



NEWS RELEASE

Wayfair Opens Doors to Bangor, Maine Customer Service Facility

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E-Commerce Retailer to Create 450 Full-Time Customer Service Roles in Second Maine Location

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 Bangor, Maine. With plans to create 450 full-time customer service roles in the new location, Wayfair is scaling its service operations to continuously deliver an exceptional retail experience to its rapidly growing customer base.

"We are excited to join the local Bangor community and build upon the area's tremendous legacy in customer service," said Liz Graham, vice president of sales and service, Wayfair. "Outstanding customer service has been a key driver of Wayfair's success and rapid growth as a go-to destination for everything home. We have always oriented our business to best serve our customers and are confident that the expansion of our world-class service team in Bangor will help us continue to raise the bar on customer service excellence."

Wayfair's Bangor facility is the company's second office to open in Maine this year, following the launch of a sales and operations location in Brunswick in May.

Wayfair's service organization was recently **recognized for customer service excellence**, earning the Gold Stevie® Award in the Customer Service Center of the Year retail category. In addition, Wayfair won the public vote with the People's Choice Stevie® Award for Favorite Customer Service in the retail category.

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 Maine, visit www.wayfair.com/careers.

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**, an online destination for all things home
- **Joss & Main**, where beautiful furniture and finds meet irresistible savings
- **AllModern**, a go-to online source making modern design more accessible
- **DwellStudio**, a design house with a decidedly modern vibe
- **Birch Lane**, a collection of classic furnishings and timeless home décor

Wayfair is headquartered in Boston, Massachusetts with operations throughout North America and Europe.

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