

# FRANCHISE DISCLOSURE DOCUMENT



Coverall North America, Inc. (a Delaware Corporation) d/b/a  
Coverall Health-Based Cleaning System®  
350 SW 12<sup>th</sup> Avenue, Deerfield Beach, Florida 33442  
(561) 922-2500  
[www.coverall.com](http://www.coverall.com)



The Franchisee will operate a commercial janitorial cleaning business utilizing our Health-Based Cleaning System® Program.

The total investment necessary to begin operation of a Coverall franchise is \$10,671.00 to \$37,841.00 depending on the package size you choose. This includes the amount in Item 5 of \$9,120 to \$30,643 that must be paid to the franchisor or the affiliate.

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 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 the Regional Director at your local Coverall Support Center at the address and phone number contained in Item 1 of this disclosure document.

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, D.C. 20580. You can also visit the FTC's home page at [www.ftc.gov](http://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 you state agencies about them.

## Risk Factors:

THE FRANCHISE AGREEMENT REQUIRES THAT ALL DISAGREEMENTS BE RESOLVED BY BINDING ARBITRATION AND NOT IN A COURT OF LAW. THIS MEANS THAT YOU AGREE YOU ARE NOT ELIGIBLE FOR TRIAL BY JURY IN A COURT OF LAW AND YOU FURTHER WAIVE THE RIGHT TO PROCEED AS A CLASS ACTION.

THE FRANCHISE AGREEMENT REQUIRES THAT ALL CLAIMS AND ACTIONS ARISING OUT OF OR RELATING TO THE AGREEMENT SHALL BE COMMENCED WITHIN THREE (3) YEARS FROM THE OCCURRENCE OF SUCH CLAIM OR ACTION.

COVERALL MAY NOT BE OBLIGATED TO REPLACE AN ACCOUNT IF YOU LOSE OR UNREASONABLY REJECT THE ACCOUNT.

COVERALL'S CLEANING CONTRACT PROVIDES THAT ITS CUSTOMERS MAY ISSUE A THIRTY (30) DAY WRITTEN NOTICE OF CANCELANON IF ITEMS OF NON-PERFORMANCE ARE NOT CORRECTED WITHIN A FIFTEEN (15) DAY CURE PERIOD.

COVERALL WILL TRY TO OFFER YOU ACCOUNTS IN YOUR PREFERRED AREA, HOWEVER, YOU WILL NOT RECEIVE AN EXCLUSIVE TERRITORY OR EXCLUSIVE TERRITORY RIGHTS. COVERALL MAY OFFER YOU ACCOUNTS ANYWHERE WITHIN THE AREA IN WHICH THE COVERALL SUPPORT CENTER THROUGH WHICH YOU HAVE PURCHASED YOUR FRANCHISE CONDUCTS BUSINESS.

**This disclosure document is issued as of March 30, 2012 as amended June 22, 2012**

The contents of this document are for use in the following States: Delaware, Florida, Louisiana, Maine, New

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## Exhibits

- A. Contracts
  - A.1 Janitorial Franchise Agreement  
(Optional Transfer Replacement Page 1)  
(Optional Renewal Replacement Page 1)
    - a. Initial Equipment and Supply Package List
    - b. Promissory Note
    - c. Customer Transfer Form (for transfers)
    - d. Customers Serviced Form (for renewals)
  - A.2 Guaranty to Janitorial Franchise Agreement
  - A.3 Confidentiality/Non-Solicitation Agreement
  - A.4 Confidentiality Agreement for Franchisee's Employees
  - A.5 Equipment Purchase Agreement
- B. Consolidated Financial Statements for CNA Holding Corporation and Subsidiaries
- C. List of Administrators and Agents for Service of Process
- D.1 Business Experience of General Managers
- D.2 Business Experience of Franchise Development Trainers/Operations Managers
- E. List of Regional Support Centers and Franchisees for Coverall North America, Inc.
- F. Tables of Contents for Manuals  
  
Receipts and Electronic Disclosure Receipt

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