



FRANCHISE DISCLOSURE DOCUMENT

GET A GRIP Franchising, LLC (a New Mexico limited liability company) 11840 Cochiti Road SE Albuquerque, New Mexico 87123 Telephone: (800) 290-6004 or (505) 268-0929

Facsimile: (505)268-2776 e-mail: info@getagripinc.com Website: www.getagrip.com www.getagripedge.com Facebook: Get A Grip Resurfacing

Twitter: getagripinc

This franchise offering covers the right to operate a service business that restores, resurfaces and/or refinishes multiple surfaces, primarily bathtubs (porcelain and fiberglass) and countertops (laminate, cultured marble and tile). Repairs may also be made to fiberglass tubs and showers, and many other types of kitchen and bathroom surfaces. Our work is performed for residential, commercial and government properties.

The total investment necessary to begin operation of a franchised service business is estimated to range between approximately \$43,600 and \$92,700, plus \$5,000 for each 100,000 in population over 1,000,000 in your Primary Marketing Area. This includes an amount between \$30,000 and \$60,000 that must be paid to us.

This franchise disclosure document (the —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 in this 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 the FTC at 600 Pennsylvania Avenue, NW, Washington, D.C. 20580. You can also visit the FTC's home page at www.ftc.com 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.



Date of Issuance: August 20, 2013. See State Cover Page for any particular state effective dates.

STATE COVER PAGE

Your state may have a franchise law that requires a franchisor to register or file with a state franchise administrator before offering or selling in your state. REGISTRATION OF A FRANCHISE BY A STATE DOES NOT MEAN THAT THE STATE RECOMMENDS THE FRANCHISE OR HAS VERIFIED THE INFORMATION IN THIS DISCLOSURE DOCUMENT.

Call the state franchise administrator listed in Exhibit A for information about the franchisor, or about franchising in your state.

MANY FRANCHISE AGREEMENTS DO NOT ALLOW YOU TO RENEW UNCONDITIONALLY AFTER THE INITIAL TERM EXPIRES. YOU MAY HAVE TO SIGN A NEW AGREEMENT WITH DIFFERENT TERMS AND CONDITIONS IN ORDER TO CONTINUE TO OPERATE YOUR BUSINESS. BEFORE YOU BUY, CONSIDER WHAT RIGHTS YOU HAVE TO RENEW YOUR FRANCHISE, IF ANY, AND WHAT TERMS YOU MIGHT HAVE TO ACCEPT IN ORDER TO RENEW.

Please consider the following RISK FACTORS before you buy this franchise:

- 1. THE FRANCHISE AGREEMENT REQUIRES YOU TO RESOLVE DISPUTES WITH US BY LITIGATION ONLY IN BERNALILLO COUNTY, NEW MEXICO. OUT-OF-STATE LITIGATION MAY FORCE YOU TO ACCEPT A LESS FAVORABLE SETTLEMENT FOR DISPUTES. IT MAY ALSO COST YOU MORE TO LITIGATE WITH US IN BERNALILLO COUNTY, NEW MEXICO THAN IN YOUR OWN STATE.
- 2. THE FRANCHISE AGREEMENT STATES THAT NEW MEXICO LAW GOVERNS THE AGREEMENT, AND THIS LAW MAY NOT PROVIDE THE SAME PROTECTIONS AND BENEFITS AS LOCAL LAW. YOU MAY WANT TO COMPARE THESE LAWS.
- 3. THERE ARE FINANCIAL AND LEGAL RISKS TO MOST BUSINESS EFFORTS, INCLUDING THIS FRANCHISE. TAKE YOUR TIME TO DECIDE. YOU MAY FIND IT USEFUL TO REVIEW THIS FRANCHISE OFFERING, THE FRANCHISE AGREEMENT, AND EXHIBITS WITH YOUR OWN ACCOUNTING, FINANCIAL AND LEGAL ADVISORS.
- 4. YOU MUST MEET MONTHLY PURCHASE REQUIREMENTS. FAILURE TO MEET THESE REQUIREMENTS MAY RESULT IN TERMINATION OF YOUR FRANCHISE, LOSS OF YOUR RIGHT TO RENEW THE FRANCHISE AGREEMENT OR THE LOCATION OF ANOTHER FRANCHISE OR COMPANY OWNED SERVICE BUSINESS IN YOUR PRIMARY MARKETING AREA.



5. THERE MAY BE OTHER RISKS CONCERNING THIS FRANCHISE.

EFFECTIVE DATES FOR STATE FRANCHISE REGISTRATIONS

The Effective Dates, if any, of this disclosure document for the States of California, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Virginia, Washington and Wisconsin are listed below. The Effective Date in all other states is August 20, 2013.

The regulatory authorities and the registered agents for service of process in each state are listed in *Exhibits A*.

STATE	EFFECTIVE DATE
California	
Hawaii	
Illinois	
Indiana	
Maryland	
Michigan	
Minnesota	
New York	
North Dakota	
Rhode Island	
South Dakota	
Virginia	
Washington	
Wisconsin	

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