| Press Release

Lisbon, 19 August 2014

WORTEN RESOLVE SERVICES CERTIFIED BY SGS

Worten has just been assured it is going to be granted a Technical Specification Certification for Worten Resolve Service by SGS – *Société Générale de Surveillance*, a unique specification on the market. This distinction proves the innovation and effectiveness of this after-sales service concept that has seen huge numbers of customers signing up.

This Certification covers the after-sales service that brand customers are provided with, the sale of technical services in the stores and the customers' homes, namely repairs inside and outside the guarantee period, installations, settings and ordering accessories.

It is worth noting that in 2013 almost half a million customers were attended at the Worten Resolve counters available at all Worten stores. Some 380,000 of them also enjoyed the personalised services provided by more than 120 specialists in 45 stores offering this kind of support.

This Certification proves once again that the Worten strategy is highly focussed on the customers and particularly their satisfaction and loyalty.

The Worten resolve concept is a proven winner for the brand in the service area, as it brings us closer to the customers, offering them after-sales support and solutions.

One of the big advantages of Worten Resolve is the card that was launched at the end of last year, which already has over a million members.

The Worten resolve card offers countless, exclusive advantages, namely providing the customer's purchasing history meaning they no longer need to have the paper sales slip (receipt) for returns or to activate the guarantee.

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