

April 30, 2025

Sent Via Electronic Mail

Schuyler Reidel
Reidel Law Firm
527 21st Street, #90
Galveston, Texas 77550
schuyler@reidellawfirm.com

Dear Mr. Reidel:

Re: Response to Default Notice

This law firm represents Issam Ozeir (“Mr. Ozeir”) in connection with the franchise agreement dated March 8, 2022 (the “Franchise Agreement”) between Mr. Ozeir and Qargo Coffee, Inc. (“Franchisor”) for the operation of a Qargo Coffee franchise in Tampa, Florida (the “Franchise Business”). This letter (“Letter”) is in response to your letter titled “Default Notice – Failure to Meet Brand Standards, Unsafe Operations” dated April 24, 2025 (the “Notice”). As described below, Mr. Ozeir has cured each of the defaults set forth in your Notice.

In your Notice, you allege that Mr. Ozeir has failed to comply with certain “system standards and directives” of the Franchisor. More specifically, your Notice alleges that the Franchise Business has:

1. Used non-branded and unapproved plastic cups and unapproved “French fry bags” as food packaging;
2. Failed to install a certain oven and other equipment per instruction from the Franchisor; and
3. Failed to promptly respond to Franchisor’s correspondence.

As of the date of this Letter, Mr. Ozeir has cured each of the defaults set forth in the Notice.



With respect to the first alleged default, Mr. Ozeir has caused the oven and other equipment referenced in your Notice to be installed at the Franchise Business in conformance with the Franchisor's specifications.

With respect to the second alleged default, Mr. Ozeir denies that any employee of the Franchise Business has packaged and delivered food to customers in "non-branded and unapproved French fry bags." Regardless, Mr. Ozeir has confirmed that, as of the date of this Letter, all packaging and products in use at the Franchise Business are only that which have been approved by the Franchisor under the Franchise Agreement. Mr. Ozeir is committed to ensuring that the Franchise Business continues only to use branded and/or approved packaging for products.

With respect to the third alleged default, Mr. Ozeir is committed to maintaining timely communication with the Franchisor in all matters pertinent to the operation of the Franchise Business in conformance with the Franchise Agreement.

As set forth above, by Mr. Ozeir, each of the defaults set forth in your Notice are cured.

If you have any questions, please feel free to contact the undersigned.

Sincerely,



MARK J. BURZYCH
MEMBER

Direct: 517.381.3159

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MJB/jns

Cc: Issam Ozeir