

# REVOLVE

## REVOLVE Continues to Elevate International Service Levels, Raising the Bar for Customer Experiences in New Zealand and Singapore

LOS ANGELES--(BUSINESS WIRE)-- Revolve Group, Inc. (NYSE: RVLV) today announced the launch of upgraded service levels in New Zealand and Singapore to further elevate its customer experience in these international markets.

For the first time, REVOLVE customers in New Zealand and Singapore have access to hassle-free returns at no cost, free 2-3-day express shipping, and a local toll-free number to reach customer service agents. The service enhancements in New Zealand also reflect all-inclusive pricing, with applicable taxes included in the purchase price, eliminating “sticker shock” at checkout and significantly streamlining the process for returns.

The launch of upgraded customer experiences in New Zealand and Singapore follows REVOLVE’s success in offering elevated service levels for customers in the United Kingdom, Western Europe and Australia.

“We are constantly looking to raise the bar and exceed the expectations of our customers,” commented Kai Li, Vice President of International. “We have always encouraged customers to use their home as their fitting room to experiment with styles and sizes where they are most comfortable. Customers in the United Kingdom, Western Europe and Australia have responded favorably to these enhancements, demonstrating higher purchase activity and increased retention, reinforcing the global power of the REVOLVE brand. We are pleased to extend this experience to customers in New Zealand and Singapore, creating additional customer interest and excitement in markets we believe offer attractive growth potential.”

### Enhanced Service Highlights in New Zealand and Singapore:

- 2-3 Day Express Shipping: Upgraded free express shipping, offering improved transit time
- Free Returns: Faster, free and hassle-free returns
- Expanded Customer Service: Offering local, toll-free phone numbers with expanded availability, 7 days a week.
- All-Inclusive Pricing (New Zealand): Incorporating taxes into the all-inclusive price avoids surprises at checkout and streamlines the return process by eliminating the need for consumers to separately recoup duties paid when returning items.

### ABOUT REVOLVE GROUP, INC.

Revolve Group, Inc. (RVLV) is the next-generation fashion retailer for Millennial and Generation Z consumers. As a trusted, premium lifestyle brand, and a go-to online source for discovery and inspiration, we deliver an engaging customer experience from a vast yet curated offering of apparel, footwear, accessories and beauty styles. Our dynamic platform connects a deeply engaged community of millions of consumers, thousands of global fashion influencers, and hundreds of emerging, established and owned brands.

We were founded in 2003 by our co-CEOs, Michael Mente and Mike Karanikolas. We sell merchandise through two differentiated segments, REVOLVE and FORWARD, that leverage one platform. Through REVOLVE we offer a highly curated assortment of full-price premium apparel and footwear, accessories and beauty products from emerging, established and owned brands. Through FORWARD we offer an assortment of iconic and emerging luxury brands. For more information, visit **[www.revolve.com](http://www.revolve.com)**.

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Source: Revolve Group, Inc.