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PFSweb Launches Global Service Agreement with the Clarins Group

PLANO, Texas, Sep 15, 2011 (BUSINESS WIRE) --

PFSweb, Inc. (Nasdaq: PFSW), PFSweb, an international provider of end-to-end eCommerce solutions, today announced it has signed an agreement to provide online direct-to-consumer support services throughout North America and Europe for the Clarins Group, an international leader in the premium skincare, beauty, spa and fragrance markets.

The contract comes as part of the Clarins Group recent eCommerce initiative, which began with the re-launch of eCommerce sites for each of its brands CLARINS and Thierry Mugler in the U.S. at the end of August 2011. The re-launch of existing European eCommerce sites for these brands is expected from Q4 2011, as well as a roll-out in new brands/countries from 2012.

The Clarins Group has selected PFSweb to provide multiple direct-to-consumer services for the CLARINS, Thierry Mugler and Azzaro brands, including customer contact, order and payment processing, warehousing and product fulfillment and distribution logistics management services. As part of the warehousing and product fulfillment services, orders made on the U.S. site will be supported by PFSweb's new facility space in Southaven, MS. Orders made from the new European site will be supported by the Company's European facility.

"We decided to outsource our e-commerce back-end operations in order to maximize scalability and facilitate international roll-out, while maintaining the highest quality of service to our customers," stated Laurent Malaveille, SVP of Global Digital, CRM & E-commerce of the Clarins Group. "PFSweb's extensive global footprint as well as its proven ability to provide high quality customer care and order fulfillment, make them a preferred partner to accelerate the growth of our brands e-commerce channel."

"Our contract with the Clarins Group is a prime example of our ability to capitalize on the growing trends we continue to see among fashion, health and beauty brands both in the U.S. and across Europe. The benefits we are able to offer as a single source provider of these services across different continents makes us an easy choice for companies looking to streamline their eCommerce presence," stated Mike Willoughby, President of PFSweb. "We look forward to working closely with the Clarins Group team to ensure that each of their customers receives the highest quality customer assistance and the smoothest online shopping experience as possible."

About Clarins Group

Clarins Group is a private cosmetics group with revenues estimated at 1.6 billion US dollars.

Its brand portfolio includes CLARINS (the #1 high-end skin care brand in Europe and also one of the leading brands in Americas and Asia Pacific), and a range of world famous prestige fragrance brands such as Thierry Mugler, Azzaro and Swarovski Beauty.

About PFSweb, Inc.

Iconic brands engage PFSweb to enable their eCommerce initiatives. PFSweb's End2End eCommerce® solution includes interactive marketing services, robust eCommerce technology, global fulfillment and logistics, high-touch customer care, financial services, and order management. PFSweb's eCommerce solutions provide international reach and expertise in both direct-to-consumer and business-to-business initiatives, supporting organizations across multiple industries including Procter & Gamble, LEGO, Carter's, Lucky Brand Jeans, kate spade new york, Juicy Couture, AAFES, Riverbed, Ricoh, Hawker Beechcraft Corp, Roots Canada Ltd. and Xerox. PFSweb is headquartered in Plano, TX with additional locations in Tennessee, Mississippi, Canada, Belgium, and the Philippines.

To find out more about PFSweb, Inc. (NASDAQ: PFSW), visit the company's website at <http://www.PFSweb.com>.

The matters discussed herein consist of forward-looking information under the Private Securities Litigation Reform Act of 1995 and is subject to and involves risks and uncertainties, which could cause actual results to differ materially from the forward-looking information. PFSweb's Annual Report on Form 10-K for the year ended December 31, 2010 and Quarterly Report on

Form 10-Q for the three months ended June 30, 2011 identify certain factors that could cause actual results to differ materially from those projected in any forward looking statements made and investors are advised to review the Annual and Quarterly Reports and the Risk Factors described therein. PFSweb undertakes no obligation to update publicly any forward-looking statement for any reason, even if new information becomes available or other events occur in the future. There may be additional risks that we do not currently view as material or that are not presently known.

SOURCE: PFSweb, Inc.

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