Agreement. In order to avoid such damage, you agree to comply with this Agreement.



**3. Know-How and Intellectual Property: Nondisclosure and Ownership.** You agree: (i) you will not use the Intellectual Property in any business or capacity other than for the benefit of the Ben's Barketplace Business operated by Franchisee or in any way detrimental to us or to the Franchisee; (ii) you will maintain the confidentiality of the Intellectual Property at all times; (iii) you will not make unauthorized copies of documents containing any Intellectual Property; (iv) you will take such reasonable steps as we may ask of you from time to time to prevent unauthorized use or disclosure of the Intellectual Property; and (v) you will stop using the Intellectual Property immediately if you are no longer an employee, independent contractor, agent, representative, or supplier of Franchisee. You further agree that you will not use the Intellectual Property for any purpose other than the performing your duties for Franchisee and within the scope of your employment or other engagement with Franchisee.

The Intellectual Property is and shall continue to be the sole property of Ben's Barketplace, Inc. You hereby assign and agree to assign to us any rights you may have or may acquire in such Intellectual Property. Upon the termination of your employment or engagement with Franchisee, or at any time upon our or Franchisee's request, you will deliver to us or to Franchisee all documents and data of any nature pertaining to the Intellectual Property, and you will not take with you any documents or data or copies containing or pertaining to any Intellectual Property.

**4. Immediate Family Members.** You acknowledge you could circumvent the purpose of this Agreement by disclosing Intellectual Property to an immediate family member (i.e., spouse, parent, sibling, child, or grandchild). You also acknowledge that it would be difficult for us to prove whether you disclosed the Intellectual Property to family members. Therefore, you agree you will be presumed to have violated the terms of this Agreement if any member of your immediate family uses or discloses the Intellectual Property. However, you may rebut this presumption by furnishing evidence conclusively showing you did not disclose the Intellectual Property to the family member.

**5. Covenants Reasonable.** You acknowledge and agree that: (i) the terms of this Agreement are reasonable both in time and in scope of geographic area; and (ii) you have sufficient resources and business experience and opportunities to earn an adequate living while complying with the terms of this Agreement. **YOU HEREBY WAIVE ANY RIGHT TO CHALLENGE THE TERMS OF THIS AGREEMENT AS BEING OVERLY BROAD, UNREASONABLE, OR OTHERWISE UNENFORCEABLE.**

**6. Breach.** You agree that failure to comply with this Agreement will cause substantial and irreparable damage to us and/or other Ben's Barketplace franchisees for which there is no adequate remedy at law. Therefore, you agree that any violation of this Agreement will entitle us to injunctive relief. You agree that we may apply for such injunctive relief, without bond, but upon due notice, in addition to such further and other relief as may be available at equity or law, and the sole remedy of yours, in the event of the entry of such injunction, will be the dissolution of such injunction, if warranted, upon hearing duly held (all claims for damages by reason of the wrongful issuance of any such injunction being expressly waived hereby). If a court requires the filing of a bond notwithstanding the preceding sentence, the parties agree that the amount of the bond shall not exceed \$1,000. None of the remedies available to us under this Agreement are exclusive of any other, but may be combined with others under this Agreement, or at law or in equity, including injunctive relief, specific performance, and recovery of monetary damages. Any claim, defense, or cause of action you may have against us or against Franchisee, regardless of cause or origin, cannot be used as a defense against our enforcement of this Agreement.

**7. Miscellaneous.**

a. Although this Agreement is entered into in favor of Ben's Barketplace, Inc., you understand and acknowledge that your employer/employee, independent contractor, agent, representative,



or supplier relationship is with Franchisee and not with us, and for all purposes in connection with such relationship, you will look to Franchisee and not to us.

b. If we pursue legal remedies against you because you have breached this Agreement and prevail against you, you agree to pay our reasonable attorney fees and costs in doing so.

c. This Agreement will be governed by, construed, and enforced under the laws of the state where the Center is located, and the courts in that state shall have jurisdiction over any legal proceedings arising out of this Agreement.

d. Each section of this Agreement, including each subsection and portion, is severable. If any section, subsection, or portion of this Agreement is unenforceable, it shall not affect the enforceability of any other section, subsection, or portion; and each party to this Agreement agrees that the court may impose such limitations on the terms of this Agreement as it deems in its discretion necessary to make such terms enforceable.

EXECUTED on the date stated below.

Date \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Typed or Printed Name

Rev. 032916



**EXHIBIT H-4**

**AUTOMATED CLEARING HOUSE PAYMENT AUTHORIZATION FORM**

**Franchisee Information:**

Franchisee Name	Business No.
Franchisee Mailing Address (street)	Franchisee Phone No.
Franchisee Mailing Address (city, state, zip)	
Contact Name, Address and Phone number (if different from above)	
Franchisee Fax No.	Franchisee Email Address

**Bank Account Information:**

Bank Name		
Bank Mailing Address (street, city, state, zip)		
<input type="checkbox"/> Checking <input type="checkbox"/> Savings		
Bank Account No.	(check one)	Bank Routing No. (9 digits)
Bank Mailing Address (city, state, zip)	Bank Phone No.	

**Authorization:**

Franchisee hereby authorizes Ben's Barketplace, Inc. ("Franchisor") to initiate debit entries to Franchisee's account with the Bank listed above, and Franchisee authorizes the Bank to accept and to debit the amount of such entries to Franchisee's account. Each debit shall be made from time to time in an amount sufficient to cover any fees payable to Franchisor pursuant to any agreement between Franchisor and Franchisee as well as to cover any purchases of goods or services from Franchisor or any affiliate of Franchisor. Franchisee agrees to be bound by the National Automated Clearing House Association (NACHA) rules in the administration of these debit entries. Debit entries will be initiated only as authorized above. This authorization is to remain in full force and effect until Franchisor has received written notification from Franchisee of its termination in such time and in such manner as to afford Franchisor and the Bank a reasonable opportunity to act on it. Franchisee shall notify Franchisor of any changes to any of the information contained in this authorization form at least 30 days before such change becomes effective.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Its: \_\_\_\_\_  
  
Federal Tax ID Number: \_\_\_\_\_

Rev. 032916

**NOTE: FRANCHISEE MUST ATTACH A VOIDED CHECK RELATING TO THE BANK ACCOUNT.**



## **EXHIBIT H-5**

### **BEN'S BARKETPLACE FRANCHISE**

#### **SAMPLE APPROVAL OF REQUESTED ASSIGNMENT**

This Approval of Requested Assignment ("**Agreement**") is entered into this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, between Ben's Barketplace, Inc. ("**Franchisor**"), a California corporation, \_\_\_\_\_ ("**Former Franchisee**"), the undersigned owners of Former Franchisee ("**Owners**") and \_\_\_\_\_, a California corporation ("**New Franchisee**").

#### **RECITALS**

WHEREAS, Franchisor and Former Franchisee entered into that certain franchise agreement dated \_\_\_\_\_, 20\_\_\_\_ ("**Former Franchise Agreement**"), in which Franchisor granted Former Franchisee the right to operate a Ben's Barketplace franchise located at \_\_\_\_\_ ("**Franchised Business**"); and

WHEREAS, Former Franchisee desires to assign ("**Requested Assignment**") the Franchised Business to New Franchisee, New Franchisee desires to accept the Requested Assignment of the Franchised Business from Former Franchisee, and Franchisor desires to approve the Requested Assignment of the Franchised Business from Former Franchisee to New Franchisee upon the terms and conditions contained in this Agreement, including that New Franchisee sign Franchisor's current form of franchise agreement together with all exhibits and attachments thereto ("**New Franchise Agreement**"), contemporaneously herewith.

NOW, THEREFORE, in consideration of the mutual covenants, promises, and agreements herein contained, the parties hereto hereby covenant, promise, and agree as follows:

1. Payment of Fees. In consideration for the Requested Assignment, Former Franchisee acknowledges and agrees to pay Franchisor the Transfer Fee, as required under the Franchise Agreement ("**Franchisor's Assignment Fee**").

2. Assignment and Assumption. Former Franchisee hereby consents to assign all of its rights and delegate its duties with regard to the Former Franchise Agreement and all exhibits and attachments thereto from Former Franchisee to New Franchisee, subject to the terms and conditions of this Agreement, and conditioned upon New Franchisee's signing the New Franchise Agreement pursuant to Section 5 of this Agreement.

3. Consent to Requested Assignment of Franchised Business. Franchisor hereby consents to the Requested Assignment of the Franchised Business from Former Franchisee to New Franchisee upon receipt of the Franchisor's Assignment Fee from Former Franchisee and the mutual execution of this Agreement by all parties. Franchisor waives its right of first refusal set forth in the Former Franchise Agreement.

4. Termination of Rights to the Franchised Business. The parties acknowledge and agree that effective upon the date of this Agreement, the Former Franchise Agreement shall terminate and all of Former Franchisee's rights to operate the Franchised Business are terminated and that from the date of this Agreement only New Franchisee shall have the sole right to operate the Franchised Business under





the New Franchise Agreement. Former Franchisee and the undersigned Owners agree to comply with all of the covenants in the Former Franchise Agreement that expressly or by implication survive the termination, expiration, or transfer of the Former Franchise Agreement. Unless otherwise precluded by state law, Former Franchisee shall execute Franchisor's current form of General Release Agreement.

5. New Franchise Agreement. New Franchisee shall execute the New Franchise Agreement for the Franchised Business (as amended by the form of Addendum prescribed by Franchisor, if applicable), and any other required contracts for the operation of a Ben's Barketplace franchise as stated in Franchisor's Franchise Disclosure Document.

6. Former Franchisee's Contact Information. Former Franchisee agrees to keep Franchisor informed of its current address and telephone number at all times during the three-year period following the execution of this Agreement.

7. Acknowledgement by New Franchisee. New Franchisee acknowledges and agrees that the purchase of the rights to the Franchised Business ("**Transaction**") occurred solely between Former Franchisee and New Franchisee. New Franchisee also acknowledges and agrees that Franchisor played no role in the Transaction and that Franchisor's involvement was limited to the approval of Requested Assignment and any required actions regarding New Franchisee's signing of the New Franchise Agreement for the Franchised Business. New Franchisee agrees that any claims, disputes, or issues relating New Franchisee's acquisition of the Franchised Business from Franchisee are between New Franchisee and Former Franchisee, and shall not involve Franchisor.

8. Representation. Former Franchisee warrants and represents that it has not heretofore assigned, conveyed, or disposed of any interest in the Former Franchise Agreement or Franchised Business. New Franchisee hereby represents that it received Franchisor's Franchise Disclosure Document and did not sign the New Franchise Agreement or pay any money to Franchisor or its affiliate for a period of at least 14 calendar days after receipt of the Franchise Disclosure Document.

9. Notices. Any notices given under this Agreement shall be in writing, and if delivered by hand, or transmitted by U.S. certified mail, return receipt requested, postage prepaid, or via telegram or telefax, shall be deemed to have been given on the date so delivered or transmitted, if sent to the recipient at its address or telefax number appearing on the records of the sending party.

10. Further Actions. Former Franchisee and New Franchisee each agree to take such further actions as may be required to effectuate the terms and conditions of this Agreement, including any and all actions that may be required or contemplated by the Former Franchise Agreement.

11. Affiliates. When used in this Agreement, the term "**Affiliates**" has the meaning as given in Rule 144 under the Securities Act of 1933.

12. Miscellaneous. This Agreement may not be changed or modified except in a writing signed by all of the parties hereto. This Agreement may be executed in any number of counterparts, each of which shall be deemed to be an original, and all of which together shall constitute one and the same document. This Agreement shall be binding upon and inure to the benefit of the parties and their respective successors and assigns.

13. Governing Law. This Agreement shall be governed by, and construed and enforced in accordance with, the laws of the State where the Center is located.



**IN WITNESS WHEREOF**, the parties have executed this Agreement under seal, with the intent that this be a sealed instrument, as of the day and year first above written.

**FRANCHISOR:**

BEN'S BARKETPLACE, INC.

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

**FORMER FRANCHISEE:**

\_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

**NEW FRANCHISEE:**

\_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Rev. 031821



**EXHIBIT H-6**

**BEN'S BARKETPLACE FRANCHISE**

**LEASE ADDENDUM**

This Addendum to Lease ("**Addendum**"), dated \_\_\_\_\_, 20\_\_\_\_, is entered into by and between \_\_\_\_\_ ("**Landlord**"), \_\_\_\_\_ ("**Tenant**") and \_\_\_\_\_ ("**Franchisor**"), collectively referred to herein as the "**Parties**."

A. Landlord and Tenant have entered into a certain Lease Agreement dated \_\_\_\_\_, 20\_\_\_\_, and pertaining to the premises located at \_\_\_\_\_ ("**Lease**").

B. Landlord acknowledges that Tenant intends to operate a franchised business from the leased premises ("**Premises**") pursuant to a Franchise Agreement ("**Franchise Agreement**") with Franchisor under Franchisor's trademarks and other names designated by Franchisor (herein referred to as "**Franchised Business**" or "**Franchise Business**").

C. The parties now desire to supplement the terms of the Lease in accordance with the terms and conditions contained herein.

**NOW, THEREFORE**, it is hereby mutually covenanted and agreed among the Parties as follows:

1. Use of the Premises. During the term of the Franchise Agreement, the Premises shall be used only for the operation of the Franchised Business.

2. Franchise System. Landlord hereby consents to Tenant's use of such proprietary marks, signs, interior and exterior décor items, color schemes and related components of the Franchised Business required by Franchisor. Tenant's use of such items shall at all times be in compliance with all applicable laws, ordinances, rules and regulations of governmental authorities having jurisdiction over the Premises.

3. Assignment. Tenant shall have the right, without further consent from Landlord, to sublease or assign all of Tenant's right, title, and interest in the Lease to an assignee of the Tenant or the Franchise Business ("**Franchise Assignee**") at any time during the term of the Lease, including any extensions or renewals thereof. If Tenant fails to timely cure any default under either the Lease or the Franchise Agreement, Franchisor or a Franchise Assignee that Franchisor designates, will, at its option, have the right, but not the obligation, to take an assignment of Tenant's interest under the Collateral Assignment of Lease or other form of assignment and assumption document reasonably acceptable to Landlord, provided such Franchise Assignee cures a default of the Lease no later than ten (10) days following the end of Tenant's cure period. No assignment shall be effective until: (i) a Franchise Assignee gives Landlord written notice of its acceptance of the assignment and assumption of the Lease; and (ii) Tenant or the Franchise Assignee has cured all material defaults of the Lease for which it has received notice from Landlord. Nothing contained herein or in any other document shall create any obligation or liability of Franchisor, any Franchise Assignee, or guarantor thereof under the Lease unless and until the Lease is assigned to, and accepted in writing by a Franchise Assignee. In the event of any assignment or purported assignment under this Addendum, Tenant shall remain liable under the terms of



the Lease and the assignee or subtenant shall retain all of the Tenant's rights granted in the Lease including without limitation: (x) any grant of a protected territory or use exclusivity; and (y) the renewal or extension of the Lease term. With respect to any assignment proposed or consummated under this Addendum, Landlord hereby waives any rights it may have to: (A) recapture the Premises; (B) terminate the Lease; or (C) modify any terms or conditions of the Lease. If Franchisor accepts an assignment and assumes the Lease under this section, Franchisor shall have the right to further sublet or reassign the Lease to another Franchise Assignee without Landlord's consent in which event Franchisor shall be released from any obligation or liability under the Lease. As used in this Addendum, "**Franchise Assignee**" means: (i) Franchisor or Franchisor's parent, subsidiary, or affiliate; or (ii) any franchisee of Franchisor or of Franchisor's parent, subsidiary, or affiliate.

4. Default and Notice.

a. If Tenant defaults on or breaches the Lease and Landlord delivers a notice of default to Tenant, Landlord shall contemporaneously send a copy of such default notice to Franchisor. Franchisor shall have the right, but not the obligation, to cure the default during Tenant's cure period plus an additional ten (10) day period. Franchisor will notify Landlord whether it intends to cure the default prior to the end of Tenant's cure period.

b. All notices to Franchisor shall be sent by a reputable overnight delivery service to the following address:

Ben's Barketplace, Inc.  
701 Pleasant Grove Blvd., #120  
Roseville, California 95678

Franchisor may change its address for receiving notices by giving Landlord written notice of the new address. Landlord agrees that it will notify both Tenant and Franchisor of any change in Landlord's mailing address to which notices should be sent.

c. Tenant and Landlord agree not to terminate, or materially amend the Lease during the term of the Franchise Agreement or any renewal thereof without Franchisor's prior written consent. Any attempted termination, or material amendment shall be null and void and have no effect as to Franchisor's interests thereunder; and a clause to the effect shall be included in the Lease.

5. Termination or Expiration.

a. If Franchisor does not elect to take an assignment of the Tenant's interest, Landlord will allow Franchisor to enter the Premises, without being guilty of trespass and without incurring any liability to Landlord, to remove all signs, awnings, and all other items identifying the Premises as a Franchised Business and to make other modifications (such as repainting) as are reasonably necessary to protect the Franchisor's trademarks and franchise system and to distinguish the Premises from a Franchised Business provided that Franchisor repairs any damage caused to the Premises by exercise of its rights hereunder.

b. If any Franchise Assignee purchases any assets of Tenant, Landlord shall permit such Franchise Assignee to remove all the assets being purchased, and Landlord waives any lien rights that Landlord may have on such assets.



6. Consideration; No Liability.

a. Landlord acknowledges that the Franchise Agreement requires Tenant to receive Franchisor's approval of the Lease prior to Tenant executing the Lease and that this Addendum is a material requirement for Franchisor to approve the Lease. Landlord acknowledges Tenant would not lease the Premises without this Addendum. Landlord also hereby consents to the Collateral Assignment of Lease from Tenant to Franchisor as evidenced by Attachment 1.

b. Landlord further acknowledges that Tenant is not an agent or employee of Franchisor, and Tenant has no authority or power to act for, or to create any liability on behalf of, or to in any way bind Franchisor or any Franchise Assignee, and that Landlord has entered into this with full understanding that it creates no duties, obligations, or liabilities of or against any Franchise Assignee.

7. Amendments. No amendment or variation of this Addendum shall be valid unless made in writing and signed by the Parties hereto.

8. Reaffirmation of Lease. Except as amended or modified herein, all of the terms, conditions, and covenants of the Lease shall remain in full force and effect and are incorporated herein by reference and made a part of this Addendum as though copies herein in full.

**IN TESTIMONY WHEREOF**, witness the signatures of the Parties hereto as of the day, month, and year first written above.

**LANDLORD:**

**TENANT:**

\_\_\_\_\_

\_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

**FRANCHISOR:**

\_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Rev. 022324



## EXHIBIT H-6

### ATTACHMENT 1 TO LEASE ADDENDUM

#### COLLATERAL ASSIGNMENT OF LEASE

FOR VALUE RECEIVED, as of the \_\_\_\_ day of \_\_\_\_\_, 20\_\_ (“**Effective Date**”), the undersigned, \_\_\_\_\_ (“**Assignor**”) hereby assigns, transfers and sets over unto \_\_\_\_\_ (“**Assignee**”) all of Assignor’s right, title, and interest as tenant, in, to and under that certain lease, a copy of which is attached hereto as **Exhibit A** (“**Lease**”) with respect to the premises located at \_\_\_\_\_.

This Collateral Assignment of Lease (“**Assignment**”) is for collateral purposes only and except as specified herein, Assignee shall have no liability or obligation of any kind whatsoever arising from or in connection with this Assignment unless Assignee expressly assume the obligations of Assignor thereunder.

Assignor represents and warrants to Assignee that it has full power and authority to so assign the Lease and its interest therein, and that Assignor has not previously, and is not obligated to, assign or transfer any of its interest in the Lease or the premises demised thereby.

Upon a default by Assignor under the Lease or under that certain franchise agreement for a franchise between Assignee and Assignor (“**Franchise Agreement**”), or in the event of a default by Assignor under any document or instrument securing the Franchise Agreement, Assignee shall have the right and is hereby empowered, in Assignee’s sole discretion, to: (i) cure Assignor’s default of the Lease; (ii) take possession of the premises demised by the Lease; (iii) expel Assignor from the premises, either temporarily or permanently; (iv) terminate Assignor’s rights, title, and interest in the Lease; and/or (v) assume the Lease. If Assignee expends sums to cure a default of the Lease, Assignor shall promptly reimburse Assignee for the cost incurred by Assignee in connection with such performance, together with interest thereon at the rate of two percent per month, or the highest rate allowed by law.

Assignor agrees it will not suffer or permit any surrender, termination, amendment, or modification of the Lease without the prior written consent of Assignee. Through the term of the Franchise Agreement and any renewals thereto, Assignor agrees that it shall elect and exercise all options to extend the term of or renew the Lease not less than 30 days before the last day that said option must be exercised, unless Assignee otherwise agrees in writing. Upon failure of Assignee to otherwise agree in writing, and upon failure of Assignor to so elect to extend or renew the Lease as stated herein, Assignor hereby irrevocably appoints Assignee as its true and lawful attorney-in-fact, which appointment is coupled with an interest to exercise the extension or renewal options in the name, place, and stead of Assignor for the sole purpose of effecting the extension or renewal.

*(Signatures on following page)*



**IN WITNESS WHEREOF**, Assignor and Assignee have signed this Collateral Assignment of Lease as of the Effective Date first above written.

**ASSIGNOR:**

\_\_\_\_\_

By: \_\_\_\_\_

Printed Name \_\_\_\_\_

Its: \_\_\_\_\_

**ASSIGNEE:**

\_\_\_\_\_

By: \_\_\_\_\_

Printed Name \_\_\_\_\_

Its: \_\_\_\_\_

Rev. 022324





## **EXHIBIT H-7**

### **BEN'S BARKETPLACE FRANCHISE**

#### **MULTI-FRANCHISE ADDENDUM TO FRANCHISE AGREEMENT**

THIS ADDENDUM (the "Addendum") is entered into and made effective as of the date set forth on the signature page hereof, by and between Ben's Barketplace, Inc. ("Franchisor") and the franchisee named on the signature page of this Addendum ("Franchisee"). This Addendum relates to that certain Ben's Barketplace franchise agreement dated \_\_\_\_\_, 20\_\_\_\_ ("Franchise Agreement"), and supplements the terms of the Franchise Agreement in relation to the opening of additional Ben's Barketplace franchises. All capitalized terms not otherwise defined in this Addendum shall have the meaning set forth in the Franchise Agreement. To the extent this Addendum conflicts with the terms of the Franchise Agreement, the terms of this Addendum shall control.

1. Initial Franchise Fee. Franchisee has paid the initial franchise fee listed in Section 2 of this Addendum. The initial franchise fee is fully earned immediately upon receipt and non-refundable, regardless of whether Franchisee opens any additional Ben's Barketplace franchises.

2. Type of Franchise. Franchisee has purchased the franchise listed in the chart below, which allows Franchisee to open a certain number of additional Ben's Barketplace franchises at a later date ("Additional Franchises") without paying an initial franchise fee.

Type of Franchise	
Multi-3 Franchise (up to three Ben's Barketplace franchises) Initial Franchise Fee Paid: \$99,000	_____
Multi-5 Franchise (up to five Ben's Barketplace franchises) Initial Franchise Fee Paid: \$150,000	_____

3. Franchise Agreement and Unit Riders. Franchisee shall exercise the rights under this Addendum only by entering into a separate unit rider ("Unit Rider") with Franchisor for each Additional Franchise. Franchisee shall sign the current form of Ben's Barketplace Unit Rider then being used by Franchisor for a Ben's Barketplace franchise for each Additional Franchise. Franchisee acknowledges that the then-current form of Unit Rider may differ from the Unit Rider found in the Franchise Agreement. Franchisee will not be required to pay a separate initial franchise fee.

4. Limited Rights. This Addendum does not grant Franchisee the right to franchise, license, subfranchise, or sublicense others to operate Ben's Barketplace Businesses. Only Franchisee (and/or Franchisee-affiliated entities Franchisor approves) may develop, open, and operate Additional Franchises pursuant to this Addendum and Unit Riders. This Addendum only grants Franchisee the right to enter into Unit Riders to open Additional Franchises subject to the terms of the franchise agreement for such Additional Franchises. Franchisee is not granted any territorial rights or other rights except those granted under the franchise agreement pursuant to the Unit Riders for the Additional Franchises. Except for the initial franchise fee, Franchisee shall be liable for all costs and expenses incurred in opening the Additional Franchises.



5. Term. This Addendum and Franchisee's right to open Additional Franchises shall terminate as of the date of termination or expiration of the Franchise Agreement.

IN WITNESS WHEREOF, the parties hereto have duly signed and delivered this Agreement on the day and year first written above.

**FRANCHISOR:**

BEN'S BARKETPLACE, INC.,  
a California corporation

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**FRANCHISEE:**

\_\_\_\_\_

a(n) \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_



## **EXHIBIT I**

### **STATE EFFECTIVE DATES**



### **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:

<b>State</b>	<b>Effective Date</b>
California	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.



**EXHIBIT J**

**RECEIPT**



**RECEIPT**  
**(Retain This Copy)**

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 Ben's Barketplace, Inc. offers you a franchise, it must provide this disclosure document to you 14 calendar days before you sign a binding agreement with, or make a payment to, the franchisor or an affiliate in connection with the proposed franchise sale.

Under Iowa law, if applicable, Ben's Barketplace, Inc. must provide this disclosure document to you at your first personal meeting to discuss the franchise. Michigan requires Ben's Barketplace, Inc. to give you this disclosure document at least ten business days before the execution of any binding franchise or other agreement or the payment of any consideration, whichever occurs first. New York requires you to receive 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.

If Ben's Barketplace, Inc. 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, DC 20580, and the appropriate state agency identified on Exhibit E.

The name, principal business address, and telephone number of each franchise seller offering the franchise is:	
Sally Romero, 701 Pleasant Grove Blvd., #120, Roseville, California 95678; (844) 321-3647	
Dan Durney, 701 Pleasant Grove Blvd., #120, Roseville, California 95678; (844) 321-3647	
Brad Romero, 701 Pleasant Grove Blvd., #120, Roseville, California 95678; (844) 321-3647	

Issuance Date: April 18, 2024

I received a disclosure document issued April 18, 2024 which included the following exhibits:

Exhibit A	Financial Statements
Exhibit B	Franchise Agreement
Exhibit C	Franchise Disclosure Questionnaire
Exhibit D	List of Current and Former Franchisees
Exhibit E	List of State Administrators/Agents for Service of Process
Exhibit F	State Addenda and Agreement Riders
Exhibit G	Brand Standards Manual Table of Contents
Exhibit H	Contracts for use with the Ben's Barketplace Franchise
Exhibit I	State Effective Dates
Exhibit J	Receipt

_____	_____	_____
Date	Signature	Printed Name

_____	_____	_____	Rev. 012417
Date	Signature	Printed Name	

**PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**



**RECEIPT**  
**(Our Copy)**

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 Ben's Barketplace, Inc. offers you a franchise, it must provide this disclosure document to you 14 calendar days before you sign a binding agreement with, or make a payment to, the franchisor or an affiliate in connection with the proposed franchise sale.

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Exhibit I	State Effective Dates
Exhibit J	Receipt

_____	_____	_____
Date	Signature	Printed Name

_____	_____	_____	Rev. 012417
Date	Signature	Printed Name	

**Please sign this copy of the receipt, date your signature, and return it to Ben's Barketplace, Inc., 701 Pleasant Grove Blvd., #120, Roseville, CA 95678.**

