

## FRANCHISE DISCLOSURE DOCUMENT



Zen Windows USA, Inc.  
848 West Coshocton Street  
Johnstown, Ohio 43031  
Tel: (614) 419-9103  
[www.zenwindows.com](http://www.zenwindows.com)  
franchise@zenwindows.com

The franchise offered is for the right to operate a “Zen Windows” franchised business offering windows and windows-related products and services utilizing the franchise system.

The total investment necessary to begin operation of a Zen Windows franchised business ranges from \$48,500 to \$552,000. This amount includes between \$40,000 and \$500,000 that must be paid to the franchisor or its 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 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 Scott Groves, President of National Expansion, at 827 Waterford Estates Manor, Canton, Georgia, 30115 , (770) 329-1515, and franchise@zenwindows.com.

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 of this Franchise Disclosure Document: November 17, 2016.

## 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 DEALERSHIP AGREEMENT REQUIRES YOU TO RESOLVE CERTAIN DISPUTES WITH US BY ARBITRATION OR BY LITIGATION IN THE METROPOLITAN AREA OF OUR THEN-CURRENT PRINCIPAL BUSINESS ADDRESS (CURRENTLY, COLUMBUS, OHIO). OUT-OF-STATE ARBITRATION OR LITIGATION MAY FORCE YOU TO ACCEPT A LESS FAVORABLE SETTLEMENT FOR DISPUTES. IT MAY COST YOU MORE TO ARBITRATE WITH US IN THE STATE OF OUR PRINCIPAL BUSINESS ADDRESS (CURRENTLY OHIO) THAN IN YOUR OWN STATE.
2. THE DEALERSHIP AGREEMENT REQUIRES THAT OHIO 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. WE WERE FORMED IN DECEMBER 2014. AS A RESULT, WE ONLY HAVE A BRIEF OPERATING HISTORY TO ASSIST YOU IN DETERMINING WHETHER OR NOT TO MAKE THIS INVESTMENT.
4. IF YOU FAIL TO PURCHASE THE MINIMUM QUANTITY OF PRODUCTS WE SPECIFY, WHETHER OR NOT YOU CAN SELL SUCH PRODUCTS, WE MAY TERMINATE THE FRANCHISE AGREEMENT AND YOU WILL LOSE YOUR INVESTMENT AND OWE US LIQUIDATED DAMAGES FOR EARLY TERMINATION. WE MAY CHANGE THE PRODUCTS YOU MUST PURCHASE AND INCREASE THE MINIMUM PURCHASE REQUIREMENTS AT ANY TIME.
5. THERE MAY BE OTHER RISKS CONCERNING THIS FRANCHISE.

We do not use the services of franchise brokers or referral sources to assist us in selling our franchise.

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

*Zen Windows – 2016 FDD (FDD Items)  
NJ 229977715v3*

**ZEN WINDOWS USA, INC.  
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, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, 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:

<b><u>State</u></b>	<b><u>Effective Date</u></b>
California	Not Registered
Hawaii	Not Registered
Illinois	Not Registered
Indiana	Not Registered
Maryland	Not Registered
Michigan	Not Registered
Minnesota	_____, 2016
New York	Not Registered
North Dakota	Not Registered
Rhode Island	Not Registered
South Dakota	Not Registered
Virginia	_____, 2016
Washington	Not Registered
Wisconsin	Not Registered

In all other states, this Franchise Disclosure Document's effective date is the issuance date of November 17, 2016.

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