



FACT SHEET

QVC combines the best of retail, media and social to create the most engaging shopping experience.

Global Growth

- QVC is an \$8.7 billion business with broadcast operations in the US, Japan, Germany, UK, Italy, France and a joint venture in China.
- Worldwide, QVC engages shoppers via 15 TV channels reaching more than 360 million homes, seven websites with more than 1 billion visits in 2016, and 195 social pages.
- International was nearly 30% of consolidated net revenue in 2016.
- QVC shipped approximately 183 million units in 2016 across its global markets.
- In October 2014, the tracking stock for the QVC Group began trading on NASDAQ.
- In October 2015, zulily joined the QVC Group, expanding our reach to millennial moms and the digital-only generation, and bringing opportunities for accelerated mobile leadership, international expansion, and personalization.

Multi-platform Authority

- QVC has a growing global ecommerce business which accounted for \$4B of annual revenue in 2016.
- ecommerce results for the first quarter of 2017:
 - ecommerce was 48% of consolidated global revenues and 54% of US revenues
 - mobile accounted for 62% of global ecommerce orders and 61% of US ecommerce orders
- QVC has evolved from TV shopping to a multi-platform, multi-network experience. Among mass merchants, the combined QVC Group (including QVC and zulily) is the #3 mobile retailer in the US, the #8 mobile retailer globally, and the #3 ecommerce player in North America, according to Internet Retailer.

Elevated Customer Experience

- QVC is always raising the bar on the customer experience to surprise and delight customers, and exceed expectations.
- QVC is a recognized leader in customer service:
 - QVC received a gold award in the ecommerce Customer Service category and a silver in the Customer Service Department of the Year category for the 2017 Stevie Awards for Customer Service.
 - For the second year in a row, QVC has once again been recognized as a leading retailer for customer experience by the 2016 Foresee Customer Experience Index.
 - QVC UK named one of the 2016 Top 50 Companies for Customer Service ranking #1 in the retail category and #2 overall.
 - QVC was rated by Consumer Reports as a “Top Shop for Tech” among online retailers.
 - QVC Italy has been presented with the “Superbrand Award 2016” in recognition of the company’s strength in building real relationships with customers.



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Highly Engaged Audience

- Approximately 93% of worldwide shipped sales came from repeat and reactivated customers in 2016.
- In the US, QVC broadcasts live 24 hours a day, 364 days of the year, reaching a community of affluent, educated women in more than 100 million American homes.
- Our program hosts have built strong relationships based on trust with customers – they entertain and engage our viewers around a shared love of shopping.

Discovery and Storytelling

- Every day, in nine countries and counting, QVC engages millions of shoppers in a journey of discovery through an ever-changing collection of familiar brands and fresh new products, from home and fashion to beauty, electronics and jewelry.
- In the US, QVC presents on average 770 products every week, approximately 23% of which have not been presented previously on-air.
- In any other retailer, you are a product on a shelf or a picture on a website. QVC provides multiple platforms where our extended family of vendors can tell their unique story and demonstrate the product in a way the customer may not have seen elsewhere.

To learn more about QVC, visit corporate.qvc.com.