

GLOBAL CONSUMER PROTECTION POLICY

POLICY STATEMENT

We are committed to complying with all applicable consumer protection laws and regulations where we operate and also to providing consumers clear and accurate information about our products and services. Open and honest communication about our products, prices, services, and promotional offers demonstrates our respect for the individual and helps by assisting our customers in making buying decisions based on accurate information. We gain and maintain customer loyalty by developing and implementing effective consumer protection policies, programs, and processes.

WHAT TO DO

ENGAGE with Legal and Compliance to ensure prohibited products are not offered to customers.

FOLLOW any applicable legal conditions of sale for products sold.

COMPLY with internal Legal and Compliance requirements for creation, set-up and display of merchandise online.

FOLLOW internal Legal and Compliance requirements for making product claims (including on packaging/labels) and other promotional activity.

PROHIBIT FALSE OR DECEPTIVE ADVERTISING or other promotional activities.

DISPLAY accurate pricing information for customers.

CALIBRATE scales regularly to verify measurements are accurate.

ENSURE warranties are communicated and applied as required by law.

REPORT ANY CONCERNS about the accuracy and/or fairness of any marketing or advertising claims.

CONDUCT REGULAR AUDITS to verify the Consumer Protection program principles are followed.

WHAT TO LOOK FOR

PRICE OR PRODUCT CLAIMS without proper substantiation.

PRICE SIGNS that do not match the price charged at checkout.

CUSTOMER COMPLAINTS related to fairness, transparency, and accuracy in all marketing, pricing, and promotional practices.

Asking Questions and Reporting Violations

To ask a question about this policy or to report a suspected violation of this policy, please contact a member of Management, the Compliance department, or the Legal department.

You may also report suspected violations by contacting Walmart's Global Ethics Helpline:

1-800-963-8442

Web: www.walmartethics.com or Email: ethics@wal-mart.com

Reports to the Ethics Helpline are always confidential, and if you choose, you may report your concern anonymously.

Additional specific country contact information can also be found on www.walmartethics.com.

In the U.S., you may also use the U.S. Compliance Hotline for questions: 1-800-530-9923

Related Policies: Global Product Safety; Global Privacy & Records; Statement of Ethics **Last Modified:** November 1, 2017 **Version:** CP-02 **Policy Owner:** Walmart Global Governance