



Wolt

FOR RETAILERS

Wolt is the leading food delivery platform in several markets across Europe and Asia

30,000+

merchant partners

60,000+

courier partners

10M+

registered users

2,000+

employees

Wolt North

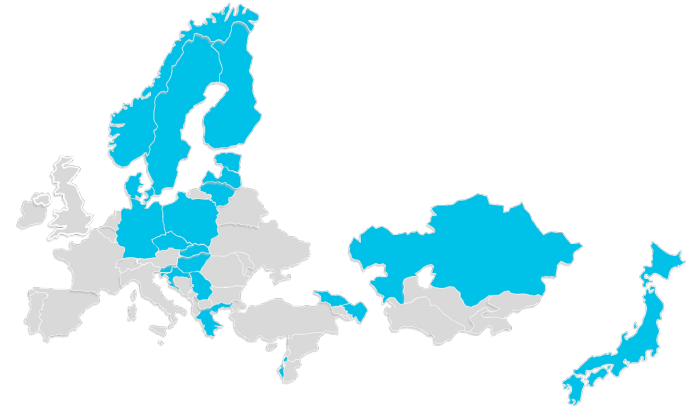
Denmark
Estonia
Finland
Germany
Latvia
Lithuania
Norway
Sweden

Wolt South

Croatia
Cyprus
Czech Republic
Greece
Hungary
Israel
Malta
Poland
Serbia
Slovakia
Slovenia

Wolt East

Azerbaijan
Kazakhstan
Georgia
Japan



Operating in
23 countries
and **200+ cities**

WOLT FINLAND IN A NUTSHELL

We make discovering and getting great food and products easy - **across 27 cities**

2000+

merchant partners

1M+

registered users

5000+

courier partners



wolt.com

Wolt is available as a mobile app (iOS & Android) and at wolt.com



WE'RE A LEADING EUROPEAN TECH COMPANY

707 M
funding

Our investors include ICONIQ
Capital, 83North, Highland
Europe, EQT Ventures,
Goldman Sachs Growth Equity



Apple Editors' Choice winner

WIRED

Wired's
"Hottest Startups in Europe"

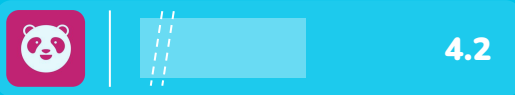
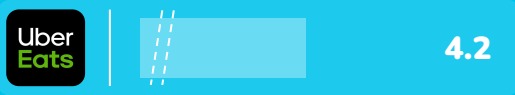


#2 on Financial Times:
Europe's Fastest Growing
Companies 2020

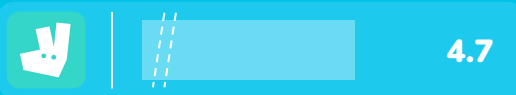
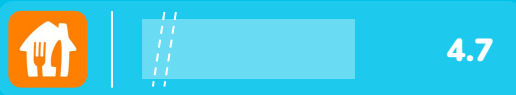
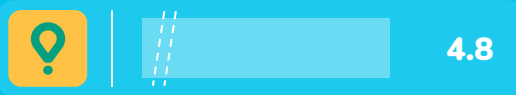
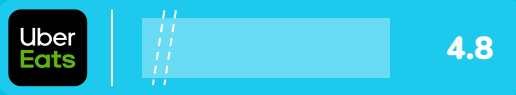


CUSTOMERS THINK WE HAVE **THE BEST SERVICE IN THE INDUSTRY...**

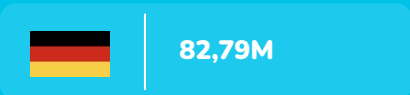
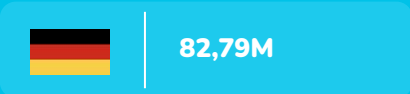
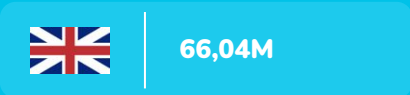
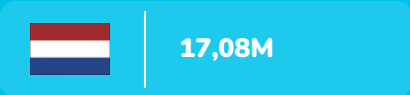
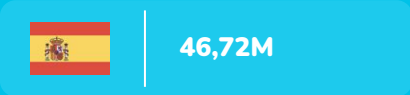
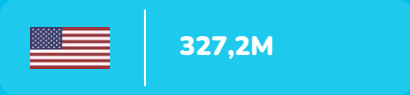
Google Play



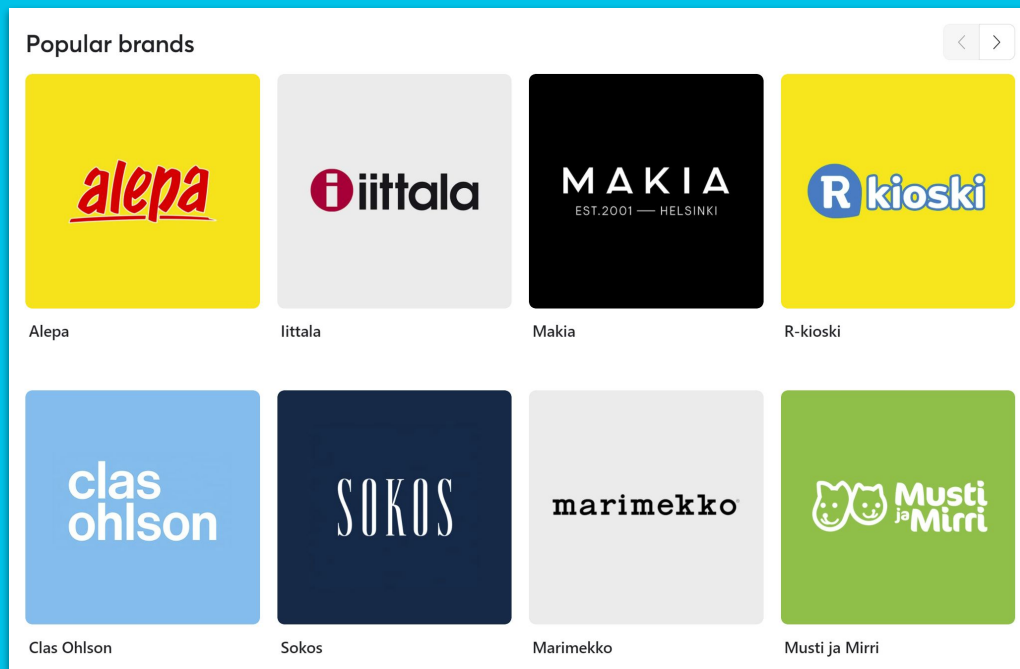
App Store



Home Country



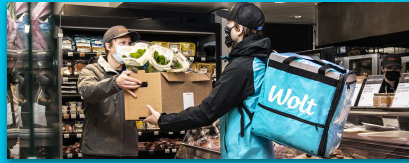
WE'VE ALREADY PARTNERED WITH SOME OF THE **BIGGEST RETAIL NAMES IN FINLAND** TO GET THEIR PRODUCTS DELIVERED IN LESS THAN 45 MINUTES



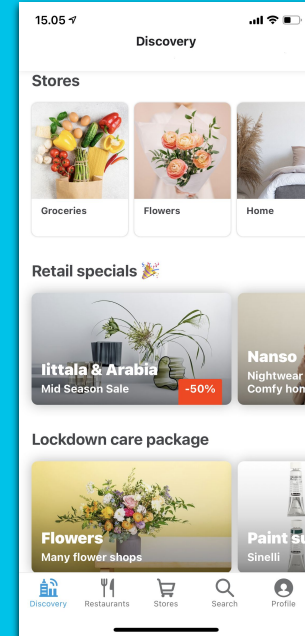
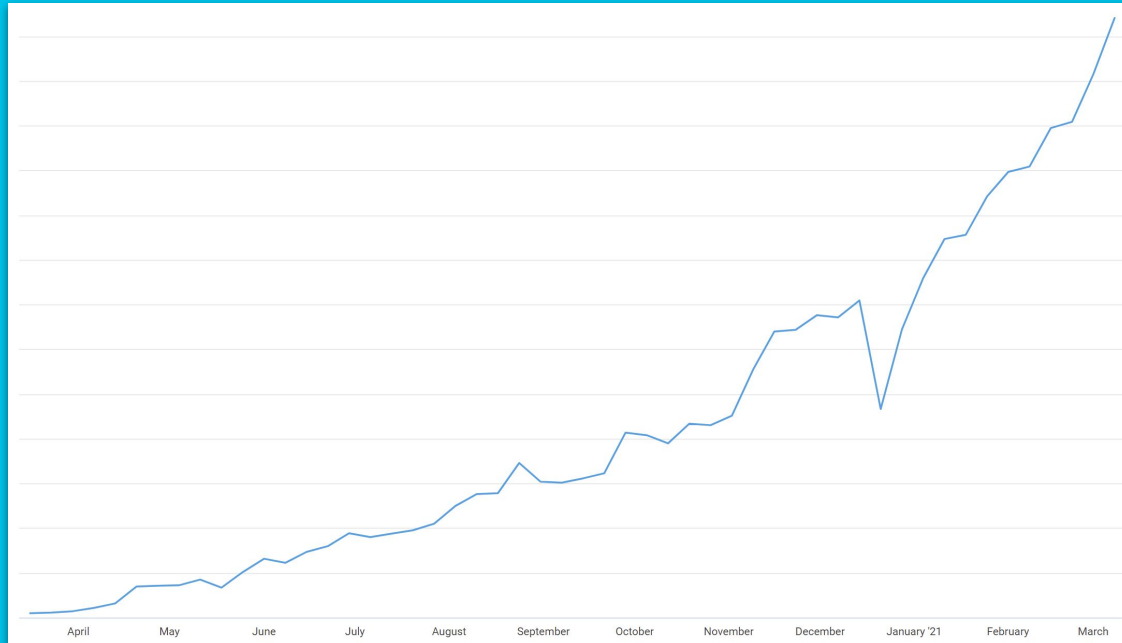
... AND WE CONSTANTLY COOPERATE WITH BRANDS THROUGH
PROMOTIONS, D2C STORES, POP UPS AND MORE



We are already working with some of the biggest grocery chains in Finland



...and the order growth is exponential



WHAT CAN WOLT OFFER RETAILERS



RETAILERS GET **NEW BUSINESS** AND RAPID GROWTH, WHILE WE **DO THE HEAVY LIFTING**



MORE MONEY, GUARANTEED

We've studied this inside out with clear results: 91 % of Wolt orders are additional sales to merchants. Every time the iPad makes a sound, you make extra money.



IT'S 100% RISK-FREE

There's no fee for joining Wolt. You can quit whenever, for any reason. And as Wolt operates on commission, we benefit only if you get lots of new sales.



WE DO THE HEAVY LIFTING

Our courier partners make sure your customers get their order within 30–40 minutes. Wolt takes care of the payments and customer support. You can sit back and relax or log on to Merchant Insights and watch your business grow.

WE PROVIDE A CONSISTENTLY
**GREAT DELIVERY EXPERIENCE
FOR CUSTOMERS**



35 min

Average **delivery time**



15 min

average **bag time**



4.6/ 5

average **rating**

**MOST IMPORTANTLY WE ARE GOOD AT MEETING THE TIMES
WE PROMISE CUSTOMERS**

WOLT IS KNOWN FOR **EXCEPTIONAL CUSTOMER SERVICE**



Wolt local support is available during Wolt's opening hours **until the last order is delivered.**

All the support team speaks the local language and English.



Your staff can **reach out to Wolt** on the iPad provided or by phone.



Wolt support will take care of all customer questions, feedback and any refunds.

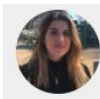


Item missing? Out of a product? No problem! **Our support will assist you on the fly!**

41 s

average first response time to customer support messages

Hi I just received my order of groceries and none of my eggs were delivered.

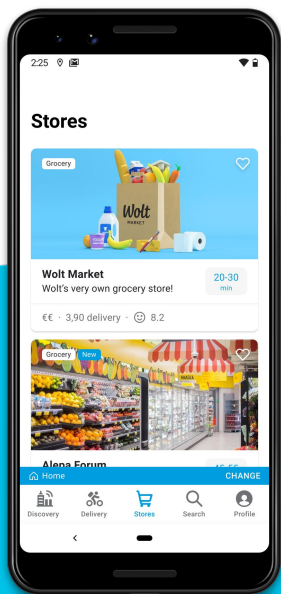


I've refunded your wolt account 🙏

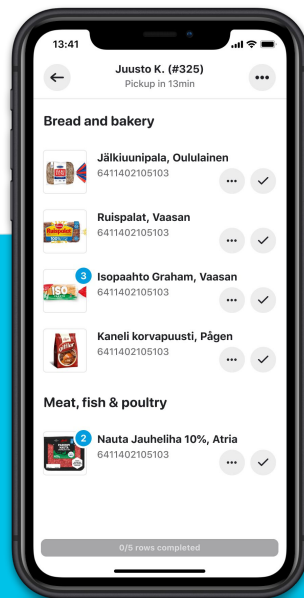
96 %

of support chats are rated **excellent**

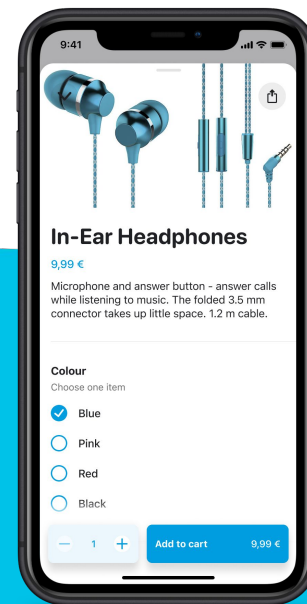
WE'RE BUILDING THE BEST RETAIL PRODUCT IN THE INDUSTRY...



CONSUMER APP
'Stores' tab

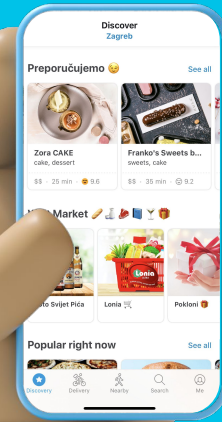


WOLT PICKER APP
Optimise pick & pack process



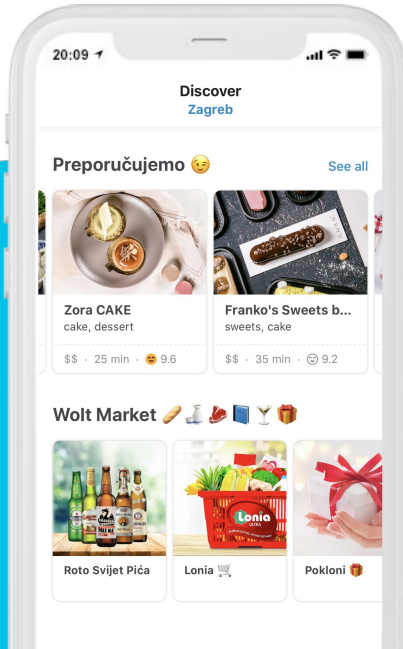
CONSUMER APP
Venue & product views

HOW WOLT WORKS

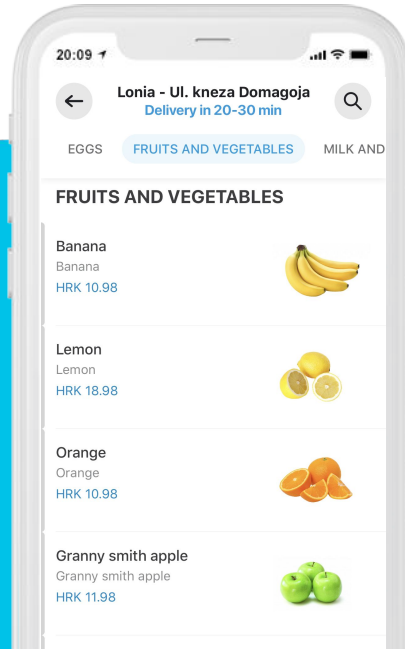


FIRST, USERS PLACE AN ORDER ON THE APP OR WEBSITE

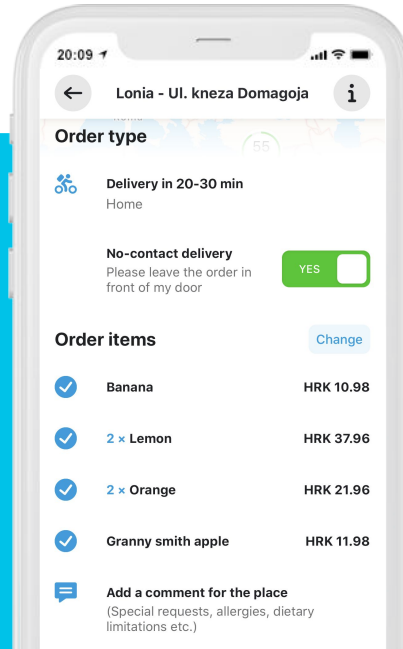
SELECT A VENUE



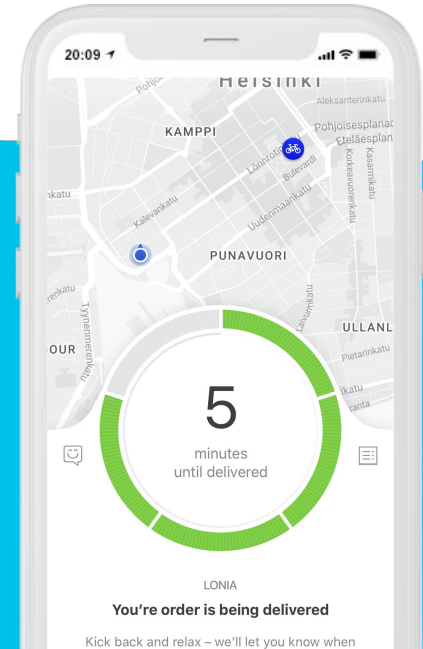
SELECT YOUR ITEM



CHECKOUT



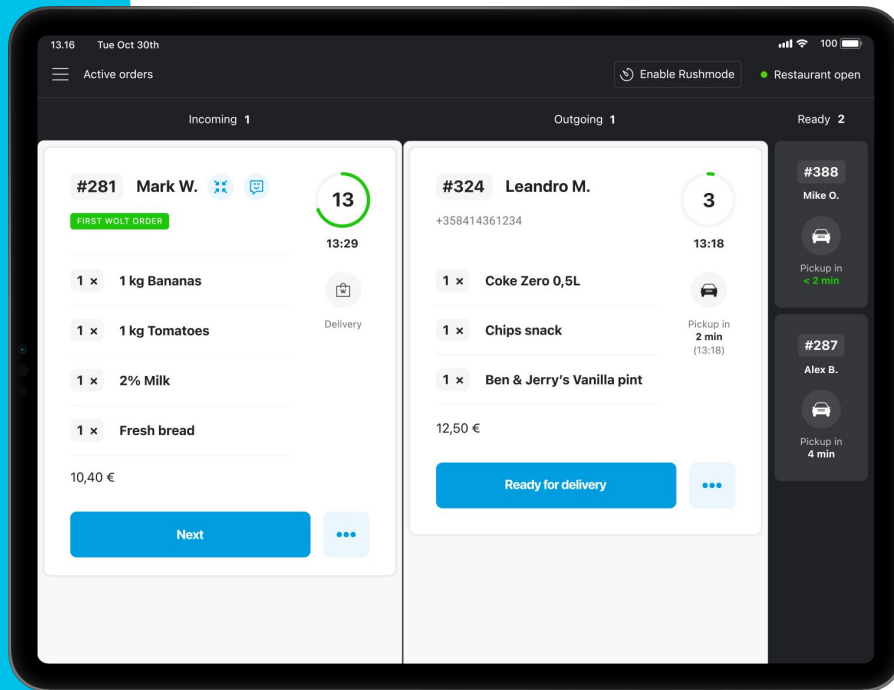
TRACK YOUR ORDER



YOU ACCEPT THE ORDER ON THE IPAD AND **PREPARE THE ORDER JUST IN TIME FOR PICKUP**

With the iPad your staff can for example:

1. Accept orders for delivery or pickup.
2. Accept pre-orders
3. Adjust the proposed pickup times when the store is busy
4. Contact Wolt support
5. Make changes to the “menu”



Full Merchant experience using our platform available in the [video](#)

WE CONFIGURE THE DELIVERY SERVICE **TO YOUR NEEDS**

To provide the best possible delivery service for each merchant we can adjust things such as

Customer delivery area

Limit delivery to certain vehicle types

Longer or shorter delivery distance

Adjust acceptable delivery times and bag times

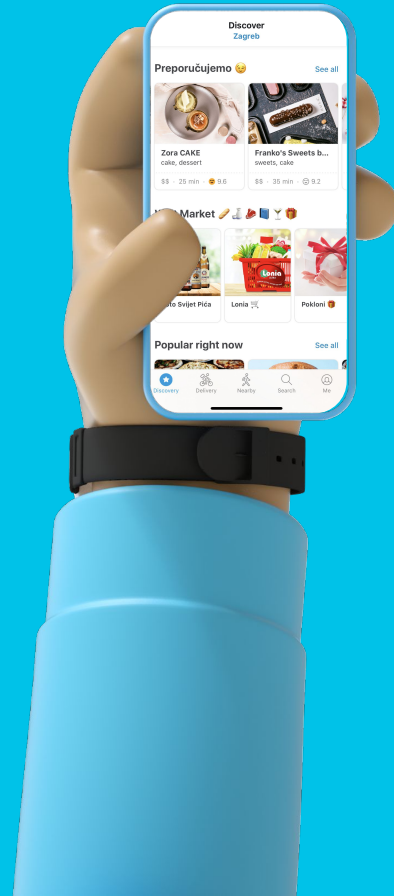
Customize estimates for courier vehicle-to-pickup time

Enable or disable pre-orders

- ! Customers only see venues that deliver to their location in the app



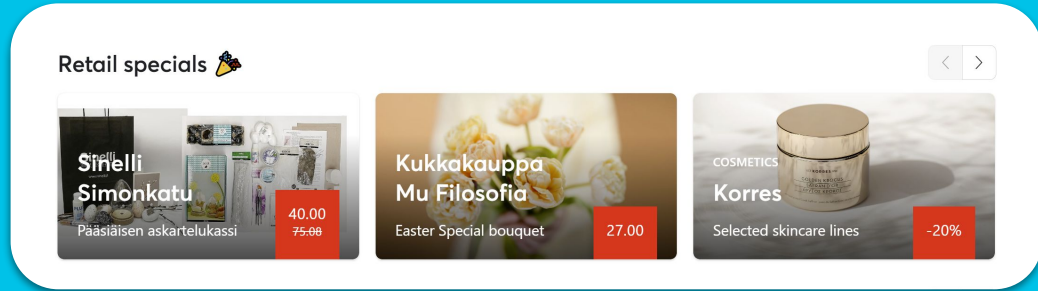
WAYS TO PARTNER WITH WOLT



PROMOTIONS

Make your offering stand out with self funded deals and promotions like specials and free deliveries to increase conversion rates and organic visibility in the app

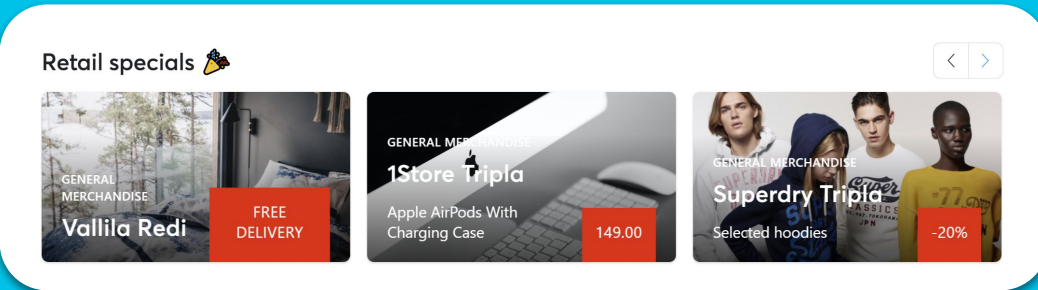
Retail specials 🐝



The carousel displays three promotional items:

- Sinelli Simonkatu**: Pääsiäisen askartelukassi, 40.00 (75.00)
- Kukkakauppa Mu Filosofia**: Easter Special bouquet, 27.00
- Korres**: Selected skincare lines, -20%

Retail specials 🐝



The carousel displays three promotional items:

- Vallila Redi**: FREE DELIVERY
- 1Store Tripla**: Apple AirPods With Charging Case, 149.00
- Superdry Tripla**: Selected hoodies, -20%

IMPACT

3-5X increase in venue sessions

2-3X increase in sales

Wolt

Welcome to Wolt!