



NEWS RELEASE

Wayfair to Create 450 Jobs in Chemung County, New York

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Home furnishings online retailer plans to open a new customer service center in Big Flats, NY

BOSTON--(BUSINESS WIRE)-- Wayfair Inc. (NYSE:W), one of the world's largest online destinations for home furnishings and décor, today announced the opening of a new customer service center in Big Flats, New York. Wayfair will hire for more than 450 full-time customer service and sales roles in the new location as it scales its world-class service operations to meet the needs of its rapidly growing customer base.

"We're excited to expand our operations to Chemung County and the town of Big Flats and welcome new talent to our award-winning team," said Liz Graham, vice president of sales and service, Wayfair. "Wayfair's success is built upon a steadfast commitment to the customer and its dedication to delivering an unparalleled customer experience. We are confident that our expansion to New York State will enable us to further build our team with dedicated professionals who believe in always putting the customer first. We look forward to launching our Wayfair team in Chemung County and becoming part of the local community."

Wayfair plans to open more than 450 full-time jobs in the new Big Flats location across a variety of management and sales and service roles. Scheduled to open this summer, the center began their hiring search in early March and will continue the search for talent through 2018.

"In the Southern Tier, our strategic investments are attracting new businesses, creating new jobs and strengthening the regional economy," said Empire State Development President, CEO & Commissioner Howard Zemsky. "Wayfair's commitment to invest millions of dollars and create hundreds of jobs furthers the region's Southern Tier Soaring initiative, which is well on its way to generating sustainable growth and progress."

Wayfair's service organization was recently recognized for customer service excellence, earning the Silver Stevie®

Award in the Customer Service Department of the Year retail category. In addition, Wayfair was recognized as one of the Best Places to Work in Retail by Fortune Magazine.

Wayfair offers full-time customer service positions with a wide range of benefits including equity, bonuses, 401(k) matching, tuition reimbursement, medical, dental and vision insurance and discounts on employee purchases. For more information on hiring and career opportunities in New York, visit www.wayfair.com/careers.

Employing 7,700 people globally, Wayfair currently operates customer service centers in Massachusetts, Maine, Utah, Texas, Germany and Ireland.

About Wayfair Inc.

Wayfair believes everyone should live in a home they love. Through technology and innovation, Wayfair makes it possible for shoppers to quickly and easily find exactly what they want from a selection of more than 10 million items across home furnishings, décor, home improvement, housewares and more. Committed to delighting its customers every step of the way, Wayfair is reinventing the way people shop for their homes – from product discovery to final delivery.

The Wayfair family of sites includes:

- Wayfair, everything home for every budget
- Joss & Main, beautiful finds, irresistible savings
- AllModern, unbelievable prices on everything modern
- Birch Lane, home of classic designs and fresh finds
- Perigold, the widest-ever selection of premium home

Wayfair generated \$4.7 billion in net revenue for the twelve months ended December 31, 2017. Headquartered in Boston, Massachusetts with operations throughout North America and Europe, the company employs more than 7,700 people.

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Source: Wayfair Inc.

Wayfair Inc.

Media Relations Contact:

Susan Frechette, 617-502-7066

PR@wayfair.com

or

Investor Relations Contact:

Joe Wilson

IR@wayfair.com