

## FRANCHISE DISCLOSURE DOCUMENT



**O.P.E.N. America, Inc.**  
an Arizona corporation  
dba OpenWorks  
4742 North 24th Street  
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The franchisee will offer commercial janitorial services under the name OpenWorks.

The total investment necessary to begin operation of an OpenWorks franchise ranges from \$17,000 to \$124,450. This includes \$15,250 to \$72,000 that must be paid to the franchisor or its affiliate.

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 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 O.P.E.N. America, Inc. at 4742 North 24th Street, Suite 450, Phoenix, Arizona 85016 and (602) 224-0440.

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.

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## 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 ARBITRATION ONLY IN ARIZONA. OUT-OF-STATE ARBITRATION MAY FORCE YOU TO ACCEPT A LESS FAVORABLE SETTLEMENT FOR DISPUTES. IT MAY ALSO COST YOU MORE TO ARBITRATE WITH US IN ARIZONA THAN IN YOUR OWN STATE.
2. THE FRANCHISE AGREEMENT STATES THAT ARIZONA LAW GOVERNS THE AGREEMENT, AND THIS LAW MAY NOT PROVIDE THE SAME PROTECTION AND BENEFITS AS LOCAL LAW. YOU MAY WANT TO COMPARE THESE LAWS.
3. THE FRANCHISOR HAS HAD LAWSUITS FILED AGAINST IT FOR FAILURE TO PROVIDE FRANCHISEES WITH ACCOUNTS SATISFYING THE INITIAL MONTHLY ACCOUNT VOLUME PROMISED. PLEASE REVIEW ITEM 3 CAREFULLY. PLEASE ALSO REVIEW ITEM 5 AND THE FRANCHISE AGREEMENT SECTION 6.1 CAREFULLY REGARDING YOUR ELIGIBILITY TO RECEIVE A PARTIAL REFUND OF YOUR INITIAL FRANCHISE FEE. YOU WAIVE YOUR RIGHT TO A PARTIAL REFUND IF YOU DO NOT MAKE A WRITTEN REFUND REQUEST WITHIN 30 DAYS OF OPENWORKS' DEADLINE TO PROVIDE YOU WITH A CERTAIN AMOUNT OF INITIAL MONTHLY ACCOUNT VOLUME BUT OPENWORKS REMAINS OBLIGATED TO OFFER YOU THE REMAING INITIAL ACCOUNT VOLUME FOR THE PACKAGE YOU PURCHASED OVER THE TERM OF THE FRANCHISE.
4. IF A BUSINESS ENTITY IS BUYING THIS FRANCHISE EACH OWNER AND HIS/HER SPOUSE MUST PERSONALLY GUARANTEE ALL OBLIGATIONS OF THE FRANCHISE AGREEMENT THEREBY PLACING MARITAL AND PERSONAL ASSETS AT RISK.
5. THERE MAY BE OTHER RISKS CONCERNING THIS FRANCHISE.

Effective Date: See the next page for state effective dates.

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## STATE EFFECTIVE DATES

The following states require that the Franchise Disclosure Document be registered or filed with the state or be exempt from registration: California, Connecticut, Florida, Hawaii, Illinois, Indiana, Kentucky, Maryland, Michigan, Minnesota, Nebraska, New York, North Dakota, Rhode Island, South Dakota, Texas, Utah, Virginia, Washington and Wisconsin.

This Franchise Disclosure Document is registered, on file or exempt from registration in the following states having franchise registration and disclosure laws, with the following effective dates:

California:	RENEWAL PENDING
Florida:	November 30, 2016
Illinois:	RENEWAL PENDING
Indiana	RENEWAL PENDING
Kentucky:	October 4, 2016
Minnesota:	RENEWAL PENDING
Nebraska:	July 7, 2015
New York:	RENEWAL PENDING
Texas:	November 13, 1988
Virginia:	RENEWAL PENDING

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