



NEWS RELEASE

Wayfair Names Liz Graham VP of Sales and Service

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Former Comcast and HubSpot Operations Executive Joins Home Furnishings Leader

BOSTON--(BUSINESS WIRE)-- Wayfair (NYSE:W), one of the world's largest online destinations for home furnishings and décor, today announced that Liz Graham has joined the company as Vice President of Sales and Service. Graham will oversee global customer service and sales for all of Wayfair's brands. Graham draws upon an extensive background in operations and management including 14 years at Comcast where she led technical operations and provided strategic oversight for all aspects of customer experience. Most recently, Graham held various operations roles at HubSpot (HUBS).

This Smart News Release features multimedia. View the full release here:

<https://www.businesswire.com/news/home/20150610005304/en/>

Liz Graham joins Wayfair as VP of Sales & Service. (Photo: Business Wire)

"Liz is a strong operations leader with a proven track record of

driving significant increases in productivity, customer success and employee satisfaction," noted James Savarese, chief operating officer (COO) of Wayfair. "We have no doubt that Liz has the right expertise to scale Wayfair's service and sales operation as we rapidly establish Wayfair as a global leader in customer experience and service."

"I am delighted to join this talented leadership team just as Wayfair takes off as a global ecommerce brand," said Graham. "Wayfair is built on top-notch customer experience. I look forward to further strengthening that focus as we scale up sales and service teams domestically and internationally to match the company's growth."

In her previous role at HubSpot, Graham led IT operations. Before HubSpot, Graham held several senior level operations roles at Comcast Corporation's Northeast Division, including Vice President of Technical Operations and Vice President of Network Operations Centers. Graham earned an A.B. from Harvard College, a M.St. from Oxford

University and a J.D. from Harvard Law School.

About Wayfair

Wayfair Inc. offers an extensive selection of home furnishings and décor across all styles and price points. The Wayfair family of brands includes:

- Wayfair.com, an online destination for all things home
- Joss & Main, an online flash sales site offering inspiring home design daily
- AllModern, a go-to online source for modern design
- DwellStudio, a design house for fashion-forward modern furnishings
- Birch Lane, a collection of classic furnishings and timeless home décor

Wayfair is headquartered in Boston, Massachusetts, with additional locations in New York, Ogden, Utah, Hebron, Kentucky, Galway, Ireland, London, Berlin and Sydney.

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