

FNAC DARTY JOINS APPLE'S AUTHORIZED SERVICE PROVIDER PROGRAM IN FRANCE

- **With nearly 140 points of sale, WeFix, a subsidiary of the Fnac Darty group and French leader in the express repair of smartphones and tablets, joins Apple's Authorized Service Provider program in France**
- **Fnac Darty integrates Apple's repair and support service, AppleCare Services in its range of insurance programs**
- **With these 2 novelties, Fnac Darty confirms its commitment to the repair and durability of products, especially smartphones**

Fnac Darty accelerates in the field of products repairability

The Fnac Darty Group will offer the possibility for the French to repair their products more easily (iPhone, Apple Watch and iPad) according to Apple's know-how and thus promote their sustainability. The extensive and close network of WeFix stores will ensure unprecedented national coverage for Apple and Fnac Darty customers.

Apple Authorized Service Provider repairs via WeFix

WeFix, French leader in the express repair of smartphones and subsidiary of Fnac Darty, obtains Apple's official certification for repairs. The brand will now have access to Apple's spare parts and WeFix teams will be trained in the know-how and use of Apple tools. It complements Fnac Darty's existing offer of Apple-certified products repair. These certified repairs will allow customers of the company and of Apple to ensure the quality and reliability of the work done on their iPhone, to secure the maintenance of all their devices' functionalities and keep their Apple warranty even if they change parts.

AppleCare Services, Apple's service and support, included in the company's subsidiaries insurance offers

Fnac and Darty will also integrate AppleCare Services into the range of mobile insurance offered in store as well as online. Including Apple's international service and support, this program allows you to benefit from additional services for all the brand's products such as a 24/7 priority access to Apple experts, certified repairs at WeFix and other Apple authorized service providers or product exchange via Apple if applicable and warranty for battery failure throughout the coverage period... These services will complement all benefits already included in existing programs.

This aims to simplify Apple customers' journey by allowing them to centralize the different stages of their experience within the Fnac Darty Group stores: from the purchase of Apple products to their certified repair, as well as the purchase of breakage and theft insurance to better protect their iPhone, iPad and Apple Watch.

FNAC DARTY



Fnac Darty, France's repair leader for all type of products

As an integral part of the Fnac Darty Group, all WeFix stores will become Apple Authorized Service Provider spaces throughout France in 2022.

This new step, consolidating the collaboration already initiated a few years ago with Apple, is fully in line with the ambition of Fnac Darty and Apple to participate in the devices' durability. This Apple Authorized Service Provider program once again fulfils the Fnac Darty Group CSR and eco-responsible commitments and will contribute to reach the goal set to 2.5 million repaired products per year in 2025.

Enrique Martinez, Managing Director of the Fnac Darty Group says *"We are proud of this agreement for many reasons. Committed to more durable consumption, the Fnac Darty group strives to offer its consumers new services to support them towards more responsible consumption. WeFix's approval for the repair of Apple mobility products thus complements the certifications already obtained and strengthens the Group's leading position on the repair market."*

About Fnac Darty

Operating in 13 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 957 stores at the end of 2021 and is ranked as one of the most visited e-commerce site in France (almost 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, approximately 26% of which was realized online. For more information: www.fnacdarty.com

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