

# LANDS'END

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## Lands' End Recognized with 2016 StellaService Elite Award for Exceptional Customer Service

### Company Honored for Superior Performance in Phone, Email and Chat

DODGEVILLE, Wis., May 31, 2016 /PRNewswire/ -- [Lands' End, Inc.](#) (Nasdaq: LE) today announced that StellaService, an independent company that measures the customer service performance of online businesses, recently recognized Lands' End with the 2016 StellaService Elite Award for exceptional customer service.

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StellaService recognized Lands' End for excelling in phone, chat and email, with a phone response time of less than 45 seconds. In 2015, Lands' End received an Elite Award for overall excellence in customer service.

StellaService's Elite Awards recognize retailers on an annual basis for best-in-class customer service across phone, email, chat, shipping and returns. The 2016 Awards were given following analysis of thousands of customer service data points collected by StellaService shopping analysts throughout 2015. To qualify for an Elite Award, retailers' annual service performance must meet or exceed the performance of the top five retailers in the StellaService Ecommerce Index, which includes 30 companies recognized as service leaders.

"At Lands' End, demonstrating an outstanding level of customer service has always been a cornerstone of the company," said Federica Marchionni, CEO, Lands' End. "Our customer care specialists are renowned for their helpfulness and product knowledge and we are honored to be recognized by StellaService. We can't thank our customer care team enough for the dedication and attention they provide our customers every day, across all shopping channels."

"Based on the rigorous qualifications and continuous analysis by StellaService, Lands' End delivered a continuously outstanding customer service experience throughout 2015, and we are excited to announce them as the recipient of our 2016 Elite Award for phone, email and chat," said Jordy Leiser, Co-Founder and CEO, StellaService. "We are honored to continue to bring awareness and attention to companies, like Lands' End, who are setting standards and paving the road for superior quality customer service."

#### ABOUT LANDS' END

Lands' End, Inc. (NASDAQ: LE) is a leading multi-channel retailer of casual clothing, accessories, footwear and home products. We offer products through catalogs, online at [landsend.com](#), [canvasbylandsend.com](#) and affiliated specialty and international websites, and through retail locations, primarily at Lands' End Shops at Sears® and standalone Lands' End Inlet® Stores. We are a classic American lifestyle brand with a passion for quality, legendary service and real value, and seek to deliver timeless style for men, women, kids and the home. [www.landsend.com/newsroom](#)

#### ABOUT STELLASERVICE

At StellaService, our mission is to help companies create value from every service interaction. We provide solutions that transform the way companies measure, optimize and monetize the service performance of front-line staffers. Founded in 2010, StellaService is headquartered in New York City and has raised over \$35 million in funding. For more information visit [www.stellaservice.com](#) or follow StellaService on Twitter @StellaService

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SOURCE Lands' End, Inc.

