



**Wayfair Customer Service Center Launch – Bryan/College Station, 2016
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Press Release

Wayfair to Create 450 Jobs in Bryan-College Station, Texas Announces Plans to Open New Customer Service Center in Texas' Research Valley

BOSTON, Mass. – February 22, 2016 – Wayfair Inc. (NYSE:W), one of the world's largest online destinations for home furnishings and décor, today announced plans to open a new customer service center located in Bryan, Texas. Wayfair will hire approximately 450 employees in the new location as it scales operations to service its rapidly growing customer base.

“Wayfair’s steadfast commitment to exceptional customer service has helped fuel the incredible growth of our business as more people discover a new and better way to shop for home furnishings,” said James Savarese, Chief Operating Officer, Wayfair. “We look forward to expanding our operations to the Bryan-College Station area as we welcome new talent to our world-class customer service team.”

Known as The Research Valley, the Bryan-College Station area is a hub for innovation and technology in Texas. Wayfair selected the location based on the strong local talent pool, the community’s thriving business community and its proximity to Texas A&M University – a leading university for research and innovation.

“As a company that is headquartered in Boston, we recognize the tremendous value of being located near some of the world’s leading academic institutions. We have found that access to higher education, ongoing innovation and a robust cultural scene all contribute to a strong local workforce. We see those very important qualities in the Bryan-College Station area with its close connections to Texas A&M University,” added Liz Graham, Vice President of Sales and Service, Wayfair. “Wayfair is delighted to join the local Bryan-College Station community and we are excited for the new team members who will help us continue to deliver the most exceptional service experience in retail.”

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. The Bryan service center is scheduled to open this spring. For more information on hiring and career opportunities in Texas, visit www.wayfair.com/careers.

With more than 3,250 full time employees globally, Wayfair currently operates customer service centers in Massachusetts, Utah and Ireland.

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 is headquartered in Boston, Massachusetts, with additional locations in New York, Utah, Kentucky, Ireland, U.K. and Germany.

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About Wayfair

Wayfair offers a zillion things home. With one of the world's largest online selections of furniture, home furnishings, décor and goods, including more than seven million products from over 7,000 suppliers, Wayfair helps people find the perfect product at the right price. Our extensive selection and superior customer service coupled with the convenience of online shopping, make it easier than ever before to find exactly what you want for your home at a price you can afford.

Wayfair History

College dorm mates and high school friends, Steve Conine and Niraj Shah founded Wayfair in 2002 from a guest room in Steve's home. By carefully analyzing Internet search patterns and results, Steve and Niraj recognized a market opportunity to sell stereo racks and stands online. What would grow to become the largest ecommerce destination for home furnishings and décor started with just one single website and soon grew to more than 250 standalone sites selling everything from barstools to birdhouses.

In 2011, Steve and Niraj took a giant leap and moved all of their e-commerce sites into one mega destination for the home and named it Wayfair. By the next year, Wayfair had exceeded \$600 million in annual revenue and was well on its way to becoming a household name offering millions of products across a wide array of styles and price points. In 2014, Wayfair exceeded \$1.3 billion in annual revenue and now offers 7 million products from over 7,000 suppliers across five distinct brands - Wayfair.com, AllModern, Birch Lane, DwellStudio and Joss & Main. The company has quickly become a go-to destination for home furnishings and décor in the US, Canada, the U.K. and Germany. Steve and Niraj continue to build Wayfair into their biggest business endeavor yet still innovating every day to create the ultimate home goods shopping experience.



Executive Bios and Headshots



Niraj Shah, CEO and Co-Founder

Niraj Shah is the CEO and Co-Founder of Wayfair (formerly CSN Stores). Before Wayfair, Niraj was CEO and co-founder of Simplify Mobile, an enterprise software company which was sold in 2001. Prior to that, he was an Entrepreneur-in-Residence at Greylock Partners, COO and a member of the Board of Directors at iXL, a publicly traded global technology consulting firm, and the CEO and co-founder of Spinners, which was sold to iXL in 1998. Niraj has been included in the Boston Business Journal's 40 Under 40, and has won Ernst & Young's Entrepreneur of the Year award. Niraj is also on the board of the Massachusetts Innovation Technology Exchange. Niraj holds a BS from Cornell University, and lives in Boston with his wife and two children.



Steve Conine, Chairman, Co-Founder and CTO

Steve Conine is the Chairman, Co-Founder and Chief Technology Officer of Wayfair (formerly CSN Stores). Steve is responsible for architecting and developing software systems that give Wayfair a technological edge in the online retail business. Prior to that, Steve was a Founder, Member of the Board and Chief Technology Officer of Simplify Mobile. Before starting Simplify Mobile, he served as Chief Operating Officer for the London office of iXL, a publicly traded global technology consulting firm. Steve also previously co-founded and served as a top executive of Spinners Incorporated, an IT services firm, which was sold to iXL in 1998.



Liz Graham, Vice President of Sales and Service

Liz Graham oversees customer service and sales for all of Wayfair's US and European brands. Prior to joining Wayfair, Liz served as Vice President of IT Operations at HubSpot (HUBS), the world's leading inbound marketing and sales platform, where she created a cloud-based data warehouse to facilitate access to diverse data sets. Liz also served as the Vice President of Operations with HubSpot, where she increased employee satisfaction and cultivated the unique company culture. Before HubSpot, Liz held several senior level operations roles at Comcast Corporation, Northeast Division, including Vice President of Technical Operations and Vice President of Network Operations Centers. Liz earned an A.B. from Harvard College, an M.St from Oxford University and a J.D. from Harvard Law School. She lives outside of Boston with her husband and daughter.



FAQs

1. **When does the center officially open to employees?** Friday, March 25, 2016
2. **How many employees are you planning to hire?** Wayfair will hire approximately 450 employees at this location.
3. **What's the square footage of this space?** 51,000 sq ft
4. **Will this location primarily offer customer service roles?** In addition to a heavy focus on customer service roles, we'll also be hiring for Inbound Sales roles, HR and IT positions, and management roles.
5. **Are you planning to open other call centers across the country this year?** As Wayfair grows, we'll continue to scale operations to ensure we're consistently providing exceptional services to our valued customers.
6. **Why did Wayfair select this location to open a service center?** Wayfair selected the location based on the strong local talent pool, the community's thriving business community and its proximity to Texas A & M University – a leading university for research and innovation.
7. **Do you use any external customer service agencies?** Our customer advocacy team is entirely in-house.
8. **Why is customer service and support important to Wayfair?** Wayfair's steadfast commitment to exceptional customer service has helped fuel the incredible growth of our business, as more people discover a new and better way to shop for home furnishings. Wayfair is rooted in a deep commitment to customer service, and we pride ourselves on having one of the best teams in the industry.
9. **Did any local organizations assist Wayfair in the development of this center?** We worked with a number of local organizations to launch our Bryan/College Station office, including Texas A&M University, Research Valley, and Texas Workforce Solutions. We are so appreciative of their warm welcome to the community, and for all their help along the way!
10. **Does Wayfair have any plans to get involved with the local community?** Community involvement is very important to Wayfair. We are an active member of the BCS Chamber of Commerce, and look forward to building more local relationships in the near future.
11. **Are customer service employees compensated at a competitive rate compared to industry standards?** Yes, Wayfair offers competitive compensation plans, including 401K matching, full health benefits, equity etc.



Wayfair Culture

- **Full benefits.** We offer Medical, Dental and Vision Insurance from day one.
- **Career development.** Wayfair offers online trainings in business acumen, leadership, software, communications and more, and will pay up to 66% of course cost for external education opportunities.
- **Promote from within.** Before posting a job role externally, we utilize our internal network to offer professional growth opportunities before looking outside the company. We pride ourselves on growing almost all of our leadership roles internally.
- **401K-matching.**
- **Job perks.** We offer free snacks, games, wellness rooms, subsidized gym memberships, discounts at local stores, and more.
- **Discounted employee purchases.**

Customer Advocacy Highlights

- As one of the world's largest online destinations for home furnishings and décor, Wayfair is committed to providing an exceptional online shopping experience.
- A single customer service agent handles a customer's experience from beginning to end – a customer will never get passed from one person to the next.
- Our customer service roles are not scripted – our employees are empowered to find solutions, solve problems, and think creatively.
- We're constantly testing new and innovative solutions to improve the customer service experience
- Here at Wayfair, we hold an employee satisfaction survey once a year. Time and time again, three of the top five teams at Wayfair are part of our customer service organization.



Executive Testimonials

“The level of personalization and ownership that we offer at Wayfair is not something you see in a lot of companies.” – Liz Graham, Vice President of Sales & Service

“The Wayfair customer service team develops a rapport with our customers. They give the customer confidence. Brand trust is important here.” – Liz Graham, Vice President of Sales & Service

“We create an environment where the team is empowered to make decisions to do what’s right for our customers and we have a lot of fun in the process.” – Erin Dewey, Senior Director of Sales & Service

“We thrive on discovering opportunities to improve the customer experience, and collect regular feedback from our teams to drive business initiatives.” – Erin Dewey, Senior Director of Sales & Service