



**1. What did QVC Group announce?**

- As part of our WIN Growth Strategy, we are taking action to reduce our debt and significantly strengthen our financial foundation to drive long-term growth and profitability.
- We have reached an agreement with a majority of our lenders on the terms of a comprehensive financial restructuring plan. This agreement is called a Restructuring Support Agreement or "RSA".
- This plan will ensure that QVC Group has the right balance sheet to support our business as we continue to implement our WIN Growth Strategy, positioning us to drive the future of live social shopping.
- To implement this plan, QVC Group and certain of its U.S. subsidiaries, including QVC, Inc., have initiated a voluntary U.S. Chapter 11 process.
  - QVC Group's subsidiaries and entities outside of the U.S. are not included in this court-supervised process.
  - The only exception is a non-operating subsidiary in Luxembourg that has no team members.
  - The Company's global business operations are continuing as usual, including customer-facing operations in the UK, Germany, Japan and Italy as well as our Global Business Services in Poland and Global Sourcing in China.
- Importantly, during this process we are operating as usual across all our brands, channels, platforms, and stores, serving our customers.
- The steps we are taking today are intended to make us a stronger company so we can continue bringing innovative products, compelling content, and unforgettable moments to millions of shoppers worldwide.

**2. What is Chapter 11?**

- Chapter 11 is a section of the U.S. Bankruptcy Code that allows companies to continue operating normally as they improve their financial position and reduce debt in an efficient and orderly manner.

**3. Does this mean QVC Group is going out of business? Is this a liquidation?**

- No. QVC Group is not going out of business.
- Chapter 11 is a legal tool in the United States that allows companies to continue operating normally as they strengthen their capital structure and reduce debt in an efficient and orderly manner.
- During this process, we are operating as normal across all our brands, channels, platforms, and stores, serving our customers.

**4. What does this announcement mean for customers?**

- QVC Group is operating as usual.
- We remain focused on providing our customers with the most joyful and engaging shopping experience.
- You can continue to shop the same products and brands, and receive the same level of service you've come to expect from us, across all channels and platforms for QVC, HSN and Cornerstone Brands.
- All store and merchandise policies also remain the same.
- Customer service remains available via phone and online support.
- You're at the heart of all we do and we look forward to continuing to serve you.



**5. Why should I continue to shop with QVC Group?**

- Our customers are at the heart of everything we do, and we remain focused on delivering the exceptional shopping experiences that have defined QVC Group for the past 40 years.
- This process is intended to make QVC Group a stronger company so we can continue delivering innovative products, compelling content, and unforgettable moments to our millions of shoppers worldwide.
- We are continuing to serve customers across all our brands, channels, platforms and stores as usual and without interruption.

**6. Can I still buy my favorite QVC Group products? Will there be any changes to the types of products available?**

- You can continue to shop the same products and brands, and receive the same level of service you've come to expect from us, across all our channels and platforms for QVC, HSN and Cornerstone Brands.
- Our customers are our top priority, and we remain committed to delivering exceptional shopping experiences and look forward to continuing to serve you.

**7. Will there be any changes to the price of products? Will your products get more expensive?**

- We do not plan to change our prices as a result of this process.
- We remain focused on delivering the exceptional shopping experiences that have defined our brands for the past 40 years.

**8. Will I still be able to shop the way I'm used to?**

- Yes, you continue to shop our brands as always on broadcast TV, on streaming and social, through branded websites and apps, in-store, and through catalogs.
- We look forward to continuing to serve you.

**9. What will happen to QVC Group on TikTok Shop?**

- We are continuing to serve customers across our digital and social platforms, including TikTok Shop, without interruption.

**10. Will any stores close?**

- All retail locations remain open and operating on normal schedules, and all store and merchandise policies remain the same.
- For additional information regarding store hours, please reach out to your local store location.

**11. Will my outstanding order still be fulfilled and delivered as scheduled?**

- Yes. We are operating as usual across all our channels and platforms without interruption, including fulfilling and delivering orders.

**12. Are any of my warranties at risk? Same for services?**

- No. We are operating as usual across all our channels and platforms without interruption, including honoring warranties for goods and services.

**13. Who should I contact if there's an issue with my order? How will I know if I will still get my order (if I recently placed an order or if contemplating placing a new order)?**

- Please continue to reach out to our usual customer service channels for any order-related questions or support.
- We remain dedicated to serving our valued customers. Our teams are ready to assist you.



- 14. Will there be changes to QVC Group's branded credit card programs?**
  - All branded credit cards continue to function as normal, and VIP savings events and related cardholder offers will continue as planned.
- 15. Is my gift card still valid?**
  - Gift cards can continue to be used in accordance with their terms and conditions.
- 16. Is my QVC Group merchandise / store credit still valid?**
  - Merchandise and store credits can continue to be used in accordance with their terms and conditions.
- 17. Are there any changes to return windows or policies?**
  - Our return policies and procedures remain the same.
- 18. Will promotions and events continue as planned? Will I continue to receive promotional communications.**
  - Yes.
  - For additional information, please visit [forward.qvcgrp.com](http://forward.qvcgrp.com).
- 19. Are Easy Pay and FlexPay still available? Are there any changes to payment processes?**
  - There are no changes to our payment processes, and Easy Pay and FlexPay continue to be available options.
- 20. Who can I contact if I have additional questions? Where can I find more information?**
  - For order-specific questions, please continue to contact our customer service representatives through the usual channels.