Q4 2024
Earnings Presentation



## Safe Harbor and Non-GAAP Measures

This presentation includes certain forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements about business strategies and initiatives and their expected benefits and other matters that are not historical facts.

These forward-looking statements involve many risks and uncertainties that could cause actual results to differ materially from those expressed or implied by such statements, including, without limitation, possible changes in market acceptance of new products or services, competitive issues, regulatory matters affecting our businesses, continued access to capital on terms acceptable to QVC Group, Inc. ("QVCGI") and QVC, Inc. ("QVC"), changes in law and government regulations, availability of investment opportunities, general market conditions (including as a result of future public health crises), issues impacting the global supply chain and labor market and use of social media influencers. These forward-looking statements speak only as of the date of this presentation, and each of QVCGI and QVC expressly disclaims any obligation or undertaking to disseminate any updates or revisions to any forward-looking statement contained herein to reflect any change in QVCGI's or QVC's expectations with regard thereto or any change in events, conditions or circumstances on which any such statement is based. Please refer to the publicly filed documents of QVCGI and QVC, including their most recent Form 10-K, for additional information about QVCGI and QVC and about the risks and uncertainties related to their respective businesses which may affect the statements made in this presentation.

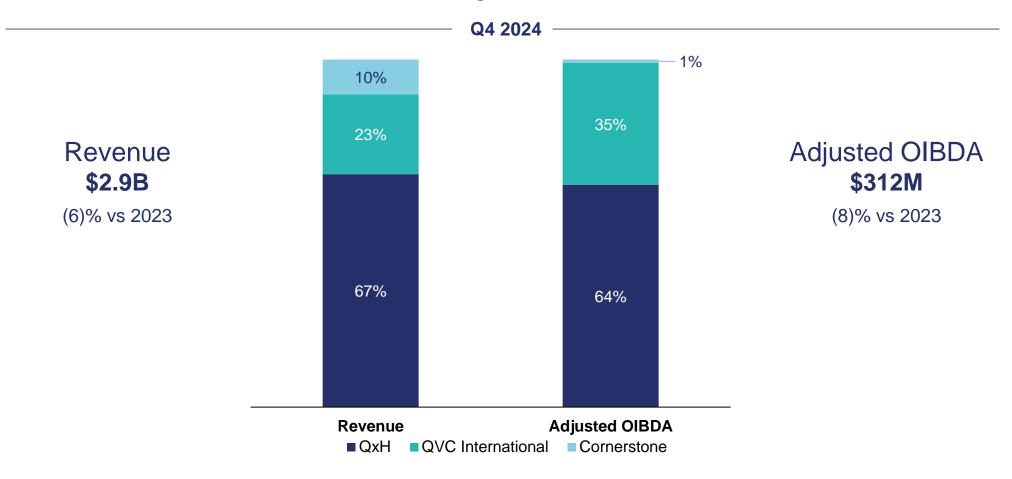
This presentation includes non-GAAP financial measures including adjusted OIBDA, adjusted OIBDA margin, free cash flow, and constant currency. Information regarding the comparable GAAP metrics, along with required definitions and reconciliations, can be found in this presentation or in the earnings press release issued February 27, 2025, as well as earnings press releases relating to prior periods, all of which are available on our website. This presentation is designed to be read in conjunction with the February 27, 2025 earnings press release, which is available on our website.

This presentation includes references to free cash flow, which is a non-GAAP financial measure for QVCGI. QVCGI defines free cash flow as cash flows from operating activities less capital expenditures, expenditures for television distribution rights, investments in green energy and dividends paid to non-controlling interests. QVCGI believes free cash flow is an important indicator of the financial stability of our business. QVCGI believes cash flows from operating activities is the most directly comparable GAAP measure. Free cash flow is not meant to replace or supersede this GAAP measure, but rather to supplement such GAAP measure in order to present investors with a supplemental metric of financial performance. Please see the reconciliation of free cash flow to cash flows from operating activities calculated in accordance with GAAP for QVCGI on slide 10 of this presentation.



# **Revenue & Adjusted OIBDA**

### **Business Segment Contribution**



\$1.9B eCommerce Revenue I 65% of Revenue (5)% YoY



# **Revenue & Adjusted OIBDA**

## **Prior Year Quarterly Comparative**

			١	REVENUE								
	2023						2024					
	Q1	Q2	Q3	Q4	FY-23	Q1	Q2	Q3	Q4	FY-24		
QxH	(5)%	(8)%	(3)%	(4)%	(5)%	(4)%	(4)%	(6)%	(8)%	(6)%		
QVC International	(12)%	(5)%	4%	2%	(3)%	(3)%	(5)%	(1)%	0%	(2)%		
QVC International <sup>A</sup>	(3)%	(3)%	1%	0%	(1)%	(1)%	0%	(1)%	0%	0%		
Cornerstone	(13)%	(7)%	(13)%	(12)%	(11)%	(11)%	(14)%	(12)%	(7)%	(11)%		
Total QVC Group (excluding Zulily)		(7)%	(3)%	(4)%	(5)%	(4)%	(5)%			(5)%		
Total QVC Group (excluding Zulily) A		(7)%	(3)%	(4)%	(5)%	(4)%	(4)%			(5)%		
Zulily	(17)%	NM	NM	NM	NM	NM	NM			NM		
As Reported Total QVC Group	(8)%	(10)%	(10)%	(11)%	(10)%	(11)%	(9)%	(5)%	(6)%	(8)%		
As Reported Total QVC Group A	(6)%	(10)%	(10)%	(11)%	(10)%	(11)%	(8)%	(5)%	(6)%	(8)%		

			ADJ	USTED OIB	DA						
	2023					2024					
	Q1	Q2	Q3	Q4	FY-23	Q1	Q2	Q3	Q4	FY-24	
QxH	(38)%	(20)%	41%	47%	(1)%	33%	5%	(9)%	(8)%	3%	
QVC International	(31)%	(19)%	24%	2%	(9)%	4%	0%	(9)%	12%	2%	
QVC International <sup>A</sup>	(23)%	(15)%	23%	2%	(6)%	10%	8%	(9)%	12%	6%	
Cornerstone	(87)%	(43)%	10%	486%	(14)%	50%	(24)%	(45)%	(81)%	(46)%	
Total QVC Group (excluding Zulily)		(23)%	36%	46%	(4)%	23%	1%			(1)%	
Total QVC Group (excluding Zulily) A		(22)%	35%	46%	(3)%	25%	3%			0%	
Zulily	(72)%	NM	NM	NM	NM	NM	NM			NM	
As Reported Total QVC Group	(47)%	(22)%	54%	73%	1%	45%	4%	(12)%	(8)%	3%	
As Reported Total QVC Group A	(44)%	(21)%	54%	73%	2%	47%	7%	(12)%	(8)%	4%	



## **QxH Category Performance**

**Prior-Year Comparative of Revenue** 

	2023						2024						
	Q1	Q2	Q3	Q4	FY-23	Q1	Q2	Q3	Q4	FY-24			
Home	(2)%	(11)%	2%	(2)%	(3)%	(7)%	(1)%	(3)%	(8)%	(5)%			
Electronics	(25)%	(27)%	(18)%	(17)%	(20)%	(2)%	(11)%	(16)%	(16)%	(13)%			
Apparel	(0)%	(4)%	(8)%	3%	(3)%	(4)%	(4)%	(3)%	2%	(2)%			
Beauty	(6)%	4%	(7)%	(1)%	(2)%	(3)%	(9)%	(4)%	(9)%	(7)%			
Accessories	(5)%	(7)%	7%	(3)%	(2)%	5%	(5)%	(9)%	(11)%	(6)%			
Jewelry	(11)%	(8)%	4%	8%	(2)%	4%	12%	(17)%	(10)%	(4)%			
Total	(5)%	(8)%	(3)%	(4)%	(5)%	(4)%	(4)%	(6)%	(8)%	(6)%			

### **Notable Brands**



































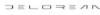






















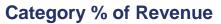








# **QxH Category Mix**



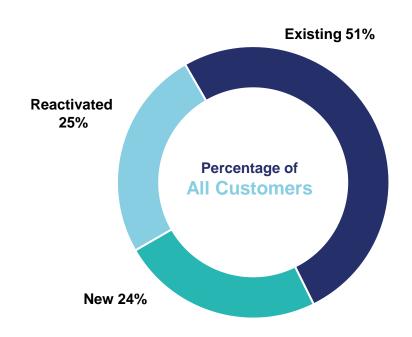


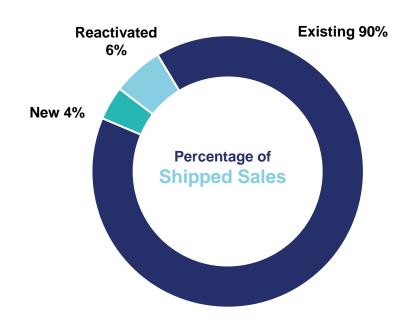
Fashion Categories: Apparel, Beauty, Accessories and Jewelry

Home Categories: Home and Electronics

## **QxH Customer Profile**

**Trailing Twelve Months Ended December 2024** 





**Existing Customers** 

Annual Purchases: 32 Items purchased

**\$1.65K** Spend



## **QxH Customer Count**

# Last 12 Months Ended ('000s)



■ Existing ■ New ■ Reactivated

**New:** Never purchased previously

Reactivated: Purchased in past, but not in last 12 months

**Existing:** Made a purchase in two consecutive 12-month periods



# **QxH Adjusted OIBDA Margin**

### **Basis Point Change Year Over Year**

				Fiscal 2024			Q4 Trend Driver			
		Q1 Q2 Q3 Q4 FY		FY						
Prior Year		8.7%	11.4%	12.4%	10.2%	10.7%				
Gross Margin	Product Margin <sup>1</sup>	200	105	10	90	105	Initial Margin Expansion through Private Label Penetration and Sourcing			
Gross Margin	Fulfillment <sup>2</sup>	160	60	(35)	(130)	0	Higher Freight and Wage Rates, Deleverage			
Gross Margin	Obsolescence	(10)	(25)	5	0	(10)				
Operating Expense	Commissions	20	30	20	25	25	Favorable Commission Rates			
SGA	Marketing	(130)	(105)	(40)	5	(60)				
SGA	Bad Debt	0	(25)	10	(5)	(5)				
SGA	Administrative and Other <sup>3,4</sup>	90	70	(10)	25	35	+Overlap of Costs Related to Project Athens Transformation, -Deleverage			
	Current Year	12.0%	12.5%	12.0%	10.3%	11.6%				
	∆ vs. LY	330	110	(40)	10	90				

Note: All figures rounded to the nearest 5 bps.



<sup>&</sup>lt;sup>1</sup> Includes Net Revenue less Product Cost of Goods Sold (including shipping & handling revenue, private label card income, returns, royalties, and liquidation costs).

<sup>&</sup>lt;sup>2</sup> Includes owned facilities warehouse and freight, Manpower and Non-Manpower expenses, and drop-ship.

<sup>&</sup>lt;sup>3</sup> Includes other Manpower and Non-Manpower expenses (including bonus accrual, outside services, legal settlements, corporate rent, and travel & entertainment).

<sup>&</sup>lt;sup>4</sup> Includes other items not included in above categories.

# **QVC Group, Inc. Free Cash Flow**

**US\$ Millions** 

	Twelve M	elve Months Ended December 31		
	2022	2023	2024	
Net Cash Provided (Used) by Operating Activities <sup>1</sup>	194	919	525	
Plus: Insurance Proceeds Related to Fixed Assets	184	54		
Less: Capital Expenditures	(268)	(230)	(199)	
Less: Expenditures for Television Distribution Rights	(45)	(113)	(37)	
Less: Investments in Green Energy <sup>2</sup>	(6)			
Less: Dividends Paid to Non-controlling Interest	(68)	(53)	(51)	
Free Cash Flow	(9)	577	238	
Less: Insurance Proceeds Related to Rocky Mount Fire	(280)	(280)		
Free Cash Flow Excluding Insurance Proceeds Related to Rocky Mount Fire	(289)	297	238	

<sup>1.</sup> Includes insurance proceeds received for inventory, operating expenses and business interruption losses of \$96 million and \$226 million for the twelve months ended December 31, 2022 and December 31, 2023, respectively.



<sup>2.</sup> Included within investments in and loans to cost and equity investees.

## **QVC Group, Inc. Headline Financial Covenant Summary**

### **≻Liberty Interactive LLC ("LI LLC") Debt**

No material covenants other than liens tests

### **≻QVC**, Inc. Credit Facility

- Primary covenant is 4.5x net leverage test (maintenance based)
  - o QVC, Inc. leverage as of 12/31/24 is 3.1x as defined in QVC's credit agreement
  - o Inclusive of debt, cash and adjusted EBITDA (1) of QVC, Inc. and Cornerstone
- Debt service of LI LLC debt (principal and interest) and tax sharing payments are carved out of restricted payments
- Dividends payable to holders of QVC Group, Inc.'s preferred stock is not carved out of restricted payments
- Additional information can be found in QVC, Inc.'s publicly filed documents

#### >QVC, Inc. Bond Indentures

- Restricted payment test of 3.5x gross leverage (incurrence based)
  - o As of 12/31/24, QVC's consolidated leverage ratio (as calculated under QVC's senior secured notes) was greater than 3.5x
  - o Inclusive of debt, cash and adjusted EBITDA (3) of QVC, Inc.
  - o Cornerstone sits outside of QVC, Inc.
- Debt service of LI LLC debt (principal and interest) and tax sharing payments are carved out of restricted payments
- Dividends payable to holders of QVC Group, Inc.'s preferred stock is not carved out of restricted payments
- 2:1 fixed charge coverage ratio in order to incur new debt



<sup>1)</sup> Please see "Consolidated EBITDA" as defined in QVC's credit agreement.

<sup>(2)</sup> https://www.sec.gov/Archives/edgar/data/0001254699/000110465921131049/tm2131224d1\_ex4-1.htm

<sup>(3)</sup> Please see "Consolidated Cash Flow" as defined in QVC's bond indenture.

## **Glossary**

**Existing Customer**: Made a purchase in two consecutive 12-month periods.

**New Customer**: Never made a purchase previously.

**Reactivated Customer**: Purchased in past, but not in last 12 months.

Best Customer (QVC): Purchased 20+ units in last 12 months.



