

It's our commitment, but the last word is yours.

At Wal-Mart, our commitment of customer satisfaction begins with a very simple principle: We work for you! You'll discover how hard we work to provide the best service we can to our customers.

"At Wal-Mart, we're real partners in the business. We know how important it is to treat our customers as good as we can."

Dave

Wal-Mart's service commitment starts with our people greeter who meets you at our door. Most of

all, though, our customer service is defined by the Associates in your Wal-Mart store. People like Genny, Dave and Joy, all dedicated to serving you.

"When kids come into the toy department, they know exactly what they want. If they find it here, we know they'll go home happy."

Genny

We know our customers want the widest possible selection of merchandise. That's why Wal-Mart is committed to stocking the products you want most.

In fact, our stores will begin to carry about twice as many items as they did before becoming Wal-Mart, with more brand names and broader assortments to choose from.

"I'm in the store every day, and I see the changes taking place. More selection, lower prices. It's exciting, and shoppers will notice the difference right away!"

Joy

But our promise goes an important step farther than wide selection and good customer service. We'll do our best to lower prices whenever we can.

That means you can come to your new Wal-Mart store any day of any week, and you won't have to search for advertised merchandise to get the lowest possible prices and true value. At Wal-Mart, you'll get that every day.

Of course, there is only one way to prove our promises. Shop at Wal-Mart and see how hard we work to live up to them.

Remember, we work for you ... and we know the last word is yours!

