

GREAT EXPECTATIONS

IN-STORE IS CRITICAL



CUSTOMER EXPERIENCE

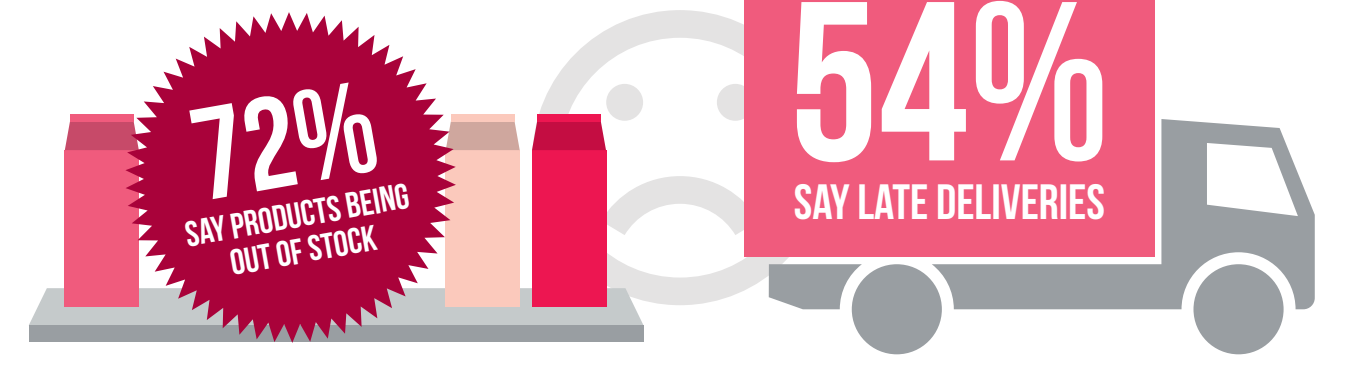


CHRISTMAS CRACKERS

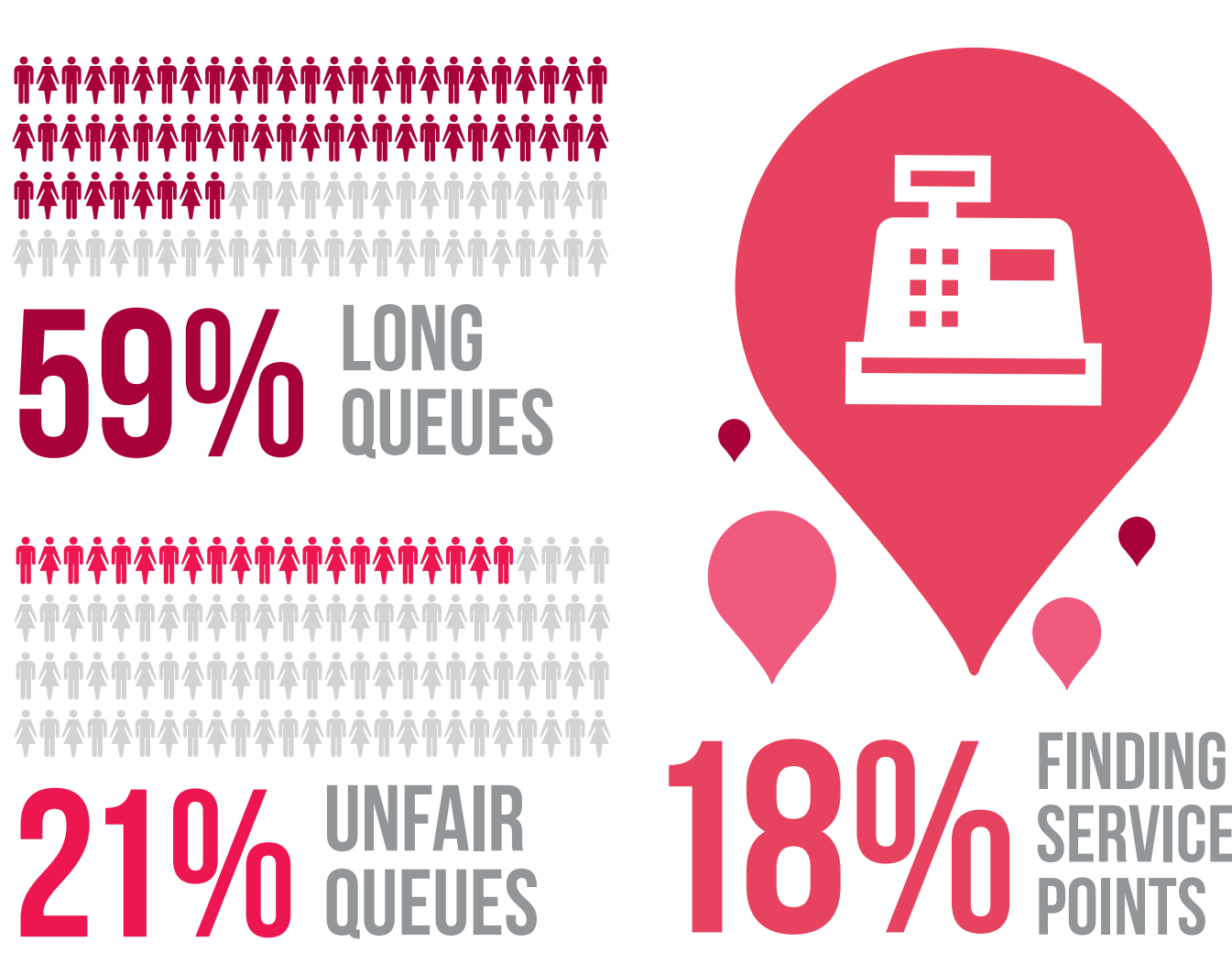
CUSTOMER EXPERIENCE CHRISTMAS 2013 VS. OTHER TIMES OF YEAR



CONSUMER GRIPES



IN-STORE CUSTOMER TURN-OFFS



RETAIL BRICKS & CLICKS



TECH SAVVY

