

Full year and Q4 2015 results
March $17^{\text {th }}, 2016$

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## windeln.de reaches targets for 2015

## Group Financials

$\checkmark \quad$ Revenues growth of 76\% year over year
$\checkmark \quad 955^{\circ}$ active customers as of yearend (+525 )
$\checkmark$ Gross margin increase to $26 \%$; adjusted net fulfillment costs lowered
$\checkmark \quad$ Stable adjusted EBIT margin of approx. (8)\% despite strong European expansion
$\checkmark \quad$ Strong liquidity position of EUR 89 million in cash

## Segment Financials

$\checkmark$ Windeln.de now present in 10 European countries with growth across all of our regions
$\checkmark$ European business excl. DACH already $17 \%$ of revenues in Q4 (EUR 40 million annualised)
$\checkmark$ International business adding strong growth; margin development in line with expansion plan
$\checkmark$ Adjusted EBIT for German Shop increased from 2.2\% to 4.0\% year over year

## 2016 Outlook

$\checkmark$ Approx. 50\% growth in revenues
$\checkmark$ Higher gross margin of 28+\%
$\checkmark$ Improved adjusted EBIT margin of (6) to (8)\% despite European expansion


The growth success continued in 2015...

Leading online retailer for baby and toddler products in Europe

alles für mein Baby

[^0]
## KPIs continued to improve for 2015...

## \# of active customers ${ }^{1}$

in thousands

Net Promoter Score of $74^{2}$


## \# of repeat customer orders ${ }^{3}$

in thousands


## \# of average orders ${ }^{5}$ and average order value ${ }^{6}$



Mobile traffic share ${ }^{7}$


1 Number of customers who placed an order within the last twelve months.
1 Number of customers who placed an order within the last twelve months.
2 NPS measures the loyalty that exists between a provider and a consumer. NPS can be as low as -100 (everybody is a detractor) or as high as +100 (everybody is a promoter); average 2015 for windeln.de shop; tracked by windell.de. Number of orders from customers who had previously purchased from windeln.de at any point in time, irrespecive of returns.
4 Refers to the share of repeat customer orders (in \% of number of orders) thatwe define as the number of orders from repeat customers divided by the number of orders during the meas urement period (last twelve months). 5 Number of orders divided by the number of repeat customers in the measurement period.
6 Order intake (incl. VAT and shipping) divided by total number of orders during respective year.
Share of mobile traffic from non-Chinese customers on windeln.de and windeln.ch and Nakik.de; does not include traffic on the windeln.de magazine.
...also on a quarterly basis
feedo (Q3) and bebitus
windeln.de
(Q4) acquisition
Everything for my baby

|  | Q1 ${ }^{12}$ | Q2 12 | Q3 ${ }^{\prime} 12$ | Q4 12 I | Q1 '13 | Q2 ${ }^{\prime} 13$ | Q3 '13 | Q4 13 | Q1 '14 | Q2 '14 | Q3'14 | Q4'14 | Q1 '15 | Q2 '15 | Q3'15 | Q4'15 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Site Visits (in thousand) ${ }^{1}$ | 1,385 | 1,697 | 2,263 | 2,837 \| | 4,682 | 6,120 | 5,759 | 5,874 | 7,323 | 8,483 | 10,647 | 12,459 | 14,299 | 14,785 | 18,516 | 24,014 |
| Mobile Visit Share (in \% of Site Visits) ${ }^{2}$ | 9.9\% | 13.2\% | 16.7\% | 19.7\% | 26.2\% | 32.6\% | 39.3\% | 42.0\% | 47.9\% | 52.7\% | 58.2\% | 60.5\% | 65.5\% | 66.5\% | 64.2\% | 61.9\% |
| Mobile Orders (in \% of Number of Orders) ${ }^{3}$ | 6.2\% | 8.6\% | 10.0\% | 12.2\% \| | 16.4\% | 21.2\% | 26.8\% | 27.8\% | 32.7\% | 37.3\% | 41.2\% | 42.3\% | 46.7\% | 47.6\% | 45.8\% | 43.6\% |
| Active Customers (in thousand) 4 | 92 | 117 | 142 | 163 | 194 | 229 | 259 | 290 | 334 | 372 | 430 | 496 | 556 | 613 | 743 | 955 |
| Number of Orders (in thousand) ${ }^{5}$ | 62 | 78 | 92 | 114 | 154 | 198 | 202 | 219 | 273 | 303 | 363 | 416 | 454 | 460 | 575 | 698 |
| Average Orders per Active Customer (in number of orders) 6 | 1.8 | 1.9 | 2.0 | 2.1 | 2.3 | 2.4 | 2.6 | 2.7 | 2.7 | 2.7 | 2.7 | 2.7 | 2.8 | 2.8 | 2.7 | 2.4 |
| Orders from Repeat Customers (in thousand) 7 | 36 | 48 | 58 | 82 | 114 | 153 | 158 | 175 | 211 | 238 | 286 | 328 | 350 | 369 | 453 | 479 |
| Share of Repeat Customer Orders (in \% of Number of Orders) 8 | 59.1\% | 62.0\% | 63.6\% | 71.7\% I | 73.9\% | 77.5\% | 78.0\% | 79.7\% I | 77.2\% | 78.7\% | 78.8\% | 78.9\% | 83.6\% | 83.8\% | 83.3\% | 81.4\% |
| Gross Order Intake (in $€$ thousand) 9 | 4,188 | 5,638 | 7,148 | 9,862 \| | 12,209 | 15,034 | 15,676 | 18,226 | 23,241 | 26,208 | 32,111 | 38,891 | 41,970 | 44,133 | 50,306 | 62,880 |
| Average Order Value (in€) ${ }^{10}$ | 67.9 | 72.6 | 77.9 | 86.3 \| | 79.3 | 76.1 | 77.5 | 83.2 | 85.2 | 86.6 | 88.5 | 93.5 | 92.5 | 95.9 | 87.5 | 90.1 |
| Returns (in \% of Net Merchandise Value) ${ }^{11}$ | 4.4\% | 4.1\% | 4.9\% | 4.4\% I | 4.3\% | 4.6\% | 4.9\% | 5.8\% | 5.1\% | 5.8\% | 6.8\% | 5.1\% | 6.0\% | 7.4\% | 7.3\% | 5.4\% |

Note: Including ferdo from Q32015 and bebitus from Q4 2015 onwards (returns excl. feedo and bebitus). See appendix for footnotes.

Margins improved significantly in 2015...



Gross Profit in \%, €m


Growing absolute operating contribution

Operating Contribution ${ }^{1}$ in \%, $€ \mathbf{m}$


## Growing organic profitability

Adj. EBIT ${ }^{2}$ in $€ \mathrm{~m}, \%$

...and year over year...
windeln.de


1 Marketing costs consist mainly of advertising expenses, including search engine marketing, online display and other marketing channel expenses, as well as costs for our marketing tools, which include tools for automated SEA bidding and multivariate landing page optimization, and allocated overhead costs, but not costs related to our loyalty program. Allocated overhead costs include rent and depreciation, but not costs of shared services.
2 Fuffilment costs comprise logistics and rental expenses, adjusted to exclude costs of reorganization that are fuffiment related.
We define adjusted other SG\&A expenses as selling and distribution expenses plus administrative expenses and other operating expenses less other operating income, but excluding marketing and fufillment costs; adjustments see Adjusted EBIT
4 Adjusted to exclude cash settled share-based compensation expenses resulting from virtual stock option programs (VSOP), IPO related expenses, acquisition and integration costs as well as costs for reoganization and restructurings under corporate law; in the fiscal year ended December 31, 2012, all income/expenses were allocated to the business segment "windeln.de".
5 Adj. EBIT contribution margin from German Shop business segment.
6 Adj. Net Fulfillment costs are defined as Fuffillment costs less shipping income.
...with Q4 reflecting acquisitions and direct delivery
China direct delivery
windeln.de
Everything for my baby


[^1]Strong liquidity position

Everything for my baby
Liquidity bridge (31 December 2015)


Operational and other improvements

## Enterprise Resource <br> Planning (ERP) Upgrade

## New Shopsystem / Micro-services

Head of Sourcing

- Head of sourcing hired (previously with consulting firm specialized on sourcing)
- Focus on centralizing sourcing across shops and regions
- Strong reduction of Uster warehouse in Switzerland to save logistics costs
- Move to Grossbeeren warehouse in Germany in progress



## windeln.de now present in 10 European countries...



Highlights European market

- Large adressable market: $€ 56.5$ bn ${ }^{1}$
- High number of births: $5 m$ annually ${ }^{2}$
- Fragmented market structure
- Increasing online penetration

Windeln.de Group leadership

- $955^{‘}$ active customers Dec-15
- 698 orders in 2015
- EUR 179m revenues in 2015
- Q4 2015 annualized: EUR 241m
...with revenues growth across our regions


[^2]Increasing contribution from European business


International shops adding strong growth...


## ...also in Q4



## Shopping Clubs

 NatitiRevenues, $€ \mathbf{m}$


## Margin development consistent with expansion plan




Strong outlook into 2016


windeln.de

## Selected key performance metrics - Definitions

1) We define Site Visits as the number of series of page requests from the same device and source in the measurement period and include visits to our online magazine. A visit is considered ended when no requests have been recorded in more than 30 minutes. The number of site visits depends on a number of factors including the availability of the products we offer, the level and effectiveness of our marketing campaigns and the popularity of our online shops. Measured by Google Analytics.
2) We define Mobile Visit Share (in \% of Site Visits) as the number of visits via mobile devices (smartphones and tablets) to our mobile optimized websites divided by the total number of Site Visits in the measurement period. We have excluded visits to our online magazine and visits from China. We exclude visits from China because the most common online translation services on which most of our customers who order for delivery to China rely to translate our website content are not able to do so from their mobile devices, and therefore very few of such customers order from their mobile devices. Measured by Google Analytics.
3) We define Mobile Orders (in \% of Number of Orders) as the number of orders via mobile devices to our mobile optimized websites divided by the total Number of Orders in the measurement period. We have excluded orders from China. Measured by Google Analytics.
4) We define Active Customers as the number of customers placing at least one order in the 12 months preceding the end of the measurement period, irrespective of returns.
5) We define Number of Orders as the number of customer orders placed in the measurement period irrespective of returns. An order is counted on the day the customer places the order. Orders placed and orders delivered may differ due to orders that are in transit at the end of the measurement period or have been cancelled. Every order which has been placed, but for which the products in the order have not been shipped (e.g., the products are not available or the customer cancels the order), is considered "cancelled"
6) We define Average Orders per Active Customer as Number of Orders divided by the number of Active Customers in the measurement period.
7) We define Orders from Repeat Customers as the number of orders from customers who have placed at least one previous order, irrespective of returns.
8) We define Share of Repeat Customer Orders as the number of orders from Repeat Customers divided by the Number of Orders during the measurement period.
9) We define Gross Order Intake as the aggregate Euro amount of customer orders placed in the measurement period minus cancellations. The Euro amount includes value added tax and excludes marketing rebates.
10) We define Average Order Value as Gross Order Intake divided by the Number of Orders in the measurement period.
11) We define Returns (in \% of Net Merchandise Value) as the Net Merchandise Value of items returned divided by Net Merchandise Value in the measurement period.

## Income statement



## Balance sheet and cash flow statement

| Consolidated statement of financial position |  |  |
| :--- | ---: | ---: |
| In $€$ k | Dec 2014 | Dez 2015 |
| Total non-current assets | $\mathbf{4 , 5 2 3}$ | $\mathbf{3 4 , 0 8 6}$ |
| Inventories | 10,754 | 27,099 |
| Prepayments | 285 | 1,670 |
| Trade receivables | 1,725 | 2,469 |
| Miscellaneous other current assets ${ }^{1}$ | 5,927 | 5,457 |
| Cash and cash equivalents | 33,830 | 88,678 |
| Total current assets | $\mathbf{5 2 , 5 2 1}$ | $\mathbf{1 2 5 , 3 7 3}$ |
| Total assets | $\mathbf{5 7 , 0 4 4}$ | $\mathbf{1 5 9 , 4 5 9}$ |
|  |  |  |
| Issued capital | 163 | 25,746 |
| Share premium | 68,911 | 154,046 |
| Accumulated loss | $\mathbf{- 3 4 , 4 8 8}$ | $\mathbf{- 6 4 , 8 9 2}$ |
| Cumulated other comprehensive income | 35 | $\mathbf{- 2 2}$ |
| Total equity | $\mathbf{3 4 , 6 2 1}$ | $\mathbf{1 1 4 , 8 7 8}$ |
| Total non-current liabilities | $\mathbf{6 , 8 1 3}$ | $\mathbf{1 0 , 2 0 8}$ |
| Other provisions | 1,246 | 2,221 |
| Financial liabilities | 1,532 | 41 |
| Trade payables | 8,830 | 18,137 |
| Deferred revenue | 1,986 | 4,352 |
| Miscellaneous current liabilities ${ }^{2}$ | 2,017 | 9,622 |
| Total current liabilities | $\mathbf{1 5 , 6 1 0}$ | $\mathbf{3 4 , 3 7 3}$ |
| Total equity \& liabilities | $\mathbf{5 7 , 0 4 4}$ | $\mathbf{1 5 9 , 4 5 9}$ |


| Consolidated statement of cash flows |  |  |
| :--- | :---: | :---: |
| In $€ \mathrm{k}$ | 2015 | 2014 |
| Net cash flows from/used in operating <br> activities | $\mathbf{- 2 2 , 2 4 4}$ | $\mathbf{- 6 , 0 6 4}$ |
| Net cash flows from/used in investing activities | $-16,271$ | $-1,234$ |
| Net cash flows from/used in financing activities | 93,356 | 40,861 |
| Cash and cash equivalents at the beginning of <br> the period | 33,830 | 267 |
| Net increase/decrease in cash and cash <br> equivalents | $\mathbf{5 4 , 8 4 1}$ | $\mathbf{3 3 , 5 6 3}$ |
| Cash and cash equivalents at the end of the <br> period | $\mathbf{8 8 , 6 7 8}$ | $\mathbf{3 3 , 8 3 0}$ |

## Selected business segment and geographic data

| Business segments |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| In €k | 2015 | 2014 | Q4 2015 | Q4 2014 |
| Revenues | 178,602 | 101,324 | 60,290 | 34,201 |
| German Shop | 140,255 | 88,768 | 43,082 | 29,815 |
| International Shops | 20,739 | 3,776 | 11,971 | 1,376 |
| Shopping Clubs | 17,608 | 8,780 | 5,238 | 3,013 |
| Adj. EBIT ${ }^{1,2}$ | -15,139 | -8,087 | -5,565 | -1,362 |
| German Shop Adj. EBIT contribution | 5,630 | 1,916 | 1,777 | 1,530 |
| International Shops Adj. EBIT contribution | -5,392 | -1,660 | -2,747 | -212 |
| Shopping Clubs Adj. EBIT contribution | -5,810 | -2,601 | -1,640 | -870 |


| Geographic region |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| In €k | 2015 | 2014 | I 15/14 | Q4 15/14 ${ }^{\mathbf{6}}$ |
| Revenues | 178,602 | 101,324 | $+76 \%$ | +76\% |
| $\mathrm{DACH}^{3}$ | 71,791 | 44,040 | +63\% | +53\% |
| China ${ }^{4}$ | 91,147 | 55,666 | $+64 \%$ | +52\% |
| Rest of Europe ${ }^{5}$ | 15,664 | 1,618 | +868\% | +724\% |
|  |  |  |  |  |

Adjusted to exclude cash settled share-based compensation expenses resulting from virtual stock opfion programs (VSOP) and IPO related expenses, acquisition and integration costs as well as costs for reorganization and restructurings under corporate law
Adjusted FBIT atthe Group level des notcorespond to the sum of the Adjusted EBIT Contributions of the "German Shop" "International Shops" and "Shopping Cubs" business segments because (a) certain income/expense relating to shared services are managed and contracted on a central basis and not allocated to the business segments and (b) effects resulting from intersegment transactions are eliminated at the Group level. Our "DACH" geographic region consists of that pat of our business that generates product and services revenues from customers ordering for delivery to Germany, Austria and Swizerland.
4 Our "China" geographic region consists of that part of our business that generates product and services revenues from customers ordering for delivery to China.
5 Our "Other/rest of Europe" geographic region consists of that part of our business that generates product and services revenues from customers ordering for delivery to countries other than Germany, Austria, Switzerland and China.
Growth rates Q4 2014 to Q4 2015 based on net merchandise value (same calculation methoddogy as in 2015)



[^0]:    1 CAGR calculated based on full-year 2011 revenues as per HGB and full-year 2015 revenues as per IFRS reporting.
    2 Q4 2015 multiplied by 4.

[^1]:    1 Adj. fulfiliment costs comprise logistics and related rental expenses.
    2 Adj. Net Fulfillment costs are defined as Fulfillment costs less shipping income.
    3 Marketing costs consist mainly of advertising expenses, including search engine marketing, online display and other marketing channel expenses, as well as costs for our marketing tods, which include tools for automated SEA bidding and multivariate landing page optimization, and allocated overhead costs, but not costs related to our loyalty program. Allocated overhead costs include rent and depreciation, but not costs of shared services
    4 We define adjusted other SG\&A expenses as selling and distribution expenses plus administrative expenses and other operating expenses less other operating income, but excluding marketing and fulfillment costs; adjusted to exclude
    5 Adjusted to exclude cash settled share-based compensation expenses resulting from virtual stock option programs (VSOP), IPO related expenses, acquisition and integration costs as well as costs for reorganization and restructurings Adjusted to exclude cash settled share-based compensation expenses resulting from virtual stock option programs (VSOP), IPO related expenses, acquisition and integration costs as well as costs for reorganization and restructurings 8
    under corporate law.

[^2]:    Note: Growth rates Q4 2014 to Q4 2015 based on net merchandise value (same calculation methodology as in 2015).

