## **YOOX GROUP**



**June 2014 Roadshow Presentation** 

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- INTRODUCTION TO YOOX GROUP
- A DEEP DIVE INTO THE BUSINESS MODEL
- FINANCIALS, LATEST BUSINESS AND PLATFORM DEVELOPMENTS AND CAPEX PLAN
- LOOKING AT 2014
- SHAREHOLDER STRUCTURE
- APPENDIX

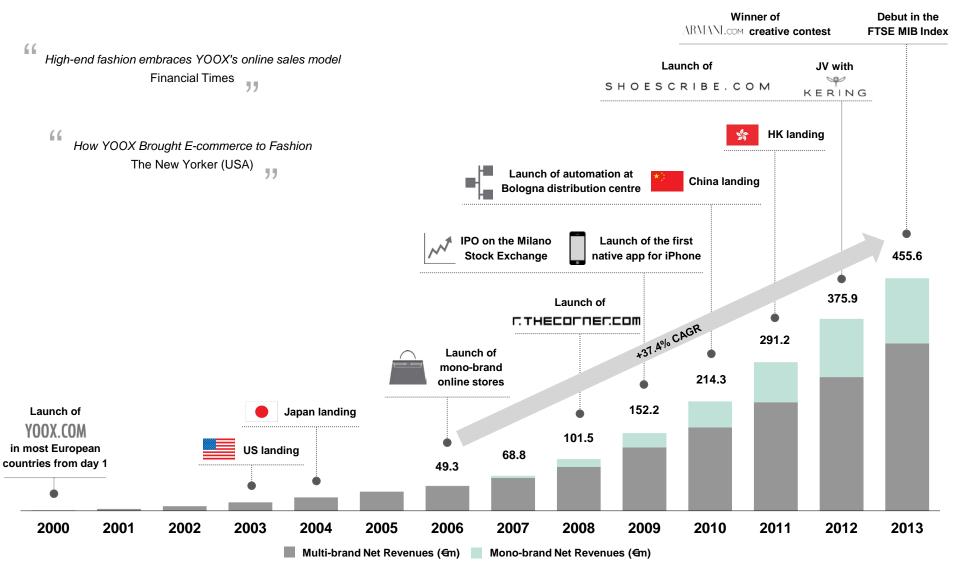


## **YOOX GROUP**

The Global Internet Retailing Partner for Leading Fashion & Design Brands

### STRONG TRACK RECORD OF GROWTH FUELLED BY BUSINESS INNOVATION

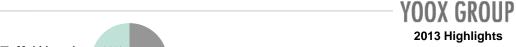




Note: YOOX Group Annual Reports, Italian GAAP 2000-2006, IFRS 2007-2013 results

### YOOX GROUP AT A GLANCE

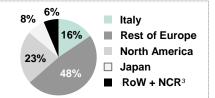




Multi-brand 28% Mono-brand 72%

2.8m Orders €215 AOV 1.1m Active Customers<sup>1</sup>

€456m Net Revenues €47m EBITDA Excl. IPC2 €15m Net Income Excl. IPC2



### **MULTI-BRAND**

 Proprietary business where the Group operates as an e-tailer under its own brand names

### YOOX.COM



- The world's leading online lifestyle store for fashion, design and art
- Broad offering of end-of-season premium apparel and accessories, exclusive collections, vintage, home & design and artworks

### C.THECOCNECCOM



- The luxury online boutique devoted to creating distinctive style through an eclectic and selective in-season assortment of high fashion and directional designers for men and women
- Dedicated mini-stores

#### SHOESCRIBE, COM



- The online destination for women dedicated entirely to in-season high-end shoes
- Exclusive shoe-related services and innovative editorial component

### **MONO-BRAND**

- Official online flagship stores of leading fashion and luxury brands for whom YOOX is the exclusive partner
- Long-term partnerships

2013 Highlights

Online stores "Powered by YOOX Group"

ALEXANDER WANG	.com	JIL SANDER	.com
ARMANI	.com	MISSONI	.com
BRUNELLO CUCINELLI	.com	MONCLER	.com
DOLCE& GABBANA	.com	roberto cavalli	.com
DSQUARED <sup>2</sup>	.com	VALENTINO	.com
EMILIO PUCCI	.com	and man	y more

### JVCo with Kering

ALEXANDER MQUEEN	.com <i>Brionj</i>		.com
BALENCIAGA	.com	PARIS SENGIO NOSSI	.com .com
BOTTEGA VENETA	.com	STELL/McC\RTNEY	.com

- 1. Active Customer is defined as a customer who placed at least one order in the 12 preceding months
- 2. EBITDA Excl. IPC and Net Income Excl. IPC refer to EBITDA Excluding Incentive Plan Costs and Net Income Excluding Incentive Plan Costs respectively
- 3.NCR indicates Not Country Related Net Revenues

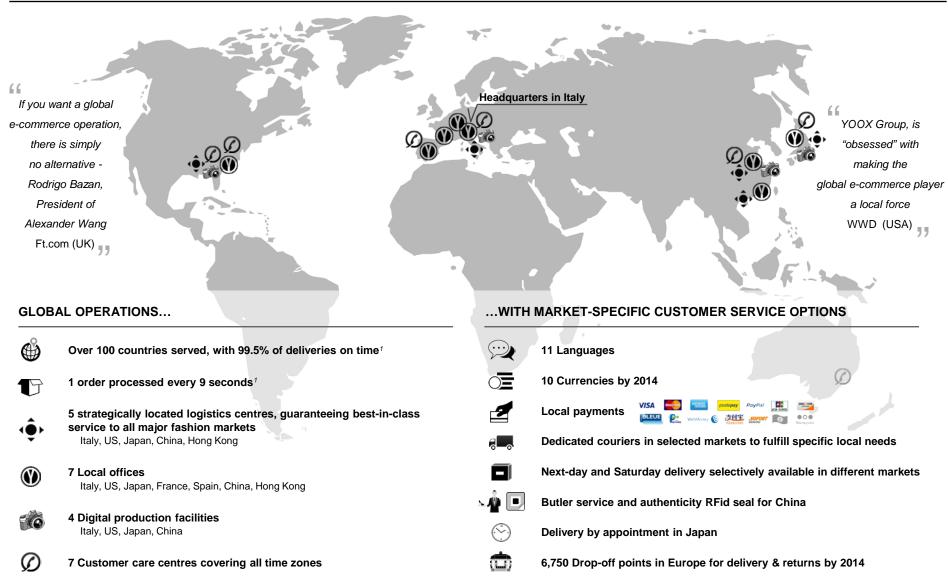
### ONE SHARED PLATFORM ACROSS BUSINESS LINES, CHANNELS AND MARKETS





### A GLOBAL REACH WITH LOCAL EXPERTISE





1. Refers to 1Q 2014. On time delivery calculations based on shipping partners' data

### UNIQUE SHOPPING EXPERIENCE COMBINED WITH BEST-IN-CLASS CUSTOMER SERVICE



### INNOVATIVE AND ENTERTAINING SHOPPING EXPERIENCE

### yoox.com 'Speak & Shop TM' Revolutionary colour search through voice recognition





Interactive videos Reserve directly from the runway



yoox.com Superstar Loyalty program



Native & web apps and iPad-optimised sites for the Group's online stores







Ms. Suzie Scribe Styling advice



shoescribe.com shoe organiser Premium stackable



### **BEST-IN-CLASS CUSTOMER SERVICE**

### Proximity to the customer in all key markets

Safe payments and easy returns

Fast, reliable and 100% traceable deliveries

Dedicated customer care, with highly skilled & daily trained professionals

#### Distinctive and customised packaging

"Very fast shipping, excellent packaging, communication and overall service - including returning an order and refund. Very pleased" Moisis (Thessaloniki, Greece)





"Easy, fast, the best luxury shopping on the internet. And the customer service is the finest in the industry. They are exceptional in every way" Betty (Palm Beach, USA)



"Everything - from quality of clothes, packaging, quick delivery - is excellent! I will look to use your site for more purchases! Thank you" Galina (Cresskill, USA)



Thanks to a balanced mix of creativity, technical competencies and constant focus on the customer



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## THE MONO-BRAND PROPOSITION: EMPOWERING BRANDS, WHILE SHARING SKILL AND SCALE



### **EMPOWERMENT**

Through YOOX Group, Brands keep control over their global channel strategy and gain full ownership of their online flagship store

### **QUALITY**

Customisable platform to convey unique brand identities, matching luxury customers' expectations through a best-in-class service

### **SKILL**

14-year experience in global luxury e-commerce available to complement and breed Brands' internal capabilities

### GLOBAL REACH WITH LOCAL EXPERTISE

Coverage of over 100 countries worldwide, with highly localised approach in key fashion markets

### **INNOVATION POWER**

YOOX acts as the Brands'
Innovation Lab
in the fields of user experience and
new technologies applied to luxury
e-commerce

### **SCALE**

 Brands can access the operational efficiencies arising from YOOX's scale (shipping rates, handling fees, etc.)

### **EASE AND SPEED TO MARKET**

YOOX Group's solution allows for a global turnkey set-up minimising channel-specific hurdles

### **INCENTIVE ALIGNMENT**

Long-term partnership based on revenue sharing agreement, ensuring full alignment of incentives of both parties

### ONLINE STORES "POWERED BY YOOX GROUP" - HOW IT WORKS



Brands have full control over all key retailing decisions regarding their online flagship store (product assortment, pricing, imagery, marketing and communication, etc.) while YOOX Group is the invisible partner operating the online store leveraging its state-of-the-art technology and high-precision customer logistics tailor-made for fashion

### YOOX's Responsibilities

- Advisory in designing comprehensive e-tailing strategies
- Online store design in line with usability best practices and set up
- Online store operations:

Digital production Customer care Managing Brands' web marketing budget (SEM, Affiliate marketing)

Handling Fraud check Shipping and returns

Invoicing & Credit collection Localisation Store management

### YOOX's Additional Services

- Full web marketing offering
- Content production
- Direct marketing and customer analytics

- Merchandise planning and buying support
- Ideation and development of creative concepts
- Digital PR and Social activities

### Brands' Responsibilities

- Online store look & feel and imagery guidelines
- Product assortment definition
- Inventory ownership

- Pricing
- Digital communication and web marketing budget
- Store management guidelines

### Terms & Conditions

- Contract length: 5+ years
- Set-up fee to cover online store initial investment
- Product assortment supplied to YOOX on a consignment basis
- YOOX books 100% of net revenues generated by the online flagship stores under its Mono-brand Net Revenues
- YOOX's compensation based on a revenue sharing model

### YOOX - KERING JOINT VENTURE: KEY HIGHLIGHTS



### **STRUCTURE**

- Joint Venture Company incorporated in August 2012: 51% owned by Kering and 49% owned by YOOX Group
- Length of the agreement: 7 years

### **BUSINESS SCOPE**

- Management of mono-brand online stores of 7 of Kering's luxury brands: Bottega Veneta, Saint Laurent, Alexander McQueen,
   Balenciaga, Brioni, Stella McCartney and Sergio Rossi
- Kering may in future decide to involve other brands
- Over 100 countries throughout Europe, North America and Asia Pacific (including China, Hong Kong and Japan)

### **ECONOMICS**

- JV consolidated by Kering; YOOX Group recognises its share of the profits of the JV as "Income / (Loss) From Investment In Associates" (equity method)
- YOOX Group receives a fee for the services provided to the JV based on a revenue sharing agreement
- YOOX only books its revenue share under its Mono-brand Net Revenues as opposed to a traditional mono-brand contract, where the full amount invoiced to final customers is booked
- YOOX Group carries no inventory on its balance sheet
- Profitability per amount invoiced to final customer aligned with Mono-brand average
- Put and call options on YOOX's stake in the JV exercisable by YOOX Group and Kering respectively in 4Q 2019

### A LONG-TERM WINNING PARTNERSHIP



### YOOX GROUP

### contributes

- consolidated know-how in digital luxury fashion
- global and state-of-the-art technology and high precision customer logistics tailor-made for fashion

### by managing

- technology and R&D
- logistics (warehousing, handling and worldwide deliveries)
- localisation services

YOOX is the best player when it comes to e-commerce and logistics platforms in the world of luxury and technology - François-Henri Pinault, Chairman and CEO of Kering Business of Fashion

### **JVCo**

### capitalises on

leading positions in respective sectors and shared vision on

- creativity and innovation
- the customer as most valuable asset
- best-in-class service
- commitment to excellence

### by managing

- web design
- digital production
- customer care
- online store management
- web marketing & CRM



#### contributes

- longstanding heritage in the luxury sector
- a collection of world-leading and widely-recognised luxury brands with their highly desirable products

### Brands are responsible for

- art direction
- communication (digital PR, guidelines for web marketing & CRM)
- product assortment planning & pricing

**Objective**: to support Kering brands in accelerating their global digital presence and fully realise their potential

### OUR GLOBAL STRATEGIC PARTNERSHIPS IN THE MONO-BRAND BUSINESS LINE



Online stores "Powered by YOOX Group"					
kartell.com	Kartell	dolcegabbana.com	DOLCE & GABBANA	jilsander.com	JIL SANDER JIL SANDER
dodo.it	DoDo	bikkembergs.com	DIRK BUKKEMBERGS Sport Coulure  BIKKEMBERGS	dsquared2.com	DSQUARED <sup>2</sup>
missoni.com MISSONI MISS	ONIHOME	brunellocucinelli.com	BRUNELLO CUCINELLI	bally.com	BALLY
alexanderwang.com	ER WANG TALEXANDER WANG	y-3store.com	<b>Y3</b>	moschino.com	MOSCHINO MOSCHINO LOVE
pomellato.com	Powellato	zegna.com Ermenegi	ldo Zegna ZegnaSport ZZegna	emiliopucci.com	EMILIO PUCCI
pringlescotland.com	PRINGLE	maisonmartinmargiela.com Malbertaferretti.com ALBERT.	A FERRETTI PHILOSOPHY	valentino.com	VALENTINO RED VALENTINO
parparabul.com	ARA BUI	napapijri.com	NADADIJAI	stoneisland.com	STONE ISLAND
	∜TRUSSARDI ARDI∜JEANS	giuseppezanottidesign.com	Sign	diesel.com DIESEL	DIESEL BLACK GOLD 55
	WARMANI EA7	coccinelle.com	COCCINELLE	emporioarmani.com	EMPORIOWARMANI AJ ABMANI
moncler.com	∰ MONCLER	robertocavalli.com	roberto cavalli <b>just</b> cavalli	marni.com	MARNI

<b>JVCo</b>	with	Kering
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brioni.com

Brionj

balenciaga.com

BALENCIAGA

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alexandermcqueen.com

ALEXANDER MQUEEN bottegaveneta.com

BOTTEGA VENETA

ysl.com

SAINT LAURENT

stellamccartney.com

STELL/McC\RTNEY

sergiorossi.com

sengio nossi



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### **ENABLING THE FUSION OF E-COMMERCE AND LUXURY**



## TECHNOLOGY IS DRIVING CHANGES IN CONSUMER BEHAVIOR, INCREASINGLY AFFECTING LUXURY CONSUMPTION THE PACE OF CHANGE IS ACCELERATING

YOOX Group linked fashion and Internet - Now, a gentle click will enable you to "touch" fashion Modern Weekly (China)



It is hard to think to a company that has played a bigger role in bringing some e-commerce expertise to high-end fashion

The Daily Telegraph

### **E-COMMERCE**

Technology-driven industry



### **LUXURY**

Customers and brand partners demanding superior and personalised experiences

driving INNOVATION

delivering QUALITY



TECHNOLOGY and LOGISTICS platforms can be either a CONSTRAINT or an ENABLER...

We are working hard to ensure our platform continues to be the ENABLING FACTOR of our LONG-TERM SUCCESS



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### **TECHNOLOGY - A SERVICE ORIENTED ARCHITECTURE (SOA)**

**Business Intelligence** 



SHOP **Touchpoints** Customer **Product** Design thecorner.com online flagship partner systems yoox.com shoescribe.com and affiliates stores **APIs and Web Services Application Services** CRM, Campaign **Warehouse Management** Merchandising Management and Integration Platform Design Application Cart, Payment, **Digital Production Customer Service Promotion Products Customers Orders** 

Infrastructure

Governance and Innovation

**Platform Services** 

### A PROVEN PROPRIETARY TECHNOLOGY PLATFORM TAILORED TO ONLINE FASHION



## Scalable & Reliable

- Multi-tenant architecture powering a growing number of online stores with minimal or no additional effort
- Decentralised yet integrated (Service Oriented Architecture)
- Designed for redundancy leveraging Cloud Technology

## Flexible & Customisable

- Capable of operating multiple models such as multi-brand and mono-brand
- Able to provide highly differentiated brand experiences with limited marginal effort
- Able to easily integrate with disparate partner systems and solutions (such as logistics, end-to-end customer care processes, affiliates, etc.)

## Multi-Market & Omni-Channel

- Covering 100+ countries, with solutions fully localised for strategic markets in North America, Europe and Far East
- Designed to allow quick entry into new geographical markets with proven expertise and technology
- Omni-channel enabled to provide seamless brand experience across devices and to deliver integration capabilities across channels

### Innovation driven

- Equipped with internal R&D unit scouting for new technology solutions to foster innovation
- Leveraging product presentation solutions, such as videos, and innovative enhanced experience applications, such as 'Speak & Shop™' and yGridr, to increase customer engagement and conversion

### Customeroriented

- Designed to easily integrate CRM solutions and deliver personalised online shopping experiences to increase retention, customer engagement and drive cross-selling opportunities
- Leverage big data technologies to gain customer insights to maximise marketing effectiveness and brand loyalty

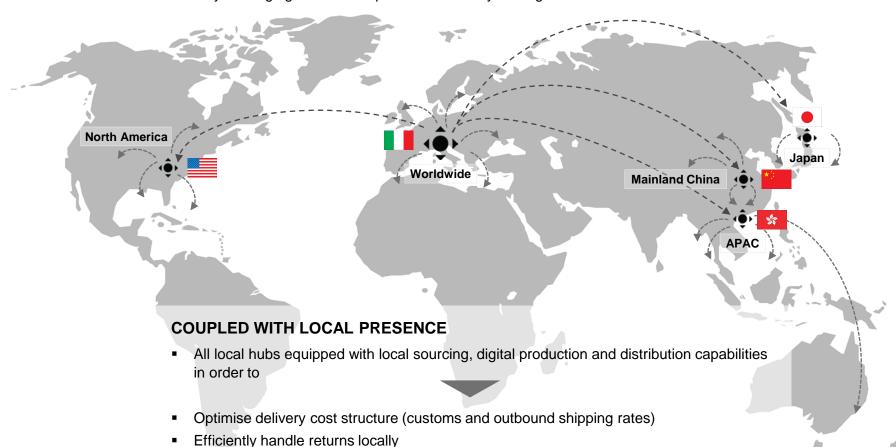


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### A GLOBAL VIRTUAL INVENTORY TO MAXIMISE OVERALL SELL-THROUGH AND MARGINS



- Vast majority of assortment "broadcasted" globally from Italy to nearly 15 million monthly unique visitors to maximise efficiency of inventory management
- Worldwide distribution from Italy leveraging local transhipment hubs in key strategic fashion markets



Provide for better quality of parcels upon delivery to the final customer



**Logistics Centres** 





### A UNIQUE COMBINATION OF INNOVATION AND CRAFTSMANSHIP



### YOOX.COM

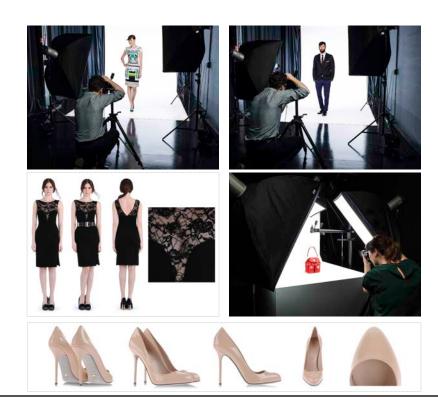
- Photo shooting managed through high degree of automation leveraging:
  - Very wide assortment (1 million SKUs in 2013)
  - High volumes
  - Standardised photographic guidelines
- 65% of yoox.com SKUs shot through automation in 2013, rising to 90% by 2016



New internally-engineered automated equipment currently in testing...

### MONO-BRAND

- Photo shooting mainly handled manually by skilled professionals and with a very high level of customisation owing to:
  - Higher item value
  - Deeper assortment and relatively limited volumes per online store
  - Different specifications for each online store and product category
  - Tailored photographic guidelines defined by our mono-brand partners to fully reflect their brand identities



### A STATE-OF-THE-ART AUTOMATED GLOBAL DISTRIBUTION PLATFORM



### THE AUTOMATION PROJECT



### **BENEFITS**

### Why

- Service the Group's global growth
- Drive operational efficiency
- Provide best-in-class customer service

### When

- Project launched in 4Q 2010, live in 3Q 2011
- Successfully completed in late February 2013

#### Where

Existing Interporto distribution centre (Bologna, Italy)

### What

- Set up of automated Order Storage & Retrieval system for folded garments and smaller items
- Sort & Pack solution for picking and packing
- Traditional manual handling for hanging garments and bulky goods



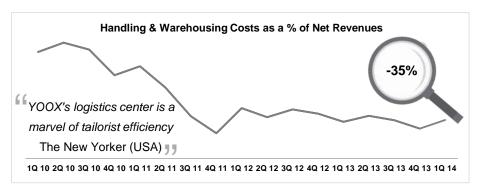






### Significantly increased storage capacity and throughput

- Reduced handling & warehousing costs as a percentage of Net Revenues by 35% (down 110 bps in 1Q 14 vs. 3Q 10) thanks to:
  - optimisation of space usage
  - lower labour intensity
- Improved customer service
  - higher order accuracy thanks to full deployment of RFid technology
  - record level of on-time deliveries thanks to significant improvements of order fulfillment capabilities (99.5% of deliveries on time in 1Q 2014)
- Avoided major relocation costs associated to a potential move
- Accurate and real-time control of stock levels thanks to full deployment of RFid technology
- Low environmental impact
  - All totes made from recycled materials and 100% recyclable



### HOW TO GET THE MOST OUT OF OUR AUTOMATION INVESTMENTS: A MODULAR APPROACH TO LOGISTICS

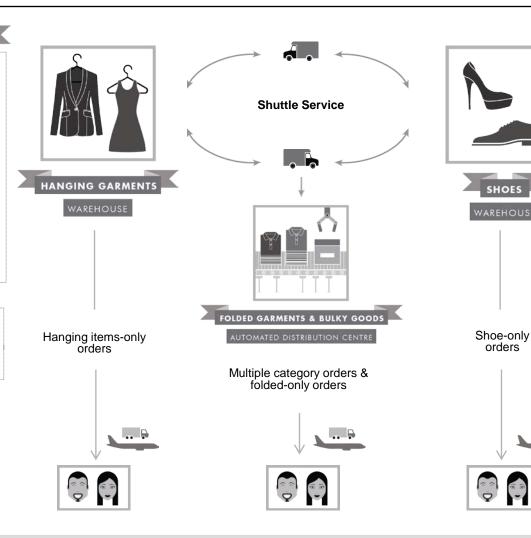


### HANGING GARMENTS

### WAREHOUSE

- Opened in 2013
- Equipped with independent shipping capabilities
- Semi-automated with RFid technology and automated conveyors
- 24,000 sqm
- Leased

1/3 of orders containing hanging items are hanging item-only orders





### WAREHOUSE

- Opening in 2015
- Equipped with independent shipping capabilities
- Semi-automated with RFid technology and automated conveyors
- ~20,000 sgm
- Leased

orders

2/3 of orders containing shoes are shoe-only orders



The new modular logistics network will allow us to significantly optimise storage capacity, thus extending the longevity of our automated warehouse through 2019 / 2020 while maximising return on recent investments. This will also provide us with the ultimate flexibility to add incremental capacity as needed



### Our modular logistics strategy will be:



### **SCALABLE**

Extra warehouse space based on business needs can be easily added and with limited investment, leveraging on our current location at the Interporto logistics pole

### **FLEXIBLE**

Possibility to **quickly** and **easily** adjust logistics platform **based on evolving** business **needs** (change in product category mix, pace of growth, new business developments, etc.)

### **SPECIALISED**

Specific know-how and expertise guaranteed by management of multiple warehouses specialised by logistics categories (folded, hanging garments, shoe boxes, etc.) will increasingly translate into *greater efficiency* and a reduced time to market



### **LONG-TERM**

**Longevity** of our automated logistics and distribution platform extended through 2019 / 2020

### **RISK-AVERSE**

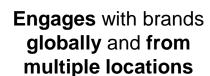
**Reduced dependence** on one single warehouse for our storage and order fulfillment capabilities



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### A NEW GENERATION OF LUXURY GOODS SHOPPERS IS EMERGING...





Embracing tablet technology faster

Often accesses the Internet from mobile and **demands** a more **sophisticated mobile experience** 

**Aware** 

Internet

Younger than the average shopper

**Tech-Savvy** 

**Hyper-connected** 

Socially active online - more likely to engage with brands via social networks

### ...CHALLENGING THE TRADITIONAL RETAIL PARADIGM BUILT ON SILOED CHANNELS



### The luxury goods consumer

Uses multiple devices

No longer thinks in terms of channels

Moves between multiple touchpoints during her shopping journey

Often shops from different markets

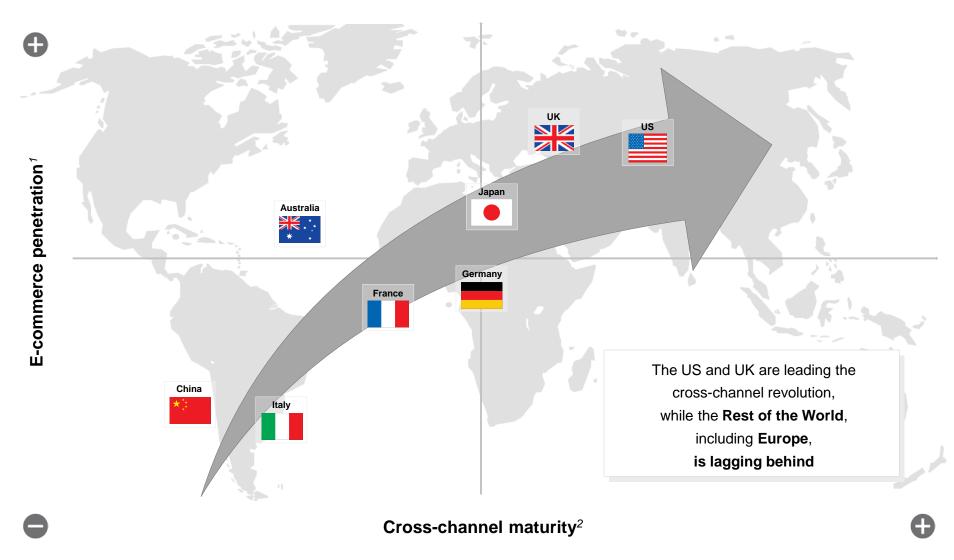


Expects a consistent, seamless and above all continuous brand experience across every touchpoint

### THE CROSS-CHANNEL LANDSCAPE ACROSS GEOGRAPHICAL MARKETS



Across geographical markets there is a strong correlation between e-commerce maturity and cross-channel development

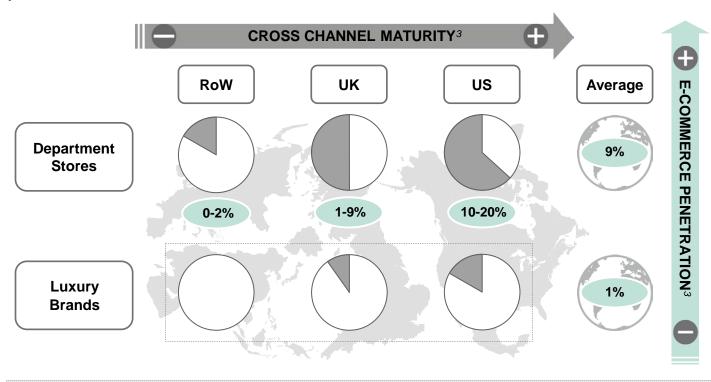


Note: For sources cited on this slide, please refer to slide 66

### THE GLOBAL CROSS-CHANNEL LANDSCAPE IN THE LUXURY SPACE



In the high-end fashion and luxury industry, there is a **strong correlation** between **cross-channel maturity** and **e-commerce penetration** 



US upscale department stores have been developing cross-channel strategies which allow them to be more effective in interacting with their customers

Luxury brands, the late adopters of e-commerce, are also the furthest behind in cross-channel integration

US upscale department stores are leading the game in cross-channel development, thus achieving the highest e-commerce penetration

Luxury brands have tremendous mid-term upside potential



## Seamlessness is the ability to deliver an enhanced customer value proposition by connecting distribution channels

Consistent experience regardless of channel

Flexible fulfillment and return options

Personalised interactions across channels

Richer and more engaging brand experience

Greater customer loyalty (higher frequency and spending)

Increased customer acquisition capabilities

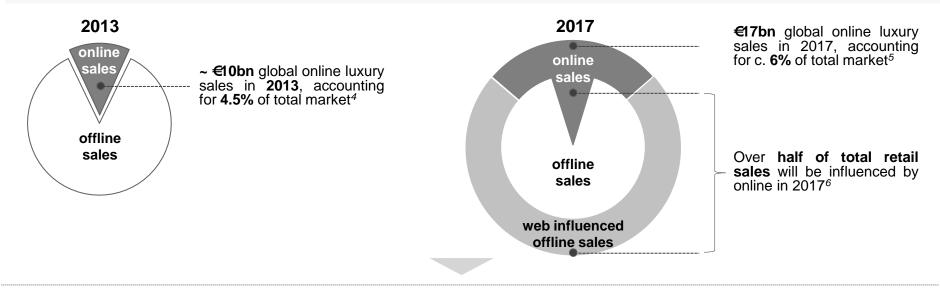
Huge potential to increase sales in the medium to long term both online and offline

Protect and magnify brand identity across all customer touchpoints

### THE CROSS CHANNEL OPPORTUNITY FOR LUXURY BRANDS...TOO BIG TO BE MISSED



- Cross channelling will be one of the driving forces behind the growth in luxury consumption
- The incremental business is to be weighted more towards the online channel
  - Greater proximity to the customer (websites accessible anytime, anywhere)
  - Greater effectiveness of marketing and CRM campaigns
  - Possibility to leverage online the much larger offline customer base



Luxury Brands are embarking globally in cross-channelling to drive growth and reinforce relationships with customers

By supporting its partners along the cross-channel revolution,
YOOX will directly benefit from the leap in e-commerce penetration and get even more deeply entrenched into their retail model

YOOX Group, The New Age of Internet Shopping
Harpersbazaar.co.uk

This is my first and only online flagship store, let's make it beautiful - Brunello Cucinelli WWD (USA)

Note: For sources cited on this slide, please refer to slide 66

### **OUR VISION OF ENABLING CROSS-CHANNELLING FOR OUR LUXURY BRAND PARTNERS**



### **Database Integration**

Online & offline customer information integrated in a single database through unique identifier

#### **Cross-Channel Gift Card**

Pre-paid gift cards for both online & offline purchases

### **Integrated Loyalty Program**

Earn reward points for both online and in-store purchases

### **Multi-Channel Delivery**

Consistent experience across devices (e.g., smartphones, tablets) enhanced by the use of responsive design technology

### Augmented Visual Merchandising

Bring in-store rich digital content (e.g., detailed product pages, streaming from the catwalk)

### Check In-Store Availability Online

Check online in-store product availability

# Personalised interactions across channels

Consistent experience across channels

Luxury Value Added

Services

**Flexible** 

Fulfillment and

**Return Options** 

### **Click & Collect or Reserve**

Buy online and pick up in store or Reserve online and pay in store upon pick-up

#### Return In Store

Buy online and return in store

#### **Click From Store**

Browse and buy online from in-store kiosks or iPads

### Click & Exchange

Buy online, return and exchange in store

### **Ship From Store & Same-Day Delivery**

Buy most precious pieces online and ship them from the nearest store

### **Book a Tailoring Appointment**

Book online an in-store appointment with a tailoring specialist

### Buy On Call

Buy over the phone with the support of experienced consultants

#### Click For Fashion Advice

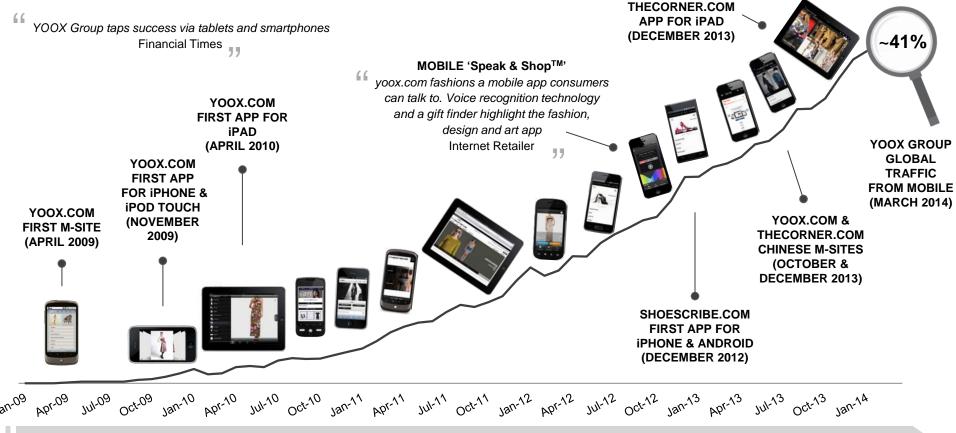
Get phone assistance from a consultant while shopping online



- INTRODUCTION TO YOOX GROUP
- A DEEP DIVE INTO THE BUSINESS MODEL
  - THE MONO-BRAND BUSINESS LINE: EMPOWERING THE WORLD OF LUXURY ONLINE
  - YOOX PLATFORM: ENABLING THE FUSION OF E-COMMERCE AND LUXURY
    - OUR TECHNOLOGICAL BACKBONE
    - GLOBAL OPERATIONS TAILORED FOR LUXURY E-COMMERCE
  - PLATFORM INNOVATION: A BUSINESS PERSPECTIVE
    - CROSS-CHANNELLING FOR LUXURY BRANDS
    - RIDING THE MOBILE WAVE
    - CONTENT TO COMMERCE
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#### RIDING THE MOBILE WAVE





2006: ANTICIPATING THE MOBILE REVOLUTION VIA THE LAUNCH OF A MOBILE TASKFORCE

YOOX.COM FIRST-EVER MOBILE SITE & APP FOR IPHONE AND IPOD TOUCH

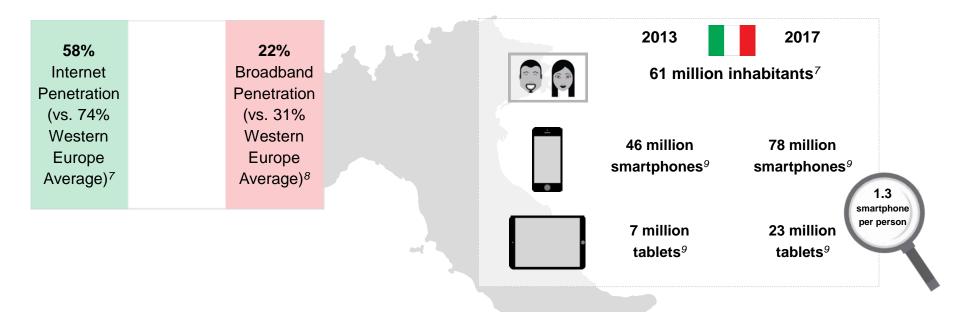
YOOX.COM FIRST-EVER APP FOR IPAD LAUNCHED WORLDWIDE ON SAME DAY OF THE IPAD DEBUT IN THE US

DEVELOPMENT OF M-SITES FOR THE GROUP'S ONLINE STORES & OPTIMISATION FOR TABLET

DEVELOPMENT OF CUSTOMISED M-CAMPAIGNS

#### MOBILE IS FUELLING OUR HOME MARKET GROWTH





#### MOBILE IS BRIDGING THE GAP BETWEEN INTERNET PENETRATION AND E-COMMERCE

## YOOX GROUP

Contribution from mobile to total sales in Italy 19% higher than worldwide



AOV
from mobile devices
in Italy
6% higher than
desktop's

Note: YOOX Group data. AOV data as of 31 December 2013; Mobile contribution to sales as of 31 March 2014 For sources cited on this slide, please refer to slide 66

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#### **BLURRING CONTENT AND COMMERCE**



- The advent of technology is changing the way media is consumed and how media companies reach their audience
- The general trend is falling engagement with print formats leading to declining circulation of print newspapers and magazines - alongside shift in emphasis to digital versions
- Faced with the reality of declining sales from print and print advertising revenues, publishers are looking for new income streams and a way to monetise the demand they create by setting trends through rich fashion content

#### The line between content and commerce is increasingly intertwining

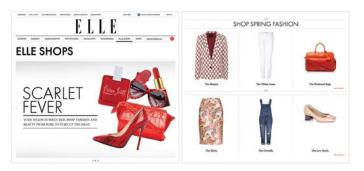
- "editorial commerce" is emerging as the answer to fulfill that demand:
   readers want to access the products at the end of the story
- Nearly all fashion publishers have already embarked on some kind of ecommerce experiment but most of them with solutions which resulted in mere marketing affiliations offering poor and disconnected customer experience











# "PRODUCT BROADCASTING": THE YOOX WAY TO BRIDGE THE GAP BETWEEN TELLING AND SELLING



YOOX Group can magnify its luxury product assortment onto numerous and varied third-party selling platforms, thanks to its flexible technology, allowing a seamless transition from content fruition to shopping experience







...thus enabling fashion magazines to create an immediate and seamless connection between content and commerce





#### by providing...

- Established relationships with leading fashion brands across multi-brand and mono-brand
- Global and state-of-the-art technology and high precision customer logistics tailor-made for fashion
- Consolidated know-how in digital luxury

#### by benefiting from...

- Enhanced positioning and greater visibility in the luxury industry
- Access to new and highly-qualified audience
- Access to high-quality content
- Third parties' marketing efforts
- Maximised sell through and margins

## YOOX GROUP PARTNERS WITH HEARST FOR ShopBAZAAR.COM



## HEARST magazines

One of the world's largest publishers of monthly magazines

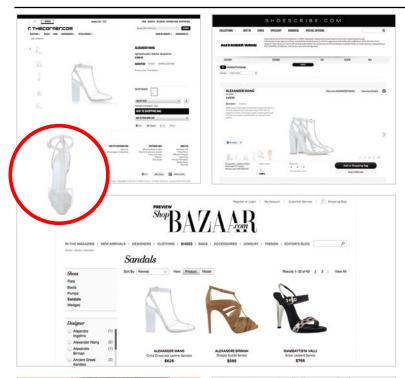
## **YOOX GROUP**

The Global Internet Retailing Partner for Leading Fashion & Design Brands



#### **CONTENT TO COMMERCE - KEY PARTNERSHIP HIGHLIGHTS**









- Long term partnership in the US, launched in September 2013
- YOOX enables the "commerce" component of ShopBAZAAR.com via
  - Provision of its own digital products: thecorner.com ("TC") and shoescribe.com ("SS") - the lead retail partners - contributing a significant portion of ShopBAZAAR's featured assortment
  - Order fulfillment from YOOX's US distribution centre and returns management
- Transactions occur on ShopBAZAAR's cart allowing customers to never abandon the online magazine. ShopBAZAAR is in charge of
  - Invoicing, fraud checking, payment collection, refunds, last-mile delivery
  - Marketing and customer care
- Fully shared ownership of customer data for orders fulfilled through the partnership
- Harper's Bazaar also provides YOOX Group with extensive visibility to its highly-qualified fashion audience in the form of
  - Advertising pages in print magazine
  - Explicit reference to TC and SS on ShopBAZAAR
  - Promoting TC and SS through ShopBAZAAR e-mail campaigns
  - High-quality content

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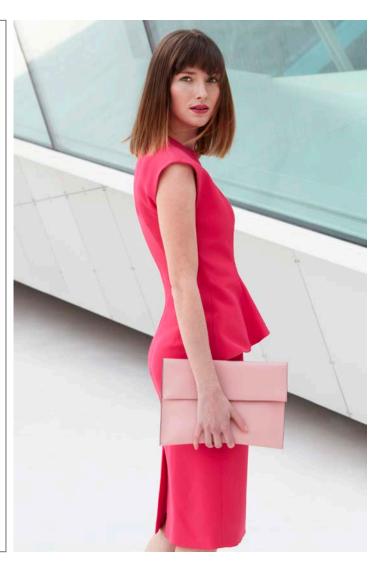


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#### FIRST QUARTER ENDED 31 MARCH 2014 - RESULTS HIGHLIGHTS



- Group's Net Revenues at €127m, up 15% (+20% at constant FX) compared with €110m in 1Q 2013
  - Positive growth from all key geographical markets, despite strong currency headwinds
  - Multi-brand net revenues up 15% (+21% at constant FX)
  - Mono-brand net revenues up 13% (+16% at constant FX) and gross merchandise value<sup>1</sup> up 23% (+27% at constant FX)
- Sound profitability despite sharp currency depreciation
  - EBITDA at €8.1m, up 34% with a margin of 6.4% (vs. 5.5% in 1Q 2013)
  - EBITDA Excluding Incentive Plan Costs at €9.0m, up 12% with a margin of 7.1% (vs. 7.3% in 1Q 2013)
- Net Income broadly in line with last year at €0.9m (vs. €1.1m in 1Q 2013), despite increased investments in technological innovation and higher financial charges mainly related to FX
- Positive Net Financial Position at €14.1m (vs. €20.5m at December 2013)



Note: Figures as absolute values and in percentages are calculated using precise financial data. Some of the differences found in this presentation are due to rounding of the values expressed in millions of Euro 1. Retail value of sales of all the mono-brand online stores, net of returns and customer discounts. Set-up, design and maintenance fees for the mono-brand online stores are excluded

#### LATEST BUSINESS AND PLATFORM DEVELOPMENTS



#### YOOX.COM

 Introduction of a new complementary logistics set-up in mid-February 2014, allowing for an increased brand offering to Chinese customers through limited investments in local inventories

#### THECORNER.COM AND SHOESCRIBE.COM

Enhancement of brand portfolio continued

#### MONO-BRAND BUSINESS LINE

- Global partnership with Dsquared2 renewed in advance for a further 5 years until 30 April 2019
- brunellocucinelli.com and balenciaga.com extended to China in April and May 2014, respectively
- Missoni Home line added to missoni.com in March 2014

#### PLATFORM INNOVATION

- Mobile investments continued: mobile sites released for a few monobrand online stores and new iOS & Android native app and mobile site for yoox.com to be launched before the start of the Christmas campaign
- Group's currencies brought to seven with the introduction of the Hong Kong Dollar
- yoox.com CRM capabilities strengthened (product recommendation and direct marketing) and new tool implemented to automate bidding for SEM campaigns on yoox.com and other online stores of the Group







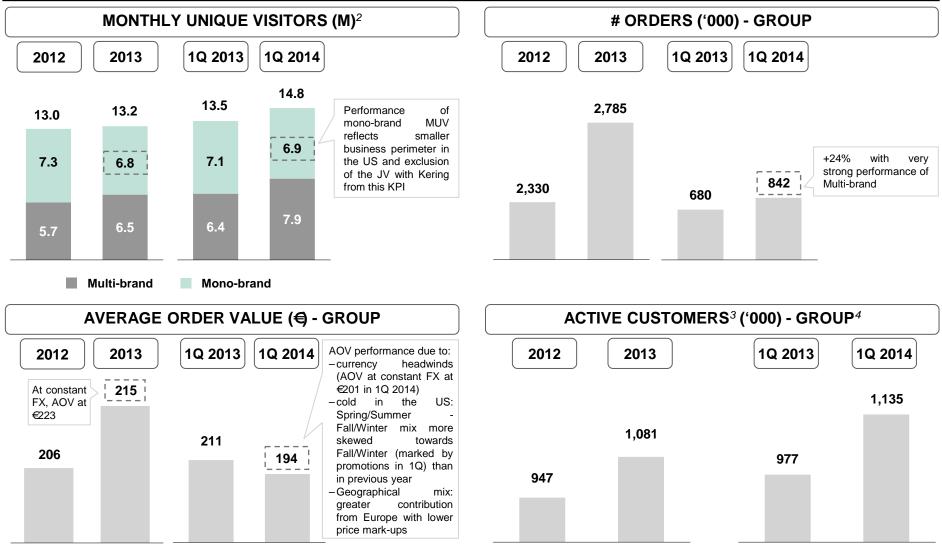






#### KEY PERFORMANCE INDICATORS<sup>1</sup>



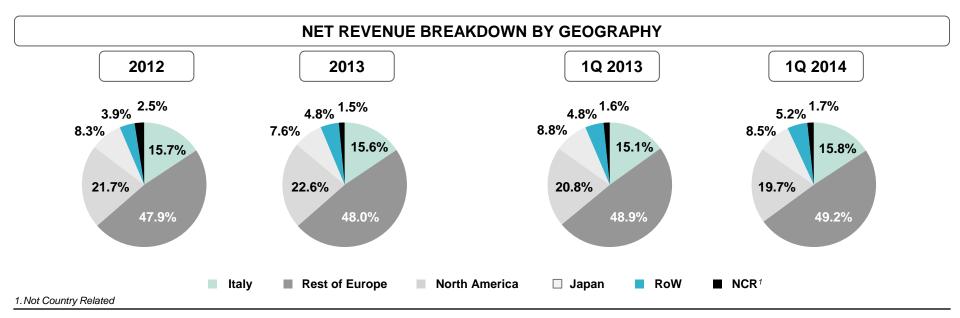


- 1. Key performance indicators do not include the Joint Venture with Kering
- 2. Source: SiteCatalyst for yoox.com; Google Analytics for thecorner.com, shoescribe.com and the mono-brand online stores "Powered by YOOX Group"
- 3. Active Customer is defined as a customer who placed at least one order in the 12 preceding months
- 4. Include Active Customers of the mono-brand online stores "Powered by YOOX Group"

#### **NET REVENUE REVIEW BY GEOGRAPHY**

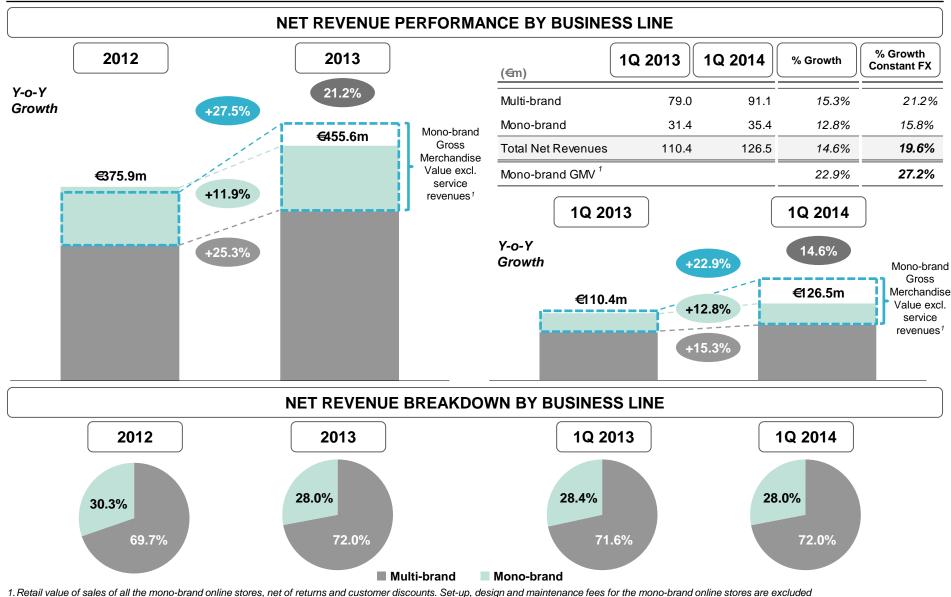


		NET R	EVENUE P	ERFORMAI	NCE BY GE	OGRAPH'	Y		
	2012	2013	% Growth	% Growth Constant FX	1Q 2013	1Q 2014	% Growth	% Growth Constant FX	
(€m)									
Italy	59.0	70.9	20.0%		16.7	20.0	19.7%		Δ mostly due to depreciation of
Rest of Europe	180.2	218.7	21.4%		54.0	62.2	15.2%	20.4%	Ruble/Euro FX
North America	81.5	102.8	26.1%	30.3%	22.9	24.9	8.5%	12.5%	
Japan	31.1	34.4	10.7%	40.0%	9.7	10.7	10.3%	27.5%	
Other Countries	14.6	21.8	49.4%		5.3	6.6	24.0%	27.1%	
Not country related	9.5	7.0	(26.1%)		1.8	2.2	22.1%		
Total Net Revenues	375.9	455.6	21.2%	25.0%	110.4	126.5	14.6%	19.6%	



#### **NET REVENUE REVIEW BY BUSINESS LINE**





## **YOOX GROUP PROFIT & LOSS**



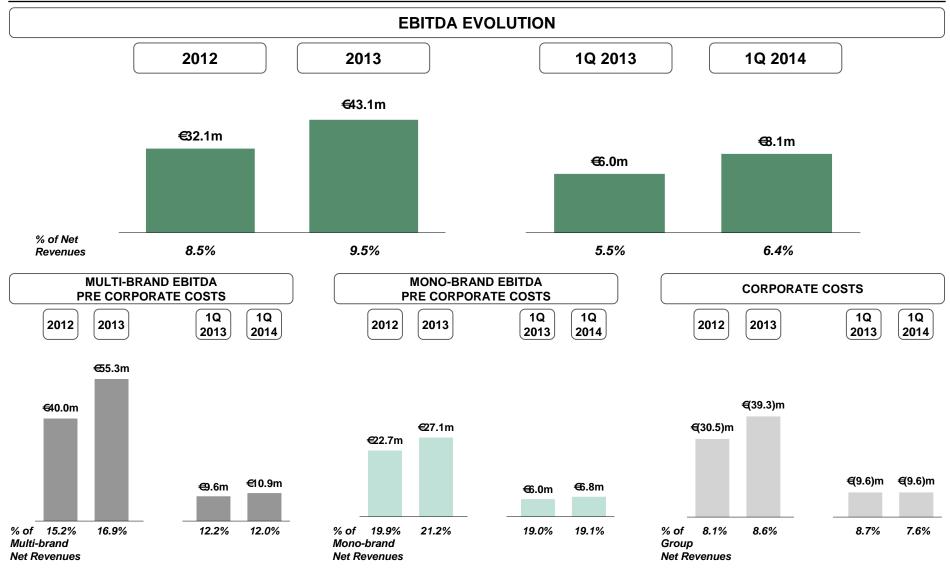
	2042	2042	40 2042	40 2044
<u>(</u> €m)	2012	2013	1Q 2013	1Q 2014
Net Revenues	375.9	455.6	110.4	126.5
growth		21.2%		14.6%
COGS	(238.5)	(284.8)	(73.1)	(84.1)
Gross Profit	137.4	170.8	37.3	42.4
% of Net Revenues	36.6%	37.5%	33.7%	33.5%
Fulfillment	(32.7)	(37.9)	(10.0)	(11.1)
% of Net Revenues	8.7%	8.3%	9.0%	8.8%
Sales & Marketing	(42.1)	(50.5)	(11.7)	(13.6)
% of Net Revenues	11.2%	11.1%	10.6%	10.7%
EBITDA Pre Corporate Costs	62.6	82.4	15.6	17.7
% of Net Revenues	16.7%	18.1%	14.1%	14.0%
General & Administrative	(29.1)	(36.5)	(9.1)	(9.1)
% of Net Revenues	7.7%	8.0%	8.2%	7.2%
Other Income / (Expenses)	(1.4)	(2.9)	(0.5)	(0.5)
EBITDA	32.1	43.1	6.0	8.1
% of Net Revenues	8.5%	9.5%	5.5%	6.4%
EBITDA Excluding Incentive Plan Costs	36.7	46.8	8.0	9.0
% of Net Revenues	9.8%	10.3%	7.3%	7.1%
Depreciation & Amortisation	(13.2)	(19.2)	(4.2)	(5.7)
% of Net Revenues	3.5%	4.2%	3.8%	4.5%
Operating Profit	18.9	23.9	1.9	2.4
% of Net Revenues	5.0%	5.2%	1.7%	1.9%
Income / (Loss) From Investment In Associates	(0.4)	(0.6)	(0.3)	(0.2)
Net Financial Income / (Expenses)	(2.0)	(3.1)	0.1	(0.7)
Profit Before Tax	16.6	20.2	1.7	1.5
% of Net Revenues	4.4%	4.4%	1.5%	1.2%
Taxes	(6.4)	(7.5)	(0.6)	(0.5)
Net Income	10.2	12.6	1.1	0.9
% of Net Revenues	2.7%	2.8%	1.0%	0.7%
Net Income Excluding Incentive Plan Costs	13.7	15.4	2.6	1.€
% of Net Revenues	3.6%	3.4%	2.3%	1.3%

Note: Depreciation & Amortisation included in Fulfillment, Sales & Marketing, General & Administrative have been reclassified and grouped under Depreciation & Amortisation EBITDA Excluding Incentive Plan Costs calculated by adding back to EBITDA the costs associated with incentive plans in each period

Net Income Excluding Incentive Plan Costs calculated by adding back to Net Income the costs associated with incentive plans in each period, net of their related tax effect

#### **EBITDA REVIEW BY BUSINESS LINE**

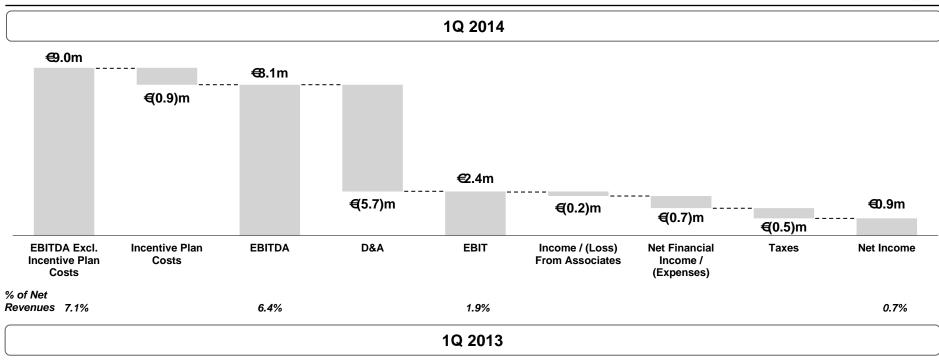


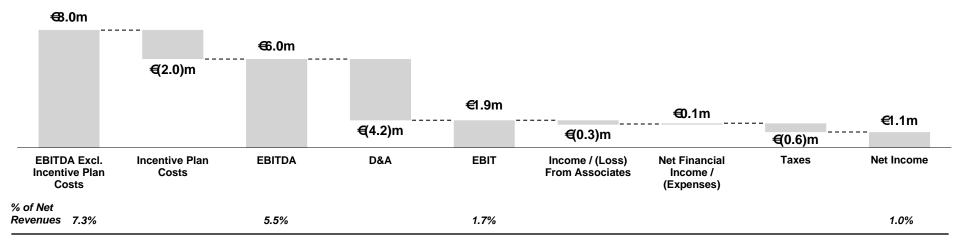


Note: Multi-brand and Mono-brand EBITDA Pre Corporate Costs include all costs directly associated with the business line, including COGS, Fulfillment, Sales & Marketing (all net of D&A); Corporate Costs include General & Administrative costs (net of D&A) and Other Income / (Expenses)

### FROM EBITDA TO NET INCOME







## YOOX GROUP SUMMARY BALANCE SHEET



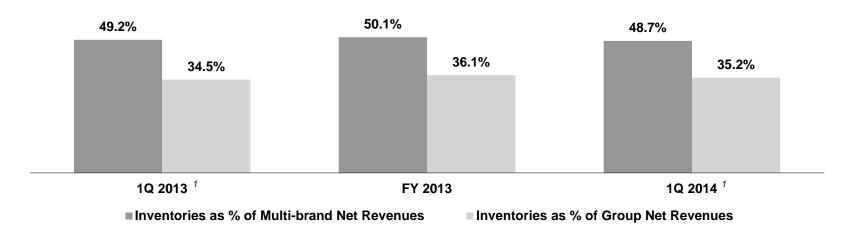
	2012	2013	1Q 2014
<u>(€m)</u>			
Net Working Capital	32.1	28.3	33.8
Non Current Assets	55.5	71.2	75.3
Non Current Liabilities (excl. financial liabilities)	(0.3)	(0.4)	(0.3)
Total	87.2	99.2	108.8
Net Financial Debt / (Net Cash)	(14.6)	(20.5)	(14.1)
Shareholders' Equity	101.8	119.7	122.9
Total	87.2	99.2	108.8

## **NET WORKING CAPITAL EVOLUTION**



		NET WO	RKING CAPIT	AL		
(€m)	2012	2013		1Q 2013	1Q 2014	Tight control over
Inventories	138.2	164.4	-	136.2	165.9	from the highest sell- through rate of the Fall/Winter collection
Trade Receivables	13.1	13.5		14.4	8.7	since 2008, favoured by the exceptionally cold weather in the
Trade Payables	(96.8)	(120.8)		(98.8)	(120.4)	US in 1Q 2014
Other Receivables / (Payables)	(22.5)	(28.8)		(21.1)	(20.4)	Efficient WC
Net Working Capital	32.1	28.3	Lowest ever Net Working	30.8	33.8	management leading to lowest ever Net
as % of Net Revenues	8.5%	6.2%	Capital / Net Revenue ratio	7.8%	7.2%	Working Capital to Net Revenue ratio in 1Q





## YOOX GROUP CASH FLOW STATEMENT



			CASH FLO	OW STATEMENT			
(€m)				2012	2013	1Q 2013	1Q 2014
	Equivalents at Begin	ning of Period		22.7	35.8	35.8	58.3
Cash Flow from	Operations			27.0	36.3	8.8	1.6
Cash Flow from	Investment Activities	1		(19.7)	(37.3)	(11.0)	(10.6
Sub Total				7.2	(1.0)	(2.2)	(9.0
Cash Flow from	Financing Activities			5.8	23.5	(3.0)	(5.1
Cash Flow				13.0	22.5	(5.2)	(14.1
Cash and Cash	Equivalents at End o	f Period		35.8	58.3	30.6	44
			CAPITAL	EXPENDITURE			
	2012	2013			1Q 2013	1Q 20	014
	€30.3m	€32.6m					
					<b>⊕</b> .5m	€9.4	m
% of Net Revenues	8.0%	7.2%	■ Tech ■	Operations  Other	8.6%	7.4%	6

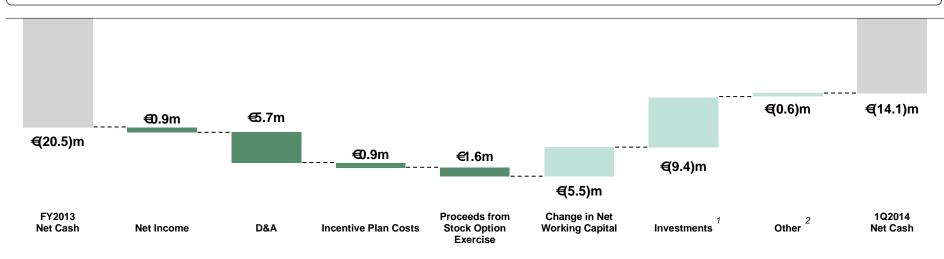
1. As per IFRS, line of credit fully allocated to finance the new automated logistics platform has been accounted for in Cash Flow from Investment Activities

#### YOOX GROUP NET FINANCIAL POSITION EVOLUTION



	NET FINANCIAL POSITION		
(€m)	2012	2013	1Q 2014
Cash and Cash Equivalents	(35.8)	(58.3)	(44.2)
Other Current Financial Assets	(6.5)	(9.3)	(8.7)
Current Financial Assets	(42.3)	(67.5)	(52.9)
Current Financial Liabilities	12.6	13.2	6.6
Long Term Financial Liabilities	15.1	33.8	32.2
Net Financial Debt / (Net Cash)	(14.6)	(20.5)	(14.1)

### **NET FINANCIAL POSITION EVOLUTION**



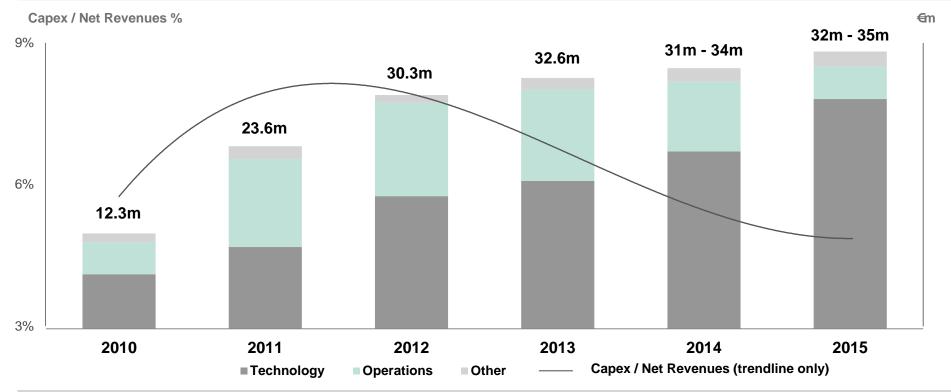
<sup>1.</sup> Please note that repayment of line of credit of €1.0m has been restated from Cash Flow from Investment Activities to Cash Flow from Financing Activities

<sup>2.</sup> Mainly refers to deferred tax assets, exchange rate impact resulting from the consolidation of foreign subsidiaries, fair value of derivative contracts

#### 2013 - 2015 CAPEX PLAN



- ~ €92-101 million cumulated capital expenditure between 2013 and 2015. Capex growth expected to decelerate in 2013-2015 compared with 2010-2012, resulting in decreasing Capex to Net Revenue ratio
- Technology investments will support business innovation needs while servicing operations and logistics, thus enabling further efficiencies
- The "Lego" approach to logistics will support the Group's future growth requirements through limited and modular additional investments,
   while limiting dependence on a single warehouse
- Automation investments in digital production will ensure greater productivity, driving operating leverage



Technology and logistics platforms can be either a constraint or an enabler...

We are working hard to ensure our platform continues to be the enabling factor of our strong long-term growth

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#### **2014 OUTLOOK**



### Structural enhancements of customer acquisition and CRM features expected to support growth yoox.com Commitment to widen and enrich brand portfolio and product offering and increase brand awareness thecorner.com shoescribe.com Strong organisational focus to strengthen marketing, buying and merchandising capabilities at the HQ and in the US across thecorner.com, shoescribe.com and the Mono-brand to support traffic growth and further enhance service quality to both our luxury customers and those of our brand-partners New partnerships expected to be signed and launched during the year Mono-brand Cross-channel features to be rolled out on a number of existing mono-brand online stores Strong commitment to make the JV with Kering a bigger share of our mono-brand business Europe expected to deliver healthy performance, sustained by solid growth of Italy, which is benefitting from the increased brand awareness driven by the yoox.com TV ad in 4Q 2013 • Strong performance from the Asia-Pacific region: China's growth to be fuelled by a new logistics set-up which is Geographical allowing Chinese customers to access both local and global inventory; Japan expected to report very sound growth **Markets** at constant FX Softer top line growth of Mono-brand in North America expected as a result of the implementation of the Group's profit-driven portfolio management strategy Ongoing investments in our global technology and logistics platform to efficiently service the Group's future growth, drive innovation and customer value by providing the ultimate level of service mobile as a top priority: new innovative apps and mobile sites to be unveiled for both our multi and mono-brand Technology and online stores to further capitalise on the mobile opportunity Logistics - roll-out of cross-channel features on the Group's platform to empower our mono-brand partners to offer their **Platform** customers a fully integrated and seamless experience between the physical and the digital world

(Bologna) set to commence in 2H 2014 and end in early 2015

adding another "brick" to the Group's "Lego Strategy": works for the new shoe warehouse in Interporto

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## SHAREHOLDER STRUCTURE



SHAREHOLDERS	FULLY DI	LUTED 1	CURRE	ENT
Federico Marchetti	7,152,653	10.9%	3,160,449	5.4%
Management team and other stock option holders <sup>2</sup>	3,038,100	4.6%		
Sub-total	10, 190, 753	15.5%	3, 160, 449	5.4%
OppenheimerFunds	4,399,728	6.7%	4,399,728	7.5%
Red Circle Investments	3,165,547	4.8%	3,165,547	5.4%
Federated	2,764,439	4.2%	2,764,439	4.7%
Balderton Capital	2,185,333	3.3%	2,185,333	3.7%
Red Circle Unipersonale	1,691,297	2.6%	1,691,297	2.9%
Capital Research and Management Company	1,641,469	2.5%	1,641,469	2.8%
Norges Bank	1,334,608	2.0%	1,334,608	2.3%
UBS	1,204,963	1.8%	1,204,963	2.0%
Market <sup>3</sup>	37,233,695	56.6%	37,233,695	63.3%
Total	65,811,832	100.0%	58,781,528	100.0%

Updated as of 11 June 2014

<sup>1.</sup> The fully diluted column shows the effect on the Company's shareholder structure calculated assuming that all the stock options granted under the Company's stock option plans are exercised

<sup>2.</sup>Excludes Federico Marchetti

<sup>3.</sup> Includes 27,339 proprietary shares

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## YOOX GROUP PROFIT & LOSS EXCLUDING INCENTIVE PLAN COSTS



(€m)	2012	2013	1Q 2013	1Q 2014
Net Revenues	375.9	455.6	110.4	126.5
growth		21.2%		14.6%
COGS	(238.5)	(284.8)	(73.1)	(84.1)
Gross Profit	137.4	170.8	37.3	42.4
% of Net Revenues	36.6%	37.5%	33.7%	33.5%
Fulfillment Excl. Incentive Plan Costs	(32.3)	(38.0)	(9.9)	(11.1)
% of Net Revenues	8.6%	8.3%	8.9%	8.8%
Sales & Marketing Excl. Incentive Plan Costs	(41.2)	(50.1)	(11.5)	(13.4)
% of Net Revenues	11.0%	11.0%	10.4%	10.6%
EBITDA Pre Corporate Costs Excl. Incentive Plan Costs	63.9	82.7	15.9	17.9
% of Net Revenues	17.0%	18.2%	14.4%	14.2%
General & Administrative Excl. Incentive Plan Costs	(25.8)	(33.1)	(7.4)	(8.4)
% of Net Revenues	6.9%	7.3%	6.7%	6.7%
Other Income / (Expenses)	(1.4)	(2.9)	(0.5)	(0.5)
% of Net Revenues	0.4%	0.6%	0.4%	0.4%
EBITDA Excluding Incentive Plan Costs	36.7	46.8	8.0	9.0
% of Net Revenues	9.8%	10.3%	7.3%	7.1%
Net Income Excluding Incentive Plan Costs	13.7	15.4	2.6	1.6
% of Net Revenues	3.6%	3.4%	2.3%	1.3%

## FOCUS ON INCENTIVE PLAN COSTS



(€m)	2012	% of Total	2013	% of Total	1Q 2013	% of Total	1Q 2014	% of Total
Fulfillment	(32.696)	(	37.913)		(9.984	)	(11.146)	
of which Incentive Plan Costs	(0.361)	7.8%	0.047	(1.3%)	(0.114)	5.7%	(0.054)	5.9%
Sales & Marketing	(42.108)	(	50.485)		(11.680	))	(13.576)	
of which Incentive Plan Costs	(0.932)	20.2%	(0.342)	9.2%	(0.178)	9.0%	(0.197)	21.8%
General & Administrative	(29.081)	(	36.479)		(9.098)	)	(9.072)	
of which Incentive Plan Costs	(3.317)	72.0%	(3.401)	92.0%	(1.692)	85.3%	(0.656)	72.3%
Incentive Plan Costs	(4.610)	100.0%	(3.695)	100.0%	(1.984)	100.0%	(0.908)	100.0%
EBITDA Reported	32.085		43.061		6.040		8.091	
% of Net Revenues	8.5%		9.5%		5.5%		6.4%	
Incentive Plan Costs	(4.610)		(3.695)		(1.984	)	(0.908)	
EBITDA Excl. Incentive Plan Costs	36.695		46.756		8.024		8.998	
% of Net Revenues	9.8%		10.3%		7.3%		7.1%	



	PERIOD A	/ERAGE	END OF	PERIOD
	2012	2013	2012	2013
USD/EUR	1.285	1.328	1.319	1.379
% appreciation / (depreciation) vs. EU	R	(3.4%)		(4.5%)
JPY/EUR	102.490	129.660	113.610	144.720
% appreciation / (depreciation) vs. EU	R	(26.5%)		(27.4%)
GBP / EUR	0.811	0.849	0.816	0.834
% appreciation / (depreciation) vs. EU	R	(4.7%)		(2.2%)
CNY / EUR	8.105	8.165	8.221	8.349
% appreciation / (depreciation) vs. EU	R	(0.7%)		(1.6%)
HKD / EUR	9.966	10.302	10.226	10.693
% appreciation / (depreciation) vs. EU	R	(3.4%)		(4.6%)
	PERIOD AV	/ERAGE	END OF 1Q 2013	PERIOD 1Q 2014
USD/EUR				
USD / EUR % appreciation / (depreciation) vs. EU	1Q 2013	1Q 2014	1Q 2013	1Q 2014
	1Q 2013	1Q 2014	1Q 2013	1Q 2014
% appreciation / (depreciation) vs. EU	1Q 2013 1.321 R 121.795	1Q 2014 1.370 (3.7%)	1Q 2013	1Q 2014 1.379 (7.7%)
% appreciation / (depreciation) vs. EU	1Q 2013 1.321 R 121.795	1Q 2014 1.370 (3.7%) 140.798	1Q 2013	1Q 2014 1.379 (7.7%) 142.420
% appreciation / (depreciation) vs. EU  JPY / EUR  % appreciation / (depreciation) vs. EU	1Q 2013 1.321 R 121.795 R	1.370 (3.7%) 140.798 (15.6%)	1Q 2013 1.281 120.870	1Q 2014 1.379 (7.7%) 142.420 (17.8%)
% appreciation / (depreciation) vs. EU.  JPY / EUR % appreciation / (depreciation) vs. EU.  GBP / EUR	1Q 2013 1.321 R 121.795 R	1.370 (3.7%) 140.798 (15.6%) 0.828	1Q 2013 1.281 120.870	1Q 2014 1.379 (7.7%) 142.420 (17.8%) 0.828
% appreciation / (depreciation) vs. EU  JPY / EUR  % appreciation / (depreciation) vs. EU  GBP / EUR  % appreciation / (depreciation) vs. EU	1Q 2013  1.321 R  121.795 R  0.851 R	1.370 (3.7%) 140.798 (15.6%) 0.828 2.7%	1Q 2013 1.281 120.870 0.846	1Q 2014  1.379 (7.7%)  142.420 (17.8%)  0.828 2.1%
% appreciation / (depreciation) vs. EU  JPY / EUR % appreciation / (depreciation) vs. EU  GBP / EUR % appreciation / (depreciation) vs. EU  CNY / EUR	1Q 2013  1.321 R  121.795 R  0.851 R	1.370 (3.7%) 140.798 (15.6%) 0.828 2.7% 8.358	1Q 2013 1.281 120.870 0.846	1Q 2014  1.379 (7.7%)  142.420 (17.8%)  0.828 2.1%  8.575
% appreciation / (depreciation) vs. EU  JPY / EUR % appreciation / (depreciation) vs. EU  GBP / EUR % appreciation / (depreciation) vs. EU  CNY / EUR % appreciation / (depreciation) vs. EU  % appreciation / (depreciation) vs. EU	1Q 2013  1.321 R  121.795 R  0.851 R  8.221	1.370 (3.7%) 140.798 (15.6%) 0.828 2.7% 8.358 (1.7%)	1Q 2013 1.281 120.870 0.846 7.960	1Q 2014  1.379 (7.7%)  142.420 (17.8%)  0.828 2.1%  8.575 (7.7%)
% appreciation / (depreciation) vs. EU  JPY / EUR  % appreciation / (depreciation) vs. EU  GBP / EUR  % appreciation / (depreciation) vs. EU  CNY / EUR  % appreciation / (depreciation) vs. EU  RUB / EUR	1Q 2013  1.321 R  121.795 R  0.851 R  8.221	1.370 (3.7%) 140.798 (15.6%) 0.828 2.7% 8.358 (1.7%) 48.043	1Q 2013 1.281 120.870 0.846 7.960	1Q 2014  1.379 (7.7%) 142.420 (17.8%) 0.828 2.1% 8.575 (7.7%) 48.780

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