

Fnac Darty and HomeServe Are Joining Forces to Extend the Life Spans of Home Appliances and Make Them Easier to Install

Paris, November 25, 2022 - Fnac Darty and HomeServe are announcing the creation of a partnership to better meet the needs of their customers. They benefit from complementary positioning and shared values of quality of service, sustainability and proximity. By combining their respective expertise, the two players want to ensure hassle-free domestic appliance installation for all their customers. They also want customers to favor repairing their appliances over replacing them.

The partnership between Fnac Darty and HomeServe originated from a simple observation: customers may encounter unexpected difficulties when installing large domestic appliances in their home, such as a lack of water supply or an electrical outlet that is too far away. If a customer orders a product for delivery without having thought about how it will be installed, they may end up not being able to use it. They often have to resort to urgently calling out an electrician or plumber, with terms and rates that are sometimes unclear. Fnac Darty and HomeServe decided to join forces as a way to overcome these difficulties and simplify French domestic consumption even further.

Since mid-October, HomeServe services have been on offer in Darty stores as part of a trial to remove all potential sticking points and make domestic appliances easier to install. Darty advisors, who can offer additional HomeServe services, support customers by carrying out a preliminary diagnosis regarding any specific features in their home as well as their installation request. Customers will be able to benefit from a fixed-price quote, as well as a discounted rate for Darty Max subscribers. In a bid to avoid any unpleasant surprises, one of HomeServe's 4,000 technicians will visit the customer's home before delivery to ensure the space is in the best condition and ready for the purchased equipment.

The Darty Max subscription service will also be offered to HomeServe customers to help them extend the life spans of all their home appliances. This partnership is aligned with Fnac Darty and HomeServe's common desire to make a strong commitment to repairing household appliances rather than systematically replacing them. In addition, it allows Fnac Darty to promote Darty Max through its partners and therefore contribute to achieving its target of 2 million Darty Max subscribers by 2025.

Vincent Gufflet, Chief Operations & Services Officer at Fnac Darty, said: *"Making the lives of our customers easier is one of the cornerstones of the Darty Contract of Confidence. In day-to-day life, in the long-term and at every significant moment in between, we pursue the goal of being a vital ally to consumers, supporting them with their domestic consumption. For us, this collaboration guarantees hassle-free installation for our customers. In addition, with HomeServe sharing the Darty Max offer, more people can benefit from it, which allows us to uphold our sustainability objective — one of the three pillars of our strategic plan Everyday."*

Nicolas Mogenot, Managing Director of HomeServe Assistance, said:

"We share a core value with Fnac Darty regarding the sustainability of home equipment: a desire to simplify the everyday lives of our customers when they are faced with their equipment needing maintenance. For over 20 years, we have also shared an expectation of quality of service, supported by a network of local professionals who are experts in their trades. I am very proud to be launching this

partnership with Fnac Darty, driven by the complementarity of our expertise in assistance services, to support daily consumption in French homes.”

About Fnac Darty

Operating in 12 countries, Fnac Darty is a European leader in the retail of entertainment and leisure products, consumer electronics and domestic appliances. The Group, which has more than 25,000 employees, had a multi-format network of 971 stores at the end of September 2022, and is ranked as a major e-commerce player in France (close to 27 million unique visitors per month on average) with its three merchant sites, fnac.com, darty.com and natureetdecouvertes.com. A leading omnichannel player, Fnac Darty's revenue was more than €8 billion in 2021, 26% of which was realized online. For more information: www.fnacdarty.com

About HomeServe

HomeServe is a home service company. For 20 years, its goal has been to support home improvements and maintenance, and take action where needed to achieve sustainable housing. Its services include equipment installation and breakdown repair. The company relies on a strong network of more than 4,000 professionals in the field, including experts in plumbing, electrics, domestic appliances, gas and heating, as well as cooling solutions. At the end of 2022, HomeServe completed its offer for domestic thermal comfort by acquiring EnergyGo, a specialist in energy renovation based in the Rhone-Alpes and Bourgogne-Franche-Comté regions of France. HomeServe's goal is to offer national and global expertise regarding the energy transition within French homes. HomeServe has more than 1.3 million customers and attends call-outs every two minutes in France to make household equipment sustainable, while ensuring that it has a positive social and environmental footprint. This commitment has been rolled out within its Empreinte 2030 CSR program.

For more information, please visit: <https://www.homeserve.com/uk>

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