



PRESS RELEASE

AUTODOC: Introduction of the partner offer for professionals in France

- **Dedicated service agents for personal support**
- **Professional web platform with quick search and good cataloguing**
- **Great value prices with an additional bonus programme**

Berlin, 24 January 2023 – AUTODOC, one of the leading online retailers for vehicle spare parts and accessories in Europe, launched AUTODOC PRO, its partner offer for professionals in France, on 20 October 2022. The web platform offers independent garages an extensive catalogue of car parts with a quick search filtered by criteria and brands at lower prices compared to wholesalers. Personalised customer service and other support features for professionals are also available. The service will be rolled out gradually and should be available throughout France by the beginning of 2024.

Advantages for garages and their customers

In a tough economic climate, garages are looking for ways to reduce their costs and remain profitable. AUTODOC has developed a new platform that combines the best of the digital world, in which AUTODOC is a leader, and the physical world, with in-person support for garages.

AUTODOC PRO, as a partner offer for professionals, allows its customers to benefit from an extremely wide online range that covers all a professional garage's needs with more than two million different products. AUTODOC PRO offers the usual range from well-known premium brands to high-quality low-cost brands. This means the AUTODOC PRO catalogue for vehicle spare parts and accessories offers more advantages compared to traditional wholesale suppliers and allows every garage owner to offer their customers exactly what they need. In addition, this highly competitive offer ensures automotive professionals an average purchasing cost saving of almost 30 percent compared to traditional wholesalers.

Personalised support around the clock

As human contact between customer and supplier is still crucial in the industry, on-site support is one of the cornerstones of AUTODOC PRO. Every business customer benefits from the support of a personal service agent assigned to their locality. This person visits the customer two to three times a month and collects any returns, helps with administrative issues, and informs them of news and innovations.

In addition, AUTODOC PRO offers personalised customer support by telephone. This means that personal online managers take care of all concerns and process orders. The AUTODOC PRO telephone hotline is available six days a week from 8 am to 8 pm.

The best service – without any obligation

To help customers meet their repair deadlines, AUTODOC PRO offers a special transport service thanks to a partnership with UPS. This guarantees that customers will receive their parcels within the time frame specified when ordering online – and at a low cost or, for the most loyal customers, even completely free of charge.

Business customers can use AUTODOC PRO without any restrictions, obligations, or contracts. The offer is designed so that only an online registration is required to start, pause, and restart ordering with one click – as needed and without any commitment to a specific sales volume or spend.

"AUTODOC PRO, our offer for professionals, is based on a promise that is as strong as it is binding: we want to guarantee profitability, simplicity, and proximity to our customers and commercial partners," says Franck Millet, Managing Director of AUTODOC France SAS.

About AUTODOC

AUTODOC is a leading online retailer of vehicle parts and accessories in Europe. The company, which was founded in Berlin in 2008 by Alexej Erdle, Max Wegner, and Vitalij Kungel, has quickly developed into one of the most exciting internet companies in Europe. Since November 2022, the company has been trading as a European public limited company under the name AUTODOC SE. The Board of Directors is composed of Sandra Dax (Co-CEO) and Dmitry Zadorojnii (Co-CEO). In 2021, AUTODOC achieved a turnover of over one billion euros (2020: 842 million euros). AUTODOC has 4.8 million products for 166 car, 23 truck, and 154 motorcycle brands in its range. AUTODOC operates in 27 European countries and employs around 5,000 people at seven locations.

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