

## ADOREBEAUTY GROUP

RESULTS PRESENTATION | H1 FY21



### RECORD HALF, EXCEEDED PROSPECTUS FORECAST

#### H1 FY21 Summary

\$96.2M REVENUE +85% ON PCP +8% ON PROSPECTUS <sup>1</sup> 5.4% EBITDA MARCIN <sup>2</sup> +1.9 PPTs. ON PCP	32.5% GROSS PROFIT MARGIN +1.4 PPTs ON PCP +0.5 PPTs ON PROSPECTUS \$25.9M CASH <sup>3</sup> +113% ON PCP	Market leader <sup>5</sup> in a large addressable market with a significant growth opportunity	<b>Record half</b> exceeding prospectus forecast <sup>1</sup> with strong active customer growth
+1.7 PPTs. ON PROSPECTUS	<b>276k</b>	Online	Strategic
777k		destination of	initiatives
ACTIVE CUSTOMERS		choice for	to drive
+82% ON PCP <sup>4</sup>		customers and	sustainable
+7% ON PROSPECTUS		brand partners	growth

1. Also exceeded trading update revenue forecast of \$95.2M, update issued 1 December 2020.

2. Proforma adjustments are detailed in the appendix.

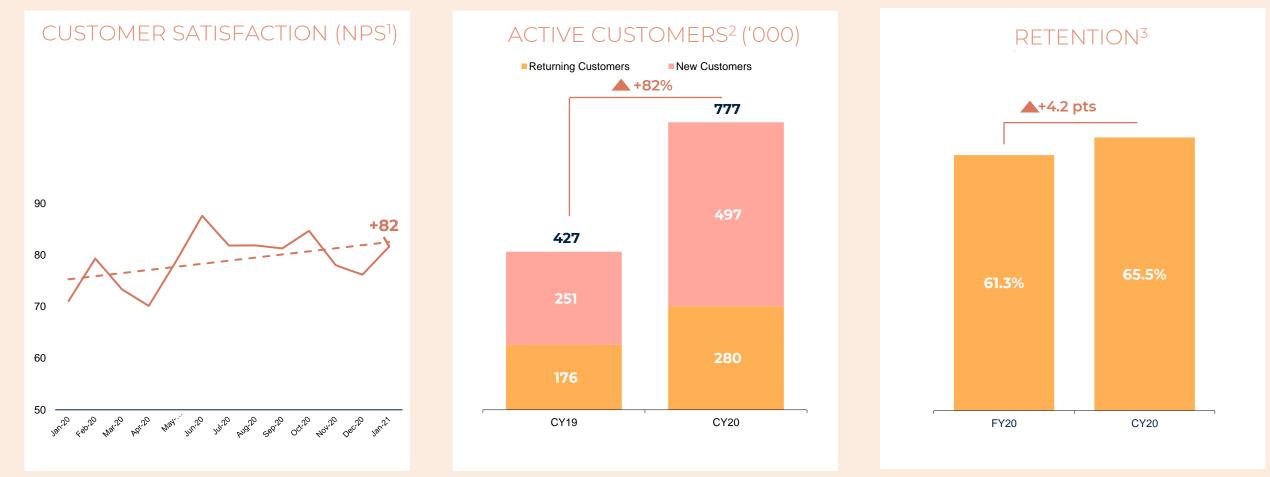
3. Balance as at December 31, 2020.

4. Active customers refer to customers who have made an order in the last 12 months, comparison of CY20 to CY19.

5. Adore Beauty is the leading pureplay online beauty retailer, based on management estimates based on third party industry reports (2019, 2020), supplier data (2019), website traffic data (2020), and third party and internal customer data (2019, 2020).

### DELIVERED STRONG PERFORMANCE IN KEY OPERATIONAL METRICS





 The Net Promoter Score is ascertained by sending an email to customers who have placed two orders or more with Adore Beauty (i.e. not every customer is invited to participate in the Net Promoter Score survey). These customers are asked 'how likely are you to recommend Adore Beauty to friends or family?', based on a scale of 0 to 10. Net promoter scores range from -100 to +100.
 Active customers refer to customers who have made an order in the last 12 months.

3. Aggregated active customer retention rate = (Active Customers as at the end of the relevant financial year – Active Customers acquired during the relevant financial year) divided by Active Customers as at the commencement of the relevant financial year.



### DELIVERED CONTINUED STRONG PERFORMANCE IN THE METRICS WE CARE MOST ABOUT



1. Management estimates based on third party industry reports (2019, 2020), supplier data (2019), website traffic data (2020), and third party and internal customer data (2019, 2020).

2. Adore Beauty website 3 As at 9/2/2021 sourced as per https://www.google.com/shopping/customerreviews/merchantreviews?q=adorebeauty.com.au 4. NPS as at 1 Jan 2021; NPS score is driven off an email sent to customers who have placed 2 orders i.e. not every customer is invited to participate in the NPS statistics 5. Active customers refer to customers who have made an order in the last 12 months 6. Aggregated active customer retention rate = (Active Customers as at the end of the relevant financial year – Active Customers acquired during the relevant financial year) divided by Active Customers as at the commencement of the relevant financial year 7. Adore Beauty website for CY20 8. Metric is based on CY20 9. As at De-20 includes employees and contractors 10. Cyber weekend day sale (November 2020).

## MARKET OPPORTUNITY



### WHO WE ARE



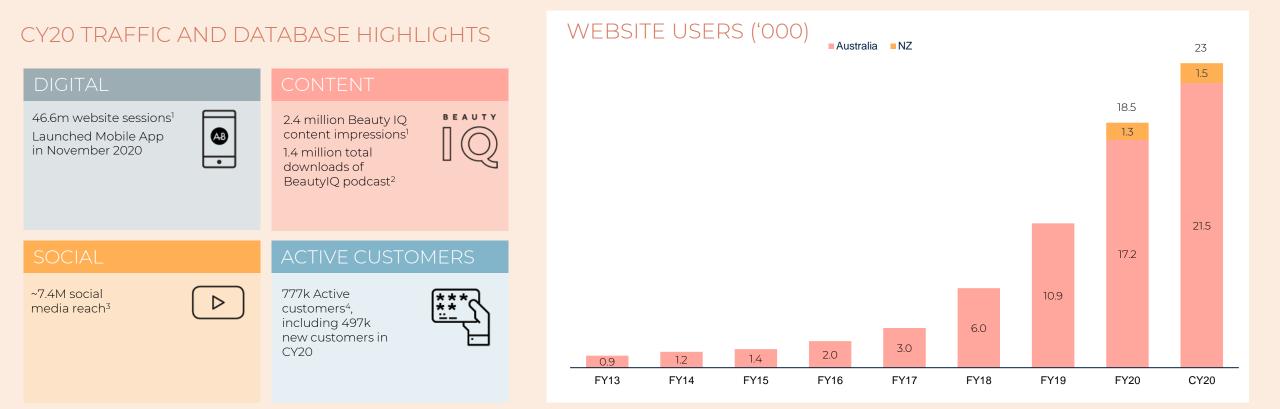


#### Overview

- Australia's number one pureplay online beauty retailer<sup>1</sup>
- Founded in 2000, entered the New Zealand market in 2019 and listed on the ASX in October 2020
- Disrupted the traditional beauty model by transforming the online beauty shopping experience and creating a destination for consumers
- Compelling offering of over 260 brands and 10,800+ products offering a combination of prestige, masstige, professional, hard-to-find cult and niche brands



### LARGE, HIGHLY ENGAGED CUSTOMER BASE POWERED BY A STRONG CONTENT AND SOCIAL PLATFORM



- 2. Podcast metrics as at 31 December 2020 from all streaming platforms.
- 3. Social reach metric for CY20 across paid Facebook channel.

4. Active customers refer to customers who have made an order in the last 12 months, measure for CY20.

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### LARGE AND GROWING ADDRESSABLE MARKET SUPPORTED BY STRUCTURAL TAILWINDS

Adore Beauty is a market leader in the BPC market in Australia, and has a strong track record of growing faster than the market

- Beauty and personal care (BPC) market in Australia is \$11.2bn, with forecast CAGR of +3.6% to 2024<sup>1</sup>
- Online BPC sales account for 11.4% of the total BPC market today, and it is forecast to grow at a +26% CAGR to 2024<sup>1</sup>
- There are several structural trends driving strong market growth:
  - Structural shift to online accelerated by COVID-19
  - Entrance of digital-native Millennials and Gen Z into market
  - Increasing importance of online channel to premium beauty brands
  - Global beauty trends including premiumisation (with prestige/premium growing 88% faster than mass)<sup>3</sup>, and increased focus on skin care<sup>4</sup>



. Frost & Sullivan - The Online Retail Market (Australia and New Zealand) – September 2020.

2. Adore Beauty CY2020 Revenue.

Euromonitor International – Beauty and Persona Care in Australia, June 2020.

4. Skincare products account for 27% of sales as per Frost & Sullivan - The Online Retail Market (Australia and New Zealand) – September 2020.

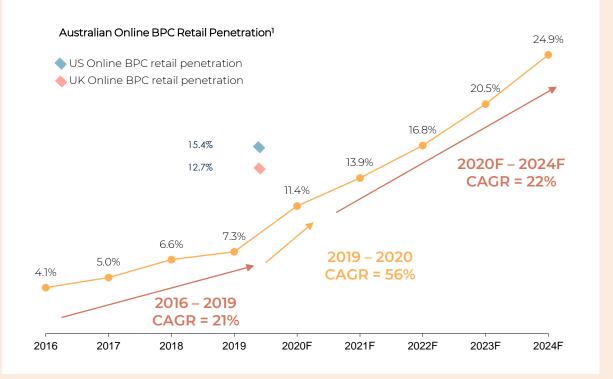
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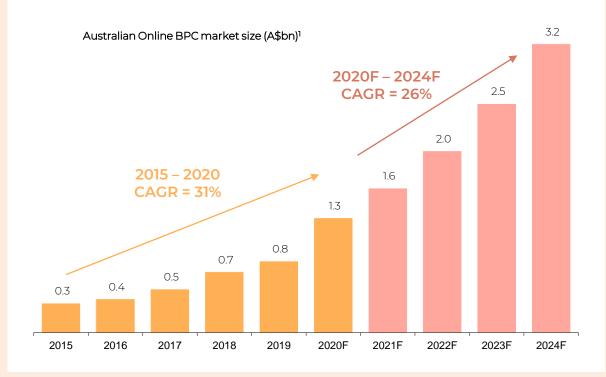


### ACCELERATED STRUCTURAL SHIFT TO ONLINE

#### COVID-ACCELERATED ONLINE PENETRATION ...



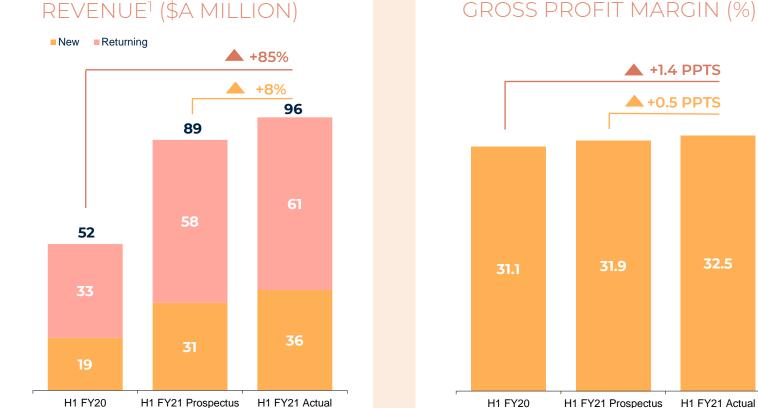
#### DRIVING STRONG ONLINE GROWTH AND A SHIFT AWAY FROM BRICKS & MORTAR



## RECORD HY PERFORMANCE



### H1 DELIVERED STRONG PERFORMANCE IN ALL FINANCIAL METRICS, EXCEEDING PROSPECTUS FORECAST



# **+1.4 PPTS +0.5 PPTS** 32.5 31.9 H1 FY20 H1 FY21 Prospectus H1 FY21 Actual

#### EBITDA MARGIN<sup>2</sup> (%)

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2. Proforma adjustments are detailed in the appendix. Trading update issued 1 December 2020 noted anticipated positive impact on EBITDA for H1 FY21F.

## INCOME STATEMENT

#### Adore Beauty delivered record H1 FY21 performance with strong growth exceeding prospectus forecast

A\$M	H1 FY20	H1 FY21
Revenue	52.0	96.2
Cost of sales	(35.8)	(64.9)
Gross Profit	16.2	31.2
Gross Profit Margin	31.1%	32.5%
Employee costs	(4.9)	(8.5)
Marketing and advertising costs	(5.7)	(11.9)
Other costs	(3.7)	(5.6)
EBITDA <sup>2</sup>	1.8	5.2
EBITDA Margin	3.5%	5.4%
Depreciation and amortisation	(0.6)	(0.7)
EBIT	1.3	4.5
Interest	(O.1)	(O.1)
Profit/(loss) before tax	1.2	4.4
Income tax expense	(O.4)	(1.3)
Profit/(loss) after tax (NPAT)	0.9	3.1

#### Record revenue ahead of prospectus forecast

- Revenue of \$96.2m, 8% ahead of prospectus forecast of \$89M<sup>1</sup>, up 85% on PCP
- Average order value (AOV) was above PCP at \$101.26 and Average Order Frequency (AOF) was in line with PCP at 2.1

#### Gross profit margin ahead of prospectus forecast

• Gross profit margin of 32.5%, ahead of prospectus forecast of 31.9%, up 1.4 percentage points on PCP, driven by improved supplier terms and brand funding

#### Operating costs favourable to prospectus forecast despite investment in brand awareness

- Operating costs as a % of Revenue were in line with PCP
- Marketing as a % of sales 12.4%, favourable to prospectus forecast of 12.8% even with investment in brand awareness
- Operating leverage driven by tight management of fixed costs, even with investment in strategic priorities (Mobile app, Private label, Tech and data and Brand awareness)

#### Record profitability driven by margin expansion, ahead of prospectus forecast

 EBITDA<sup>2</sup> of \$5.2m, 58% ahead of prospectus forecast of \$3.3m, up 188% on PCP; increased EBITDA margin from 3.5% in PCP to 5.4%, ahead of prospectus forecast of 3.7%

1. Also exceeded trading update revenue forecast of \$95.2M, update issued 1 December 2020.

2. Proforma adjustments are detailed in the appendix. Trading update issued 1 December 2020 noted anticipated positive impact on EBITDA for H1 FY21F.

### **BALANCE SHEET**

Adore Beauty is built on a debt-free and cash flow positive business model

- Strong balance sheet with a closing balance of \$25.9m and no debt
- Adore's business model is highly capital efficient and continues to operate a cash flow positive business
- Provides a solid platform to continue growing the business and flexibility to pursue identified strategic growth initiatives
- Inventory and credit metrics improved despite record results

A\$M as at	30 June 2020	31 December 2020
Cash and cash equivalents	16.6	25.9
Inventory	14.7	15.5
Other current assets	3.8	4.1
Other assets (non-current)	4.5	8.7
Total assets	39.6	54.2
Trade and other payables	17.2	18.3
Other current liabilities	6.2	2.6
Other liabilities (non-current)	0.8	0.5
Total liabilities	24.2	21.4
Net assets	15.3	32.7

### STRONG TRACK RECORD OF GROWTH IN ALL KEY PERFORMANCE INDICATORS

Pro forma historical						
	FY18	FY19	CY19	FY20	CY20 (Actual)	
# new customers ('000)	189	212	251	371	497	
# retained customers ('000)	87	146	176	219	280	
# total active customers ('000) <sup>1</sup>	276	358	427	590	777	
Active customer retention <sup>2</sup>	55.6%	53.0%	54.2%	61.3%	65.5%	
Average annual order frequency	2.0	2.1	2.1	2.1	2.1	
Average order value (\$A)	97.4	97.5	100.1	100.5	101.26	
Revenue growth on PCP	n/a	38.6%	40.1%	65.5%	84.2%	
Gross margin	30.2%	30.0%	30.7%	31.8%	32.5%	



1. Active customers refer to customers who have made an order in the last 12 months.

2. Aggregated active customer retention rate = (Active Customers as at the end of the relevant financial year – Active Customers acquired during the relevant financial year) divided by Active Customers as at the commencement of the relevant financial year.

### WE ARE PURSUING A BALANCED GROWTH STRATEGY, WITH OPERATING LEVERAGE TO COME OVER TIME WITH SCALE BENEFITS

	Short / mid term	Longer term
	SUSTAINABLE GROWTH / WIN THE MARKET	LEVERAGE SCALE / GROW PROFIT
Revenue	<ul> <li>Focus on increasing share in core categories, and expanding into adjacent categories</li> <li>Launch new business lines (Private label)</li> <li>Online market leadership positions us to capture a disproportionate share of the structural shift to online</li> </ul>	<ul> <li>Continue to maintain market leadership position</li> <li>Continued position for structural shift to online as Australia moves closer to penetration levels of US, UK and China</li> </ul>
Contribution margin	<ul> <li>Focus on growing contribution dollars</li> <li>Leverage marketing, price partnerships, promotions and increased brand awareness to deliver growth; focus on acquiring and retaining higher LTV customers</li> </ul>	<ul> <li>Leverage scale to grow contribution margin %</li> <li>Scale margin accretive Private label</li> <li>Increased marketing ROI (impact of returning customers, contribution of brand awareness and mobile app)</li> <li>Forge closer relationships with brands to optimise terms and increase brand funding, product and promotional support</li> </ul>
Fixed costs	<ul> <li>Strong track record of disciplined profitability and reinvesting cash flows</li> <li>Disciplined investment in capabilities to build competitive moats including data and personalisation, mobile app, loyalty programs and brand awareness.</li> </ul>	<ul> <li>Slowed investment in fixed costs</li> <li>Scale benefits deliver operating leverage</li> <li>Disciplined investment in next horizon growth businesses (e.g. new business lines, new geographies)</li> </ul>
Profit	<ul> <li>Focus on growing operating profit dollars</li> </ul>	<ul> <li>Focus on growing operating profit percentage</li> </ul>

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## ONLINE DESTINATION OF CHOICE



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### PROVIDING AN EXCEPTIONAL CUSTOMER EXPERIENCE IS OUR TOP PRIORITY

Relentless focus on customer experience has delivered consistently strong levels of customer satisfaction notwithstanding growing customer volumes and COVID-19 challenges

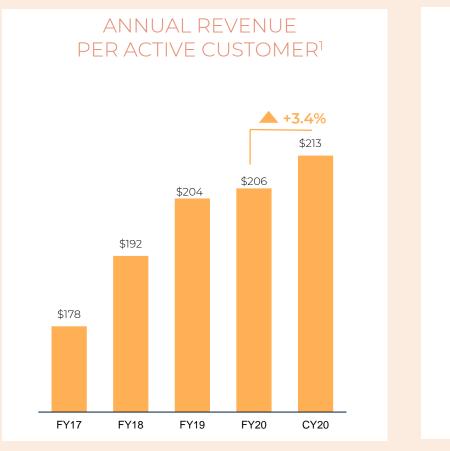


 Trialed data integration for AI-assisted transactional chat support ADOREBEAU

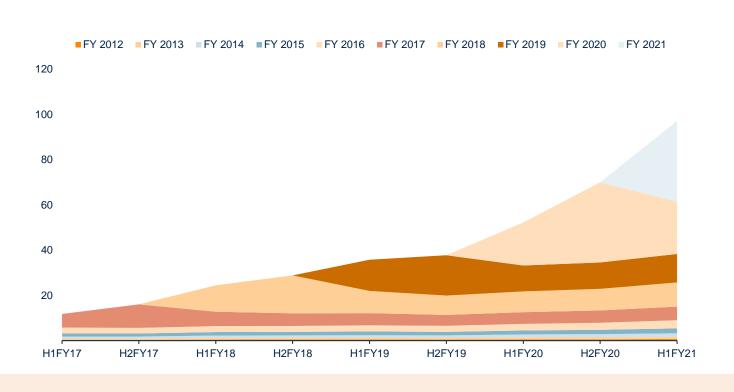
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### DELIVERED STRONG GROWTH IN CUSTOMER AND REVENUE METRICS





#### REVENUE CONTRIBUTION BY CUSTOMER COHORT (\$A MILLION)

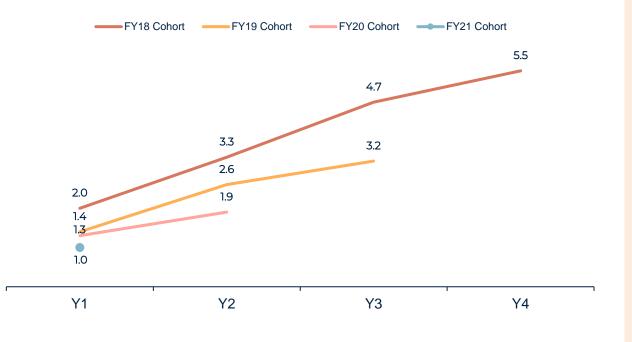


## DATA-DRIVEN INVESTMENT IN CUSTOMER ACQUISITION

Adore Beauty's marketing strategy is to grow market share through increasing brand awareness, driving new customer acquisition, and increasing customer retention and lifetime value

- Marketing and Advertising costs incurred are an investment in our customer acquisition and engagement
- Strong unit economics for the FY18-21 cohorts, the average CAC for each cohort is recovered within one year of acquiring the customer and LTV/CAC continues to grow over time
- Based on the success of the June pilot, the TV campaign was expanded this half to further drive brand awareness
- Marketing as a % of sales of 12.4%, favourable to prospectus forecast of 12.8% even with increased investment in brand awareness (TV campaign). As the business continues to scale, marketing as a % of sales is expected to reduce
- We will continue to invest in a disciplined, data-driven way to acquire new customers given we believe these cohorts will deliver similar accretive benefits and LTV growth

#### LTV / CAC<sup>1</sup> - RETURN ON CUSTOMER ACQUISITION COSTS



1. LTV (Lifetime Value) is calculated as the cumulative contribution margin (where contribution margin is gross profit margin less bank and merchant fees) generated from the relevant customer cohort, net of customer churn for that cohort. CAC (Customer Acquisition Cost) represents the total advertising expense (this is a fully loaded advertising cost, including cost related to acquiring new and retargeting returning customers, and also includes ATL spend) over a period of time per new customer acquired during that period. LTV/CAC ratio as at 31 December 2020 – full year result will reflect full impact of returning customers.

STRATEGIC INITIATIVES AND OUTLOOK





## STRONG PROGRESS ON OUR LONG-TERM GROWTH STRATEGY

We are executing on a clear strategy based on sustainably growing market share from a position of strength through driving brand awareness, new customer acquisition and returning customer retention

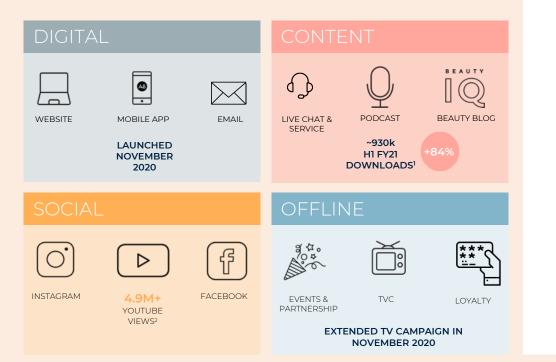
KE	Y INITIATIVI		PR	OGRESS SINCE IPO
U.		<b>Grow brand awareness</b> Aim to reach the millions that haven't yet heard of us and build trust and connection to drive traffic and conversion; increase brand awareness to +80%		Expanded national ATL campaign, increased brand awareness by 33% to 52%
EXISTING BUSINES	2007 A	<b>Leverage data</b> Grow conversion, engagement and LTV through increased leveraging Adore Beauty's deep customer data set		Built out data capability, launched delivery tracking capabilities
		<b>Launch app</b> Build content-first mobile app to expand use of machine learning to combine technology and personalisation through data		Adore Beauty Mobile App soft launched in Nov 2020, on track for hard launch H2 FY21
		<b>Loyalty</b> Create the most rewarding loyalty program in ANZ by enriching the customer experience		On track to launch loyalty program in H2 FY21
SS INIS	S.	Adjacencies Target related verticals that we believe our customers will respond to, and that stay true to our brand voice		Launched 33 new brands, including building out 10 brands in Fragrance category
NEW BUSINESS		<b>Private label</b> Leverage customer knowledge, data and experience to tailor brands and products for identified gaps in the target market and increase financial margins		Pilot test in Dec 2020 of Adore Beauty branded accessories, on track to launch first Private Label products H1 FY22



## H1 FY21 STRATEGIC INITIATIVES – BRAND AWARENESS CAMPAIGN

Extension of TV campaign coupled with strong performance in key social channels increased brand awareness by 33% to 52%

#### H1 FY21 MARKETING HIGHLIGHTS



#### BRAND AWARENESS



1. Podcast metrics as at 31 December 2020 from all streaming platforms.

2. Measurement comparison from May 2020 to December 2020.

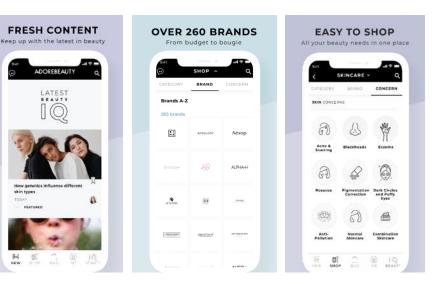
3. June 20 to Dec 20 growth. Aided brand awareness is measured via a panel of randomly selected consumers across Australia (n=1500) surveyed monthly.

## H1 FY21 STRATEGIC INITIATIVES – MOBILE APP LAUNCH

Continue to leverage data to innovate the digital shopping experience - successfully launched the first phase of the Adore Beauty Mobile App

#### LAUNCH AND DEVELOPMENT

- Soft launched in November 2020, the Mobile App is expected to be an important future growth driver for the business
- Based on customer feedback we continue to optimise and evolve our App, full launch in H2 FY21
- Longer term, our integration with Google Firebase enables us to expand our use of machine learning including improved personalisation and targeting



#### **KEY FEATURES**

- Mobile App was built in content-first way to engage, retain and grow customer LTV
- Launched Native Mobile App (both iOS and Android), provides access to a full suite of online payment methods including buy-now-pay-later
- Customers can shop our articles, guides and routines including adding entire routines to cart
- BeautyWise<sup>™</sup> AI technology provides a truly unique personalised shopping experience and captures customers' interests and preferences
- Acts as an owned marketing channel to distribute our content

### H1 FY21 STRATEGIC INITIATIVES – PRIVATE LABEL DEVELOPMENT



- In December 2020 we launched a pilot project featuring six Adore Beauty branded products including cosmetic bags and facial rollers / gua sha
- We are leveraging a combination of joint venture and agencies to progress the projects at speed, as we build out our internal capabilities
- We are on track to launch the first two exciting Private label offerings:
  - Project V is a skin care line expected to be launched in Q2 FY22
  - Project X is a hair care line expected to be launched in Q3 FY22





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## TRUSTED PARTNERSHIPS WITH BRANDS UNDERPIN OUR STRATEGY



#### Build out range authority

- Expanded diverse brand portfolio onboarded 33 new brands, including Nak haircare, Trophy Skin and Grown Alchemist
- Built out adjacent Fragrance category which grew to 3.3% of sales, compared to 2.5% in PCP
- Extended brand exclusivity 55 brands under full or channel exclusivity and/or restrained operation

#### Increasing importance of online channel for brand partners

Online channel is increasing in strategic importance to our brand partners, and brands are increasingly
partnering with us to grow through increased co-marketing support and exclusive products (including
promotional support)

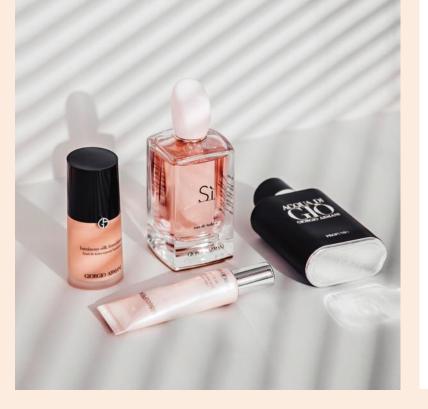
### Deepen strategic partnerships with brands

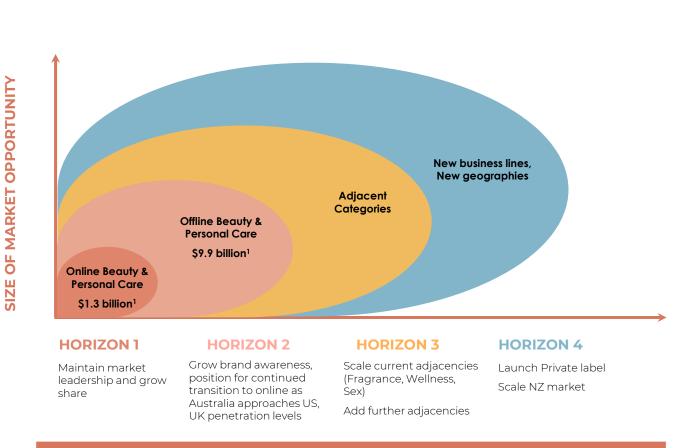
- Unique in the beauty category as a data-enriched integrated digital media, content, marketing and ecommerce platform
- Scale benefits allowing us to forge closer relationships with suppliers for optimised terms
- Leveraging data to provide customer insights commenced pilot of data insights dashboard



### SETTING UP THE BUSINESS FOR FUTURE GROWTH

Our strategic priorities position the business for sustainable long-term growth





#### H2 FY21 Strategic Priorities

### TRADING UPDATE AND OUTLOOK

- Adore Beauty experienced record levels of growth in the first half of FY21. As COVID-19 related restrictions ease we expect to deliver full year FY21 revenue growth above pre-COVID levels given the continued structural shift to online and strong retention of new customers acquired over the peak COVID period.
- We are executing a clear strategy to cement our online market leadership position, and we are well positioned to capture market share in a large and growing market benefitting from structural tailwinds.
- As the business grows, we expect scale benefits to increase operating leverage and deliver further EBITDA margin expansion.



Market leader<sup>1</sup> in a large, addressable market with significant growth opportunity

 Adore Beauty's online market leadership<sup>1</sup> positions us to capture market share in a large and growing market benefitting from structural tailwinds

**Record half** exceeding prospectus forecast with strong active customer growth

- Revenue ahead of prospectus forecast and pcp
- Multiple record trading days including Afterpay Day (Aug) and Cyber Weekend (Nov), promotions were 100% brand funded
- Increased Active customers
- Increased Gross profit margin
- EBITDA ahead of prospectus forecast and pcp; increased EBITDA margin

**Online destination** of choice for customers and brand partners

- Delivered consistently strong customer satisfaction levels
- Increased co-marketing support, access to exclusive products and promotions with brand partners

Strategic initiatives to drive sustainable growth

- Increased brand awareness
- Launched Mobile App (Nov 2020)
- Piloted Private Label branded accessories offering (Dec 2020)
- Onboarded 33 new brands including scaling fragrance

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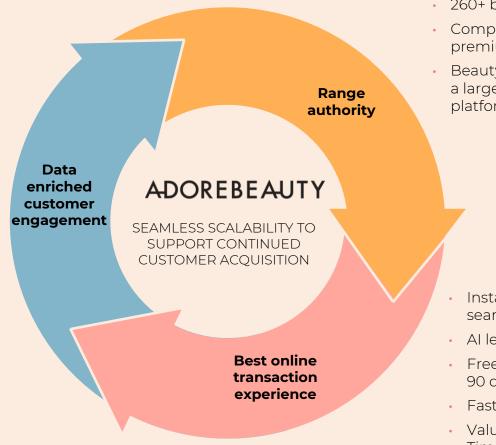


### MARKET LEADERSHIP IN ONLINE BEAUTY

Adore Beauty has a unique customer value proposition



- Customer-led engagement (Beauty IQ, rich content etc.)
- Education to support decision-making
- Satisfied, loyal, repeat customers
- Increasing basket size and high repeat purchase



- 260+ brands and 10.8k+ products (incl. exclusives)
- Compelling range in Australia and New Zealand: premium, salon and niche
- Beauty destination: Able to provide brands with access to a large, engaged customer base and strong marketing platform

- Instant gratification through live expert chat, seamless experience and fast delivery
- Al led personalisation and recommendations
- Free delivery, free express (over \$50), 90 day returns
- Fast dispatch times and 99.9%<sup>1</sup> pick accuracy
- Value-adds, promotions, samples and benefits, free Tim Tam with every order

### PROFORMA ADJUSTMENTS TO STATUTORY INCOME STATEMENT

	Statutory Actual		Pro-for	ma Actual
A\$M	1HFY20	1HFY21F	1HFY20	1HFY21F
Revenue	52.0	96.2	52.0	96.2
Cost of Sales	(35.8)	(64.9)	(35.8)	(64.9)
Gross Profit	16.2	31.2	16.2	31.2
Gross Profit Margin			31.1%	32.5%
Employee costs	(5.1)	(9.2)	(4.9)	(8.5)
Marketing and advertising costs	(5.7)	(11.9)	(5.7)	(11.9)
Other costs	(6.7)	(10.9)	(3.7)	(5.6)
EBITDA	(1.4)	(0.8)	1.8	5.2
Depreciation and amortization	(0.6)	(O.7)	(0.6)	(0.7)
EBIT	(1.9)	(1.5)	1.3	4.5
Interest	(O.1)	(O.1)	(O.1)	(O.1)
Profit/(loss) before tax	(2.0)	(1.5)	1.2	4.4
Income tax benefit/(expense) <sup>1</sup>	(1.2)	4.1	(0.4)	(1.3)
Profit/(loss) after tax (NPAT)	(3.2)	2.5	0.9	3.1

A\$M	1HFY20	1HFY21F
Statutory NPAT	(3.2)	2.5
IPO and listing costs <sup>2</sup>	-	5.2
One-off transaction costs <sup>3</sup>	3.7	0.7
Capitalised development costs <sup>4</sup>	0.2	-
Public company costs <sup>5</sup>	(0.6)	-
Total proforma adjustments	3.2	5.9
Proforma tax effective rate applied to proforma PBT <sup>5</sup>	0.8	(5.4)
Net Profit loss/after tax	0.9	3.1



 This adjustment represents the impact of tax adjustments raised in respect of the accounting pro forma adjustments, and includes adjustments made to reverse the one-off impact of the creation of a tax consolidated group in Adore Beauty

2. IPO and listing costs reflects costs in relation to the Offer that are expensed in accordance with AAS.

3. This adjustment reflects the removal of specific one-off transaction costs incurred in the historical periods, arising in relation to the acquisition by Tate BidCo of share in Adore Opco during the FY20 financial year. The adjustment in 1H FY21 relates to the expensing loan share arrangements entered into with qualifying managers arising in shares in Adore Opco by Tate BidCo with the only vesting condition being the achievement of a liquidity event.

In IH Y21 relates to the expensing loan share arrangements entered into with qualifying managers arising in shares in Adore Opco by Tate Bloco with the only vesting condition being the achievement of a liquidity event.
 This adjustment reflects the impact of the capitalisation of IT development costs in respect of specifically identified employees in historical periods and is adjust in order to align with accounting treatment that has been applied in respect of these same cost from 1H FV21

5. This adjustment reflects the incremental costs associated with being a publicly listed company and includes Board and governance costs, incremental audit, tax, legal and compliance related costs, and ASX listing fees assuming these costs were incurred over the historical periods presented

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All dollar values are in Australian dollars (A\$), unless otherwise stated.

The operating and historical financial information given in this presentation is given for illustrative purposes only and should not be relied upon as (and is not) an indication of the Company's views on the Group's future performance or condition. You should note that past performance of the Group cannot be relied upon as an indicator of (and provides no guidance as to) future Group performance.

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