

## Wayfair Celebrates Grand Opening of New Customer Service Center in Pittsfield, Massachusetts

*E-Commerce Leader to Bring 300 Jobs to Berkshire County*

**BOSTON, Mass. – October 10, 2019** – Wayfair Inc. (NYSE:W), one of the world’s largest online destinations for the home, today celebrated the grand opening of its new customer service center in Pittsfield, Massachusetts. The ribbon cutting ceremony brought together Wayfair executives and employees, elected federal and state officials, and Pittsfield community leaders to celebrate job creation in Berkshire County. The company is set to create 300 jobs in Berkshire County as it continues to scale its award-winning customer service operations to meet the needs of its rapidly growing customer base. Governor Charlie Baker, Lieutenant Governor Karyn Polito, U.S. Congressman and Chairman Richard Neal and Secretary of Housing and Economic Development Mike Kennealy joined Wayfair at the event to tour the facility and meet with local community members.

Niraj Shah, Wayfair CEO, co-founder and co-chairman, and Pittsfield native, spoke about building economic opportunity in Pittsfield and across the Commonwealth.

“I could not be more excited to return to my hometown of Pittsfield today to celebrate Wayfair’s new customer service operations. Our new Pittsfield team members join more than 6,000 people across the Commonwealth of Massachusetts and thousands of others globally all working together to deliver the most exceptional customer experience in online shopping for home,” said Shah. “We have received an incredibly warm welcome from the City of Pittsfield and the region. Massachusetts is our home and we are fortunate to have a partner in Governor Baker and the Baker-Polito Administration. We look forward to continuing to create jobs and economic opportunity in Berkshire County and across the Commonwealth.”



*Photo credit: Emma Rothenberg-Ware*

“Industry leaders like Wayfair are driving economic development and growth in Massachusetts, and our administration is proud to partner with them on this new expansion into Pittsfield,” said Governor Charlie Baker. “Homegrown success stories like Wayfair exemplify the entrepreneurial, innovative spirit that drives our Commonwealth forward and we are pleased to work together to continue to create more opportunities across the state.”

“Governor Baker and I are committed to supporting growth in communities in every region of the Commonwealth, and our Administration is proud of our many investments in the Berkshires and Western Massachusetts,” said Lt. Governor Karyn Polito. “Today is a special day for the City of Pittsfield, and we are excited to welcome Wayfair to the region.”

“I am thrilled to welcome Wayfair to western Massachusetts and specifically Berkshire County,” said Congressman Richard E. Neal. “I am hopeful that the 300 jobs that will be created right here in Pittsfield will be ones that will spark further economic growth for the entire region. Berkshire County has a lot to offer an employer and I am thankful that Niraj chose to come back to his childhood home to take advantage of it. I look forward to seeing Wayfair’s growth and am happy to be a supporter.”



*Photo credit: Emma Rothenberg-Ware*

“The opening of Wayfair’s new customer service center in Pittsfield demonstrates the Baker-Polito administration’s commitment to supporting business growth and increasing the availability of high quality jobs in Massachusetts’ diverse communities,” said Secretary of Housing and Economic Development Mike Kennealy. “Wayfair is a leading company that has chosen to grow here in the Commonwealth, and we are proud to support this expansion and thrilled to add 300 new jobs in the heart of the Berkshires.”



*Photo credit: Emma Rothenberg-Ware*

“I am absolutely honored to officially welcome Wayfair to the City of Pittsfield. Today’s grand opening is a day of great celebration and immense pride for our city. We are thrilled to know that Wayfair, an award-winning Fortune 500 company, has chosen Pittsfield be the home of its new customer service center,” said Mayor Linda Tyer, City of Pittsfield. “Wayfair’s global success is a result of the vision and hard work of Pittsfield’s very own, Niraj Shah. Today’s grand opening is a testament to his commitment to excellence. It is also something that demonstrates the magnitude of strategic and collaborative efforts, among city and state partners, to advance business development in Pittsfield. I am deeply gratified to know that the addition of 300 new jobs in Pittsfield will provide a pathway of access and opportunity for many within our community.”

For more information about career opportunities in Wayfair’s Pittsfield office, please visit [www.wayfaircareers.com](http://www.wayfaircareers.com).

### **About Wayfair**

Wayfair believes everyone should live in a home they love. Through technology and innovation, Wayfair makes it possible for shoppers to quickly and easily find exactly what they want from a selection of more than 14 million items across home furnishings, décor, home improvement, housewares and more. Committed to delighting its customers every step of the way, Wayfair is reinventing the way people shop for their homes - from product discovery to final delivery.

The Wayfair family of sites includes:

- Wayfair - Everything home for every budget.
- Joss & Main - Stylish designs to discover daily.
- AllModern - The best of modern, priced for real life.
- Birch Lane - Classic home. Comfortable cost.
- Perigold - The widest-ever selection of luxury home furnishings.

Wayfair generated \$8 billion in net revenue for the twelve months ended June 30, 2019. Headquartered in Boston, Massachusetts with operations throughout North America and Europe, the company employs more than 14,500 people.

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