



Overstock.com, Inc. Q1 2006 Financial Results Presentation

April 28, 2006



The following information contains, or may be deemed to contain, “forward-looking statements” (as defined in the U.S. Private Securities Litigation Reform Act of 1995). By their nature, forward-looking statements involve risk and uncertainties because they relate to events and depend on circumstances that may or may not occur in the future. The future results may vary from the results expressed in, or implied by, the following forward-looking statements, possibly to a material degree. For a discussion of some of the important factors that could cause the results to differ from those expressed in, or implied by, the following forward-looking statements, and for definition of the non-GAAP term “Gross Bookings,” please refer to documents that the Company files with the SEC, including but not limited to, its most recent reports on forms 10-K, 10-Q, 8-K and S-1. The Company undertakes no obligation to update or revise any forward-looking statements.

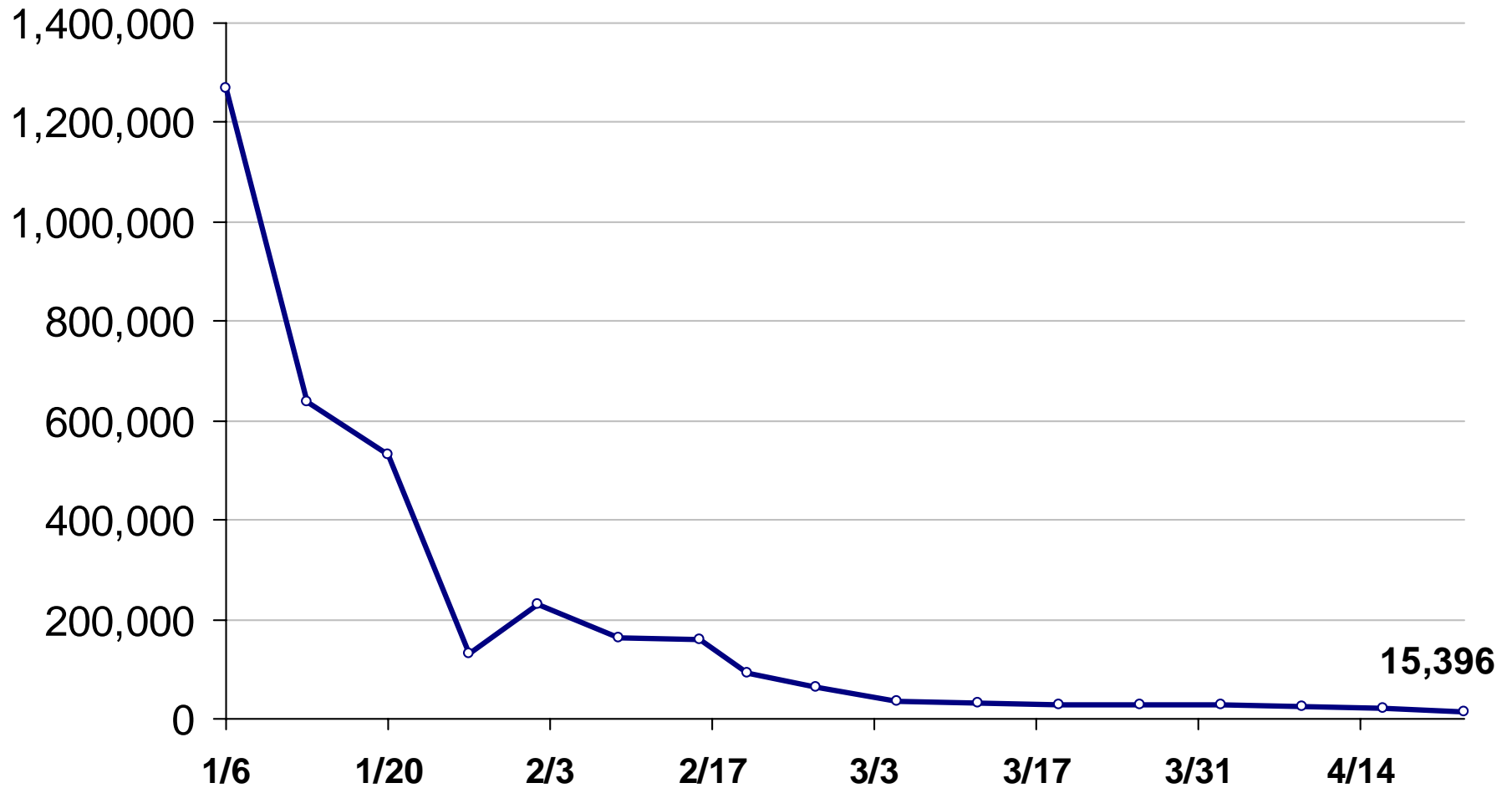
“We have been trying to overhaul an engine as we raced down the street for too long. So we're pulling over, just going to harden the systems, reduce our sales and marketing spend.”

February 7, 2006 – Q4 2005 Conference Call

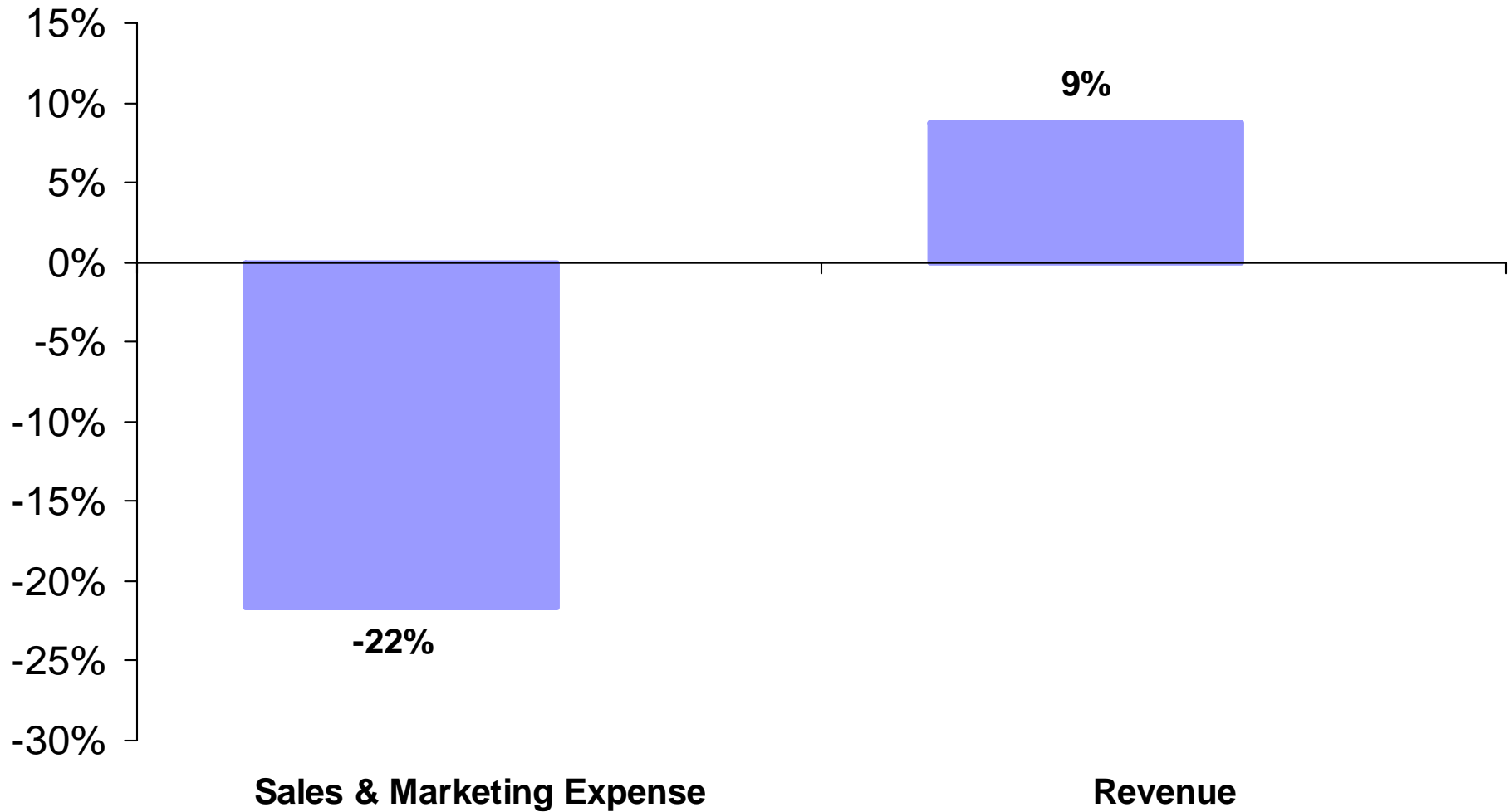
“This year we just want to spend six months fixing, fixing, fixing.”

March 14, 2006 - JPMorgan Conference

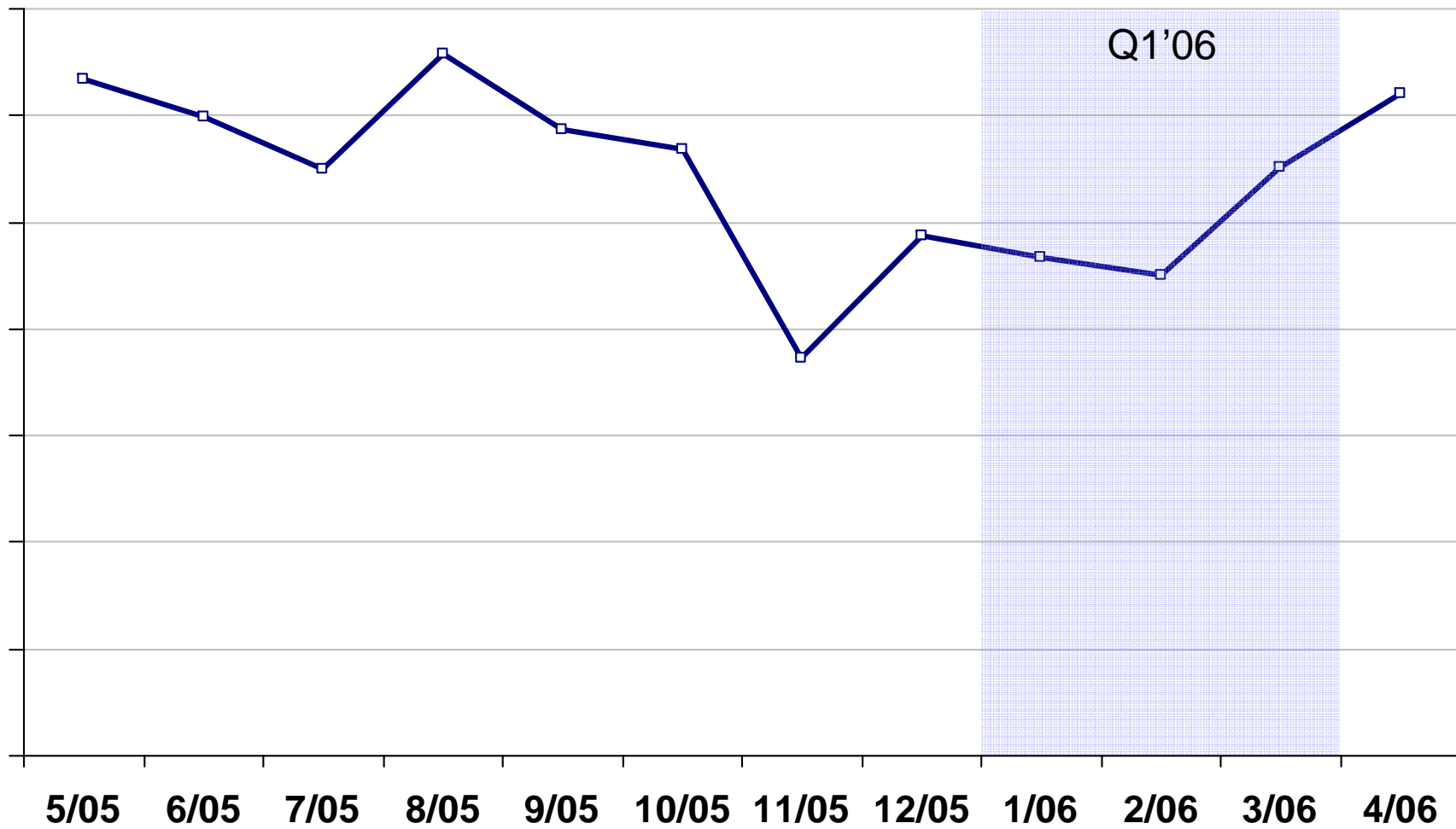
Order Flow Management Score



% change (y/y)



Net Promoter Score



Initiatives for 2006

- Improve Customer Satisfaction scores
 - Restructure the CS organization
 - Improve agent training and quality
 - New CRM application – Right Now (June'06)

Initiatives for 2006

- Upgrade warehouse management system
- (25,000 x 3) square foot pick mezzanine (July'06)
- Warehouse leadership training program
- Returns processing

Initiatives for 2006

- Propeller
 - Integrated site wide
 - New version expected in Q2

- Site Design
 - great strides in website analytics
 - constant testing

- CRM / e-mail
 - Output of 1-to-1 personalized email increased by 3X1

- Marketing efficiency
- Gross margin / gross profit
- Slower growth
- Liquidity

Q & A

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