

QVC at a Glance

Corporate Facts



Business

- ◆ QVC was founded by Joseph Segel in June 1986.
- ◆ QVC U.S. broadcasts live 24 hours a day, 364 days of the year.
- ◆ QVC reaches 370 million homes worldwide.
- ◆ QVC is an \$8.8 billion business.

U.S. Sites

- ◆ QVC corporate headquarters is located in West Chester, Pennsylvania, The West Chester campus is comprised of Studio Park and Founder's Park.
- ◆ QVC has two domestic call centers in Texas and Virginia.
- ◆ QVC has five domestic distribution centers in California, North Carolina, Pennsylvania, South Carolina, and Virginia.

Global Reach

- ◆ **QVC U.S.** launched November 1986, and reaches more than 100 million homes.
- ◆ **QVC U.K.** launched October 1993, and reaches more than 27 million homes.
- ◆ **QVC Germany** launched December 1996, and reaches more than 41 million homes.
- ◆ **QVC Japan** launched April 2001, and reaches more than 26 million homes.
- ◆ **QVC Italy** launched October 2010, and reaches more than 25 million homes.
- ◆ **QVC/CNR Mall China** first broadcast as a joint venture July 2012, and reaches more than 117 million homes.
- ◆ **QVC France** launched August 2015, and reaches more than 18 million homes.

Employees

- ◆ QVC employs more than 10,000 people in the U.S.; 17,000 worldwide.



Fun Facts

- ◆ QVC's first broadcast went live at 7:30pm ET on November 24, 1986 to 7 million U.S. homes.
- ◆ QVC presents on average 775 products every week. There are 18 permanent sets and more than 100 portable scenic elements.
- ◆ On November 10, 2007, QVC set a record for the most orders taken in a 24-hour period with more than 850,000 orders.
- ◆ QVC's U.S. distribution centers can pack up to 300,000 packages daily, and had a single-day shipping record of approximately 800,000 units.
- ◆ QVC achieved its best sales day ever on December 2, 2001, with over \$80 million in orders taken; the Intel Pentium IV Dell™ Computer was the most popular item sold on that day.
- ◆ QVC.com attracts more than 6 million unique visitors each month. To date, over 60 million people worldwide have shopped with QVC.
- ◆ Over the past 30 years, QVC has shipped more than 1.8 billion packages in the U.S. alone.

The Buzz on Q

- ◆ **QVC US** placed in the top 15 on the 2017 Forrester US Customer Experience Index.
- ◆ **QVC US's** customer experience ranked #1 among retailers (tied with two other companies) and #8 overall in the 2017 Temkin Experience Ratings.
- ◆ **QVC2:** on 4.1.17 QVC relaunched its 2nd channel. QVC Plus® is now QVC2™, offering 40 hours of live content per week.



QVC Everywhere

- ◆ **TV:** customer representative 800.345.1515 or automated ordering 800.345.1212
- ◆ **Online:** visit QVC.com to shop online or watch our three channels
- ◆ **Smartphones:** download the QVC app for iPhone® or Android™
- ◆ **iPad:** download the QVC app for iPad®
- ◆ **Apple Watch:** download the QVC app for Apple Watch®
- ◆ **Streaming Devices:** download the QVC app for Apple TV® or Roku®
- ◆ **Social Media:** connect with QVC on Facebook, Twitter, Pinterest, YouTube, and more
- ◆ **Text Ordering:** text the QVC item number to QVCGO (78246)
- ◆ **En Español:** para llamadas en español 800.328.0890
- ◆ **TTY:** for the hearing impaired 800.544.3316

Visit QVC.com/QVCEverywhere for even more ways to shop and stay in-the-know with hosts, brands, and designers.



Come Visit Us



Studio Tour and Store

- ◆ Plan a visit to QVC Studio Park in West Chester, Pennsylvania. Our Studio Tour gives you a behind-the-scenes look at the world's largest continuously live broadcast studio.
- ◆ You can shop for great QVC products in the Studio Store and maybe even experience live TV as a member of a QVC studio audience.
- ◆ For more information, call 800.600.9900 or visit QVCtours.com.

QVC Outlet Stores

- ◆ Lincoln Court Shopping Center in Frazer, Pennsylvania
- ◆ Rockvale Square in Lancaster, Pennsylvania

Not near one of the QVC Outlet Stores? Visit QVC.com/clearance for our virtual online outlet.