



February 1, 2023

To Whom It May Concern

SaniGLAZE Authorized Service Provider

This letter is to advise you that Complete Floor Care Solutions is the exclusive SaniGLAZE provider for the Tampa and Greater Southwest Florida Area. There are no other SaniGLAZE providers who are permitted to perform SaniGLAZE work in this area. SaniGLAZE services are specialized processes that require proprietary products and technical training. Therefore these processes can only be provided by a SaniGLAZE franchised service professional.

SaniGLAZE's restorative bonding processes should not be confused with ordinary procedures like grout staining, acid and pressure washing, acrylic sealing or other types of cleaning and color enhancement techniques. SaniGLAZE's restorative bonding processes are the only tile and grout restoration systems that utilize our specially formulated, proprietary SaniGLAZE coatings. These coatings can be applied to various hard surfaces such as ceramic tile, VCT or concrete.

Our franchise agreements prohibit SaniGLAZE franchisees from performing SaniGLAZE processes in another SaniGLAZE franchisee's territory. Therefore, Complete Floor Care Solutions is the only available source in your location for SaniGLAZE tile and hard surface restoration.

Your interest in SaniGLAZE tile and grout restoration is greatly appreciated. Thank you!

Sincerely,

A handwritten signature in black ink that reads "Michele L. Yonash". The signature is written in a cursive, flowing style.

Michele L. Yonash
COO