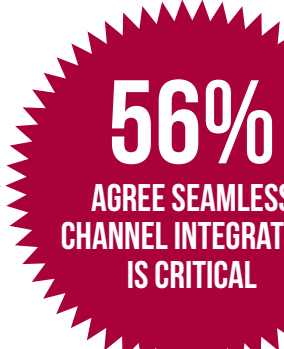


Great Expectations

IN-STORE IS CRITICAL



CUSTOMER EXPERIENCE



CHRISTMAS CRACKERS

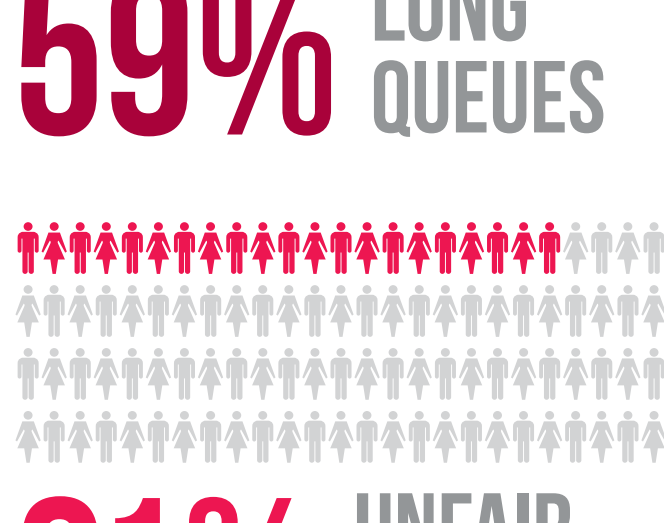
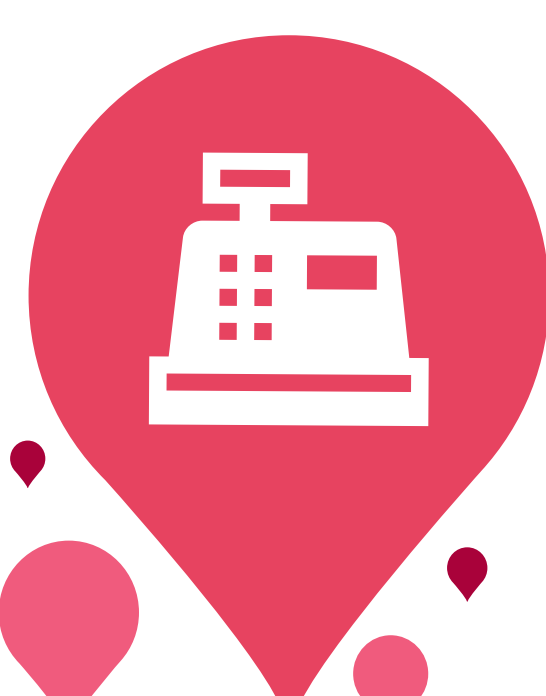
CUSTOMER EXPERIENCE CHRISTMAS 2013 VS. OTHER TIMES OF YEAR



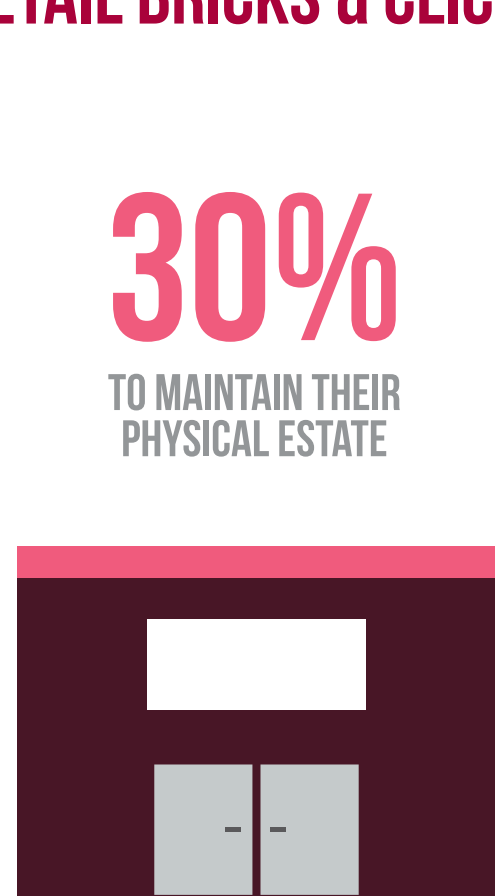
CONSUMER GRIPES



IN-STORE CUSTOMER TURN-OFFS



RETAIL BRICKS & CLICKS



TECH SAVVY

