



NEWS RELEASE

Wayfair Recognized for Customer Service Excellence

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E-commerce Leader Takes Home the Gold in 2016 Stevie Awards for Sales & Customer Service

BOSTON--(BUSINESS WIRE)-- **Wayfair** Inc. (NYSE:W), one of the world's largest online destinations for home furnishings and décor, won the Gold Stevie® Award in the Customer Service Center of the Year retail category in the tenth annual **Stevie Awards for Sales & Customer Service** on Friday evening. In a worldwide public vote earlier this month, Wayfair's top notch service organization also won the People's Choice Stevie® Award for Favorite Customer Service in the retail category.

"We are honored to be recognized by the Stevie Awards for our dedication to customer service," said Niraj Shah, CEO, co-founder and co-chairman, Wayfair. "At Wayfair, our team goes above and beyond each day to create the best customer experience in retail. We strive to repeatedly exceed our customers' expectations through ongoing innovation and continuous improvement. As a result of our efforts, we see our customers coming back again and again with repeat orders in Q4 2015 up 96 percent year over year."

Wayfair's customer service organization is focused on long term customer satisfaction. The team is staffed completely in house and offers dedicated, personalized customer support for large parcel service as well as specialized teams for complex categories such as custom upholstery and flooring.

"The Gold Stevie Award for Customer Service of the Year is a tremendous testament to our success in building a world-class customer service organization," added Shah. "We look forward to raising the bar for service even higher in 2016."

More than 60 members of several specialized judging committees determined the Gold, Silver and Bronze Stevie Award placements from among the Finalists during final judging earlier this month. The awards were presented to honorees during a gala banquet on Friday, March 4 at the Paris Hotel in Las Vegas. Details about the Stevie Awards

for Sales & Customer Service and the list of Stevie winners in all categories are available at <https://stevieawards.com/sales>.

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, where beautiful furniture and finds meet irresistible savings
- 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 generated \$2.25 billion in net revenues for full year 2015. The company employed 3,809 people as of December 31, 2015 and is headquartered in Boston, Massachusetts with operations throughout North America and Europe.

About The Stevie Awards

The Stevie Awards are conferred in six programs: The American Business Awards, the German Stevie Awards, The International Business Awards, the Stevie Awards for Women in Business, the Stevie Awards for Sales & Customer Service, and the Asia-Pacific Stevie Awards. A seventh program, the Stevie Awards for Great Employers, will debut in April 2016. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <https://www.StevieAwards.com>, and follow the Stevie Awards on Twitter @TheStevieAwards.

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