

FRANCHISE OPPORTUNITY

REFRAME YOUR
FUTURE WITH AN
AWARD-WINNING
BRAND



GLASS DOCTOR[®]
a neighborly company

WHO WE ARE

Since 1962, Glass Doctor® has been a go-to solution for residential and commercial customers in North America. **Glass Doctor has grown to over 190 locations** throughout the United States and Canada.



Founded in 1962
in Seattle, WA



Franchising Since
1977



Acquired by
Neighborly® in 1998

As of April 2020, that opportunity looks even better for franchise owners joining the Glass Doctor family. What was once one business model serving home, business, and auto glass customers has now become two distinct franchise opportunities — **on one side, a home and business glass franchise, and on the other, an auto glass franchise.** Creating two enhanced opportunities from one allows for a less complex ownership experience, a streamlined training process, and a potential boost to performance through a more focused effort. And we know that what's easier for our franchise owners is also better for our customers — they'll know exactly who to call in their area for their specific glass repair and replacement needs.



When I was searching for an opportunity, there were so many businesses that didn't have honesty and integrity, so I thought I'd try one that did. And aligning with Glass Doctor was absolutely the best move I could've made.

Kevin Tennant, Wasilla and Fairbanks, AK

180+

Glass Doctor locations throughout the United States and Canada

\$12,472

Average spent on home repairs and improvements by U.S. homeowners in 2024¹

14M+

Annual windshield replacements in the United States industry-wide²

1. Reported on Angi.com; 2. Reported on Glassbytes.com



Learn more at franchise.glassdoctor.com

OWNERSHIP MODEL

How the Ownership Model Works

- ✓ **Trust/History**
Over 60 years in business makes Glass Doctor® one of the most trusted names in the industry
- ✓ **Recession-Resistant Business**
High demand in any economic environment. When glass breaks, it needs to be fixed. When you are comparing other franchise opportunities, this is something to keep in mind.
- ✓ **Structured Operations**
 - Continually refined systems
 - Sharing best practices, working together
 - Proprietary systems and technology
- ✓ **Defined Territories**
 - We work with you to understand your market
 - In prime markets throughout the U.S. and Canada
 - Strategic territory and market selection
- ✓ **Control**
Family-friendly workweek, limited on-call and emergency work. Achieve a comfortable lifestyle while building long-term stability and a legacy for the family.
- ✓ **ProTradeNet® Buying Power**
Price breaks from 250+ suppliers; over \$8.3M in annual rebates in 2025.¹
- ✓ **Neighborly® Advantage**
The secret sauce is the network of owners, validation, referrals, and support from Neighborly®, the global leader in home services.



What You Get for Your Investment

As a franchise owner, you'll have access to comprehensive franchise training and support:

- **Sure Start Training:** Our Sure Start program takes you through classroom-style sales and marketing training and hands-on service instruction, so you know how to manage every aspect of your soon-to-launch glass business.
- **Staying Connected:** Get ongoing training and guidance from a dedicated Franchise Business Coach, and strategize with other accomplished Glass Doctor franchise owners at regional and national gatherings and workshops.
- **Finding the Right People:** Take advantage of a third-party, industry-leading hiring and onboarding platform to find the right staff and service professionals for your team.
- **Marketing Support:** Access powerful print and digital marketing collateral and innovative strategies to help boost visibility in your community and help you entice new and returning clients.
- **Help From Our Friends:** Relationships with glass manufacturers and numerous other vendors help control overall costs of running the business.



It's a fantastic system, and it's probably the best decision we've ever made as a family. Other franchise owners are a huge support — I don't think we could be where we are without that.

Susan and John Goldsmith, Vancouver, British Columbia



A LOOK AT THE INDUSTRY

Each of Glass Doctor®'s diverse business models takes advantage of a different side of an industry driven by evergreen demand, so no matter which path a franchise owner chooses, they'll have the advantage of a naturally recession-resistant opportunity.



Looking back on the 60+ years we've been in business, one thing is clear: **Glass breaks — or often needs to be repaired with age.** Despite the ups and downs of the economy, when a window, door, or windshield breaks, it needs to be professionally repaired or replaced.

Since design and architectural styles have evolved to include more glass and in more innovative ways, **the market for home and business glass repair and replacement has continued to grow.** And the auto glass side of the industry is equally compelling, particularly with the increase in technology like advanced driver assistance systems. The U.S. alone sees over 14 million windshield replacements every year.¹

We Fix Their Panes — Painlessly

Whether it's cracked, chipped, shattered, or fogged, we'll get the job done. And we'll get it done right.

Home & Business Glass

- Window Repair & Replacement
- Custom Glass Solutions
- Emergency Services
- Shower & Tub Enclosures
- Hydrophobic Coating
- Advance Measurement
- Storefront Repair & Replacement
- Storefront Systems

Auto Glass

- Auto Glass Repair & Replacement
- Hydrophobic Coating
- Glass Doctor Road Hazard Warranty
- ADAS Recalibration
- Headlight Restoration
- Windshield Wiper Replacement

The Customers We Serve

Relationship Driven: Our system emphasizes customer service, as evidenced by our 93 Net Promoter score, to establish lasting relationships with local clients. Plus, we have a family of key partnerships through ProTradeNet.

Professional: Customers know who to call, who and what to expect, and when to expect it, from our strong online presence when they're looking for help to the trusted service professional who arrives on time in a branded vehicle.

Consistent: Comprehensive training systems and technology help owners grow their business and service professionals provide customers with a consistent, high-quality experience from start to finish while making it easier to train their employees as well.

Technology Minded: Customers feel connected and in the loop thanks to customized business management, scheduling, and communications software platforms which helps franchise owners manage their business.

RESOURCES AND SUPPORT

The Neighborly® Advantage

With more than 40 years of experience, 28 brands, and over 5,500 franchise locations, Neighborly provides the scale and foundation to support continued improvement across the system.

Today, franchise owners operate within a connected and evolving platform that supports both national consistency and local execution. Shared marketing capabilities, proprietary technology, operational tools, and performance insights help simplify decision-making and daily operations. Together, these capabilities reflect a professionally supported platform that franchise owners can leverage as they launch, operate, grow, and manage their local businesses.



5,500+
franchise locations

\$4.6B+
systemwide revenue



Marketing Tools

Glass Doctor® Aire Serv® and Neighborly® provide franchise owners with **access to a modern marketing platform** designed to support local demand generation and customer retention. A **centralized team** develops strategy, campaign frameworks, creative assets, and planning tools that owners can use to activate marketing in their markets.

At the local level, franchise owners have access to performance-focused tools, customizable resources, and guidance to help attract new customers and stay connected with existing ones. **Individualized support** is available to new owners and franchise business owners who want assistance applying these tools based on their goals, experience, and local conditions to help to boost engagement and success.

Rebates and Discounts

Through **ProTradeNet**, Glass Doctor owners gain access to pricing discounts and rebates from **over 250 vendors**. This results in savings on a wide variety of products and services including equipment, supplies, consumer financing, employee benefit plans, software programs, and much more.

Collaborative Network

Through Neighborly's powerful network, Glass Doctor franchise owners can **build relationships with other owners** both locally and nationwide to share ideas, best practices, and expertise. We truly believe we are stronger together — and franchise owners can count on a **network of support** throughout their business ownership journey.

Neighborly Code of Values: We Live R.I.C.H.



Respect

Showing respect for
all people



Integrity

Acting with integrity
in all dealings



Customers

Serving customers
with enthusiasm



Having Fun

And having fun
in the process

OUR FRANCHISE RELATIONSHIP

Many candidates come to Glass Doctor® looking for a way to get into business for themselves, to stop making money for someone else, and/or to leave the corporate world behind and take charge of their own future. Some have a background in the automotive or construction industries or even owned their own glass repair business that needed a boost. Still others have never worked in or considered working in the glass industry. They are drawn to established systems and the history of growth that Glass Doctor can provide.



Glass Doctor franchise owners don't need prior experience in glass repair or replacement services. We're looking for people from all backgrounds who share some key traits:



Business Acumen

Running a franchise requires skill, experience, and knowledge related to the various facets of business. You don't have to be a proven, all-around business expert, but the more experience you have, the better.



Passion for Service

We believe in building relationships, delivering exceptional service, and helping others find more time to focus on what they love — our franchise owners included.

Investment Overview

Our ownership model involves a low cost of investment relative to the revenue potential.

\$157,150-\$326,850 Auto option
\$154,650-\$311,850 Home and Business option
estimated initial investment range¹

- \$50,000 in available liquid capital
- \$250,000 Net Worth



20%

off minimum initial franchise fee for qualified veterans¹

As a Founding Member of VetFran, we proudly offer active or retired U.S. or Canadian military members who were honorably discharged and who meet our qualifications for purchasing a franchise.

Ask us about financing options that might be available.

Strong Financial Performance

Home and Business Glass

\$969,663

Average Annual Gross Sales

\$819,448 Median Gross Sales

reporting for the full Reporting Period in 2025³

Auto Glass

\$677,657

Average Annual Gross Sales

\$656,513 Median Gross Sales

reporting for the full Reporting Period in 2025³

1. Refer to Item 7 of the 2026 Glass Doctor SPV, LLC Franchise Disclosure Document. 2. Refer to Item 5 of the 2026 Glass Doctor SPV LLC Franchise Disclosure Document (FDD) for full details. 3. Refer to Item 19 of the 2026 Glass Doctor SPV LLC Franchise Disclosure Document (FDD) for full details. 172 businesses (the "Reporting Businesses"), 29 of which operated under the Auto Option, 16 of which operated under the Home and Business Option, and the remaining 127 of which operated under both options. New franchisees' individual financial results may differ from the results stated herein.

GLASS DOCTOR_x

a neighborly company

GET STARTED TODAY

To learn more about **joining the Glass Doctor® community** and starting your successful business, contact us now at:

833-439-0310 or
franchise.glassdoctor@nbly.com

You can also get **more information**
about Glass Doctor at:

franchise.glassdoctor.com

This advertisement should not be construed as an offer to sell any franchises. The offer of a franchise can only be made through the delivery of a franchise disclosure document by or on behalf of one of the Neighborly brands 1010 N. University Parks Dr. Waco, TX 76707, 254-745-2444. In addition, certain states regulate the offer and sale of franchises. We will not offer you a franchise unless and until we have complied with applicable pre-sale registration and disclosure requirements in your state. The filing of an application for registration of an offering prospectus or the acceptance and filing thereof by the NY Department of Law as required by NY law does not constitute approval of the offering or the sale of such franchise by the NY Department of Law or the Attorney General of NY.