



NEWS RELEASE

Wayfair Names Sanjeev Singh Sahni Vice President, Service Operations

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BOSTON--(BUSINESS WIRE)-- **Wayfair Inc.** (NYSE:W), one of the world's largest destinations for the home, today announced Sanjeev Singh Sahni has been promoted to vice president, Service Operations. In this role, Sahni will drive the strategy and execution of Wayfair's North American Service Operations, including design, product, process and talent implementation that make Wayfair post order service operations best-in-class.

This press release features multimedia. View the full release here:

<https://www.businesswire.com/news/home/20220614005421/en/>

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(Photo: Business Wire)

"Sanjeev's extensive experience in strategy, logistics, product development, and customer service, make him well-suited for this new

opportunity," said Thomas Netzer, chief operating officer, Wayfair. "Under his leadership, we will continue to build upon our exceptional customer experience as we innovate and explore new ways to delight our customers."

Sahni joined Wayfair in 2017 as the founder of International Supply Chain, focusing specifically on the Digital Forwarding and Logistics businesses. He has since led both the Customer Experience and Customer Service capabilities at Wayfair, where he owned the design, build, and scaling of Wayfair's post-order customer experience.

"I am very excited to lead Wayfair's operations and customer experience into a new level of effectiveness. As we increasingly leverage technology at scale, particularly the application of data science, we will continue to drive innovation and new breakthroughs across our world-class customer service experience. It is an honor to be leading the charge on this front," said Sahni.

About Wayfair

Wayfair is the destination for all things home: helping everyone, anywhere create their feeling of home. From expert customer service, to the development of tools that make the shopping process easier, to carrying one of the widest and deepest selections of items for every space, style, and budget, Wayfair gives everyone the power to create spaces that are just right for them.

The Wayfair family of brands includes:

- Wayfair - Everything home – for a space that’s all you.
- Joss & Main - The ultimate style edit for home.
- AllModern - All of modern, made simple.
- Birch Lane - A fresh take on the classics.
- Perigold - An undiscovered world of luxury design.
- Wayfair Professional: Just right for Pros.

Wayfair generated \$3.0 billion in net revenue for the three months ended March 31, 2022. Headquartered in Boston, Massachusetts with operations throughout North America and Europe, Wayfair employs approximately 18,000 people.

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Source: Wayfair Inc.