Subject Walmart Customer Excellence

To: [redacted]

From Walmart Customer Excellence <walmart.customer.care@walmart.com>

Date: Fri, May 9, 2025 at 3:26 PM

Walmart
Save money. Live better.

Recently you requested personal assistance from Walmart Customer Care.
Below is our response and a summary of your request.

Reference# 250509-001877

Response By Email (05/09/2025 02:26 PM)

Hi [redacted],

We are writing to you on behalf of Walmart and the Executive Offices. We received your email, and we would like to thank you for bringing your experience to our attention. We are truly sorry about the experience you had at our store location in [redacted].

Walmart does not have a footwear policy for customers in accordance with state policy. We do ask that you simply use caution if you choose to shop barefoot. Rest assured; we will inform the store team about your experience so you may continue to enjoy your experience shopping with Walmart.

Best regards,
Walmart Elevated Care

Thank you,

Your Walmart Customer Care Team

[—002:000691:05630—]