

Berlin-based car parts online retailer AUTODOC continues to grow

- **Record sales in 2023: More than 56.0 million products sold**
- **Sales growth of 15.8 percent compared to the previous year (2022: 48.4 million products sold)**
- **14.3 million orders**
- **7.4 million active customers**

Berlin, 24 January 2024 – AUTODOC, a leading online retailer for vehicle parts and accessories in Europe, achieved record sales in 2023. The Berlin-based company was able to significantly increase its sales compared to the previous year to more than 56.0 million products sold – despite the challenging overall economic situation. The increase compared to 2022 is 15.8 percent. "We have improved noticeably in many fields that are important to us and have seen growth in all areas: AUTODOC sold more products, gained more customers and received more orders in 2023," explains Dmitry Zadorojnii, CEO of AUTODOC SE, adding: "What's more: We were also able to achieve an increase in sales in most of our core markets. We can see that more and more customers are prioritising repair and maintenance and are also willing to buy car parts online, especially in view of the skyrocketing prices of new and used cars. We are delighted that they put their trust in AUTODOC."

The number of active customers grew by around 800,000 in 2023, reaching 7.4 million. This means that the number of people who ordered from AUTODOC at least once in 2023 increased by around twelve percent compared to the previous year. The customer base has grown to around 22 million people since the company was founded in 2008. This shows that AUTODOC has a strong grasp of customer needs. In addition to constantly expanding its product range, the online retailer is continuously working on optimising the shopping experience on its websites and apps and offering customers the best possible customer service.

Despite high inflation and falling consumer confidence, the total number of orders increased by 1.6 million to around 14.3 million in 2023. More than half of customers placed their orders via the AUTODOC app. With a consistently low returns rate, these figures reflect the high level of customer satisfaction and loyalty.

The strongest sales markets in 2023 included the DACH region and France. Strong growth was also recorded in the UK, Benelux and Norway. In addition to the major categories popular with customers, such as brake systems and chassis components, the product categories powertrain, engine parts and filters recorded high growth in the parts segment. In the vehicle accessories segment, the tools and vehicle care categories in particular demonstrated high growth potential.

A general trend is becoming more and more apparent: Vehicle owners are increasingly prioritising repair and maintenance. AUTODOC has responded to this and expanded its product range once again. The online car parts retailer now offers 5.8 million products from around 2,300 brand manufacturers – an increase of more than eleven percent or around 600,000 items compared to the previous year.

In 2023, the AUTODOC app, which is available for Android & iOS, was installed more than 20.5 million times on mobile devices. It has already been installed around 108 million times since its launch in 2016. AUTODOC offers its services via the AUTODOC app, its online shops, and third-party marketplaces.

About AUTODOC

AUTODOC is a leading online retailer of vehicle spare parts and accessories in Europe. The company, which was founded in Berlin in 2008 by Alexej Erdle, Max Wegner and Vitalij Kungel, has developed into one of the most exciting e-commerce companies in Europe in a very short space of time. Since November 2022, the company has been operating as the European public-limited company AUTODOC SE. The Management Board consists of Dmitry Zadorojnii (CEO) and Lennart Schmidt (CFO). AUTODOC has 5.8 million products for 172 car, 23 truck, and 154 motorcycle brands in its range. In 2023, AUTODOC generated net revenues of €1.3 billion (2022: €1.1 billion). AUTODOC has online shops in 27 European countries. The company employs around 5,000 people at ten locations: In Germany, France, Kazakhstan, Luxembourg, the Netherlands, Poland, Portugal, Moldova, the Czech Republic and Ukraine.