

# GLASS DOCTOR<sub>x</sub>™

a **neighborly** company

## FRANCHISE DISCLOSURE DOCUMENT

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### SYNERGISTIC INTERNATIONAL LLC

a Texas limited liability company  
doing business as Glass Doctor  
1010-1020 North University Parks Drive  
Waco, Texas 76707  
254-745-5048 or 800-280-9959  
254-745-5073 (fax)  
[glassdoctor@nbly.com](mailto:glassdoctor@nbly.com) (e-mail)  
[www.glassdoctor.com](http://www.glassdoctor.com) (website)

As a franchisee, you will either (i) install, repair and replace residential and commercial flat glass and shower enclosures and provide related services and sell related products pursuant to certain standards and specifications (“Home and Business Option”); or (ii) install, repair and replace auto glass, and provide related services and sell related products pursuant to certain standards and specifications (“Auto Option”).

The total investment necessary to begin operation of a Glass Doctor® franchise ranges (a) from \$132,300 to \$260,500, if you select the Home and Business Option, or (b) from \$132,300 to \$275,500 if you select the Auto Option. In each case, this includes the \$37,416.50 that must be paid to the franchisor and our affiliate. It does not include fees for additional territory (beyond the minimum 100,000), for which we charge \$350 per 1,000 population.

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 to you. To discuss the availability of disclosures in different formats, contact Bradley Stevenson, 1010-1020 North University Parks Drive, Waco, Texas 76707, (254) 745-2400.

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 your state agencies about them.

Issuance Date: April 1, 2020, amended as of August 3, 2020.

## 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 Exhibits E & F.
<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 C 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 GLASS DOCTOR 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 GLASS DOCTOR franchisee?</b>	Item 20 or Exhibits E & F 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.

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