

# EXPLORING SUPPLY CHAIN DISRUPTIONS AT WALMART AND THE BOEING COMPANY: WHEN SAYING "I'M SORRY" IS NOT ENOUGH

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## ABSTRACT

This research explored the salient themes emerging as disruptions in the supply chain management at Walmart and the Boeing Company. It examined how both companies have responded to highly publicized disruptions in their supply chains, compromising customer satisfaction. Thousands of complaints against Walmart could be classified as: 1) Profiling (allegations of theft, race-based refusal of services, locking up goods); 2) Damaged goods; 3) Billing issues; 4) Delivery problems / Missing goods; 5) Communication barriers due to delayed, inconsistent, or incoherent messages; and 6) Employee complaints. Walmart's typical response was an apology, a courtesy gift card, or to settle lawsuits. In the case of Boeing, investigations unveiled deception in business practices which resulted in inaccurate information being shared with regulating agencies as well as poor coordination of repair efforts, lack of documentation, ineffective communication, or neglect. Boeing's problems led to catastrophic failures, for which Boeing has paid billions of dollars in damages and agreed to strict monitoring.

## INTRODUCTION

When you step onto an airplane, how important is it to you to go from point A to point B without any glitches? Well, in January 2024, a door plug blew out on an airplane in Portland, Oregon. In 2019, hundreds of planes were grounded due to software issues causing crashes that killed 346 people. Boeing, a company that manufactures airplanes, has come under scrutiny for catastrophic supply chain problems. Boeing made changes to planes in 2017 that created concerns. "Boeing made the first deliveries of the 737 Max, an update to the 737 jet, in 2017. Two years later, hundreds of Max planes were grounded worldwide after the crashes in 2018 and 2019 that killed 346 people." (Rapier and Rains, Business Insider, 2024). Could these crashes have been prevented? Did disruptions in supply chain management factor into the equation?

Similarly, when you enter your favorite grocery store to buy food, how important is it to you to have quality items you want in stock and at an affordable price? (Gates, 2011/2024). How important is it that you are treated with dignity and respect while shopping? Walmart has endured a plethora of complaints about its poor treatment of customers, low quality products, etc. Does it matter how retailers treat you? Is poor customer service enough to make you abandon a store?

The issues described above point to a problem with supply chain management (SCM). Supply Chain Management (SCM), a term coined by Keith Oliver in 1982, has to do with the entire process of getting information, materials, products and services to the intended customers around the world (Mangan et al, 2021; Parnell, 2021). It "is the process of planning, implementing, and controlling the operations of the supply chain with the purpose [of satisfying] customer requirements as efficiently as possible" (Oliver and Webber, 1982). Supply Chain refers to the systems that reveal the flow of goods and services, info, and financials regarding a particular company based on resources and capabilities. Supply Chain Management has to do with the management of the entire supply chain process with a focus on keeping customers happy while remaining efficient and profitable (Yerpude et al, 2023).

Supply chain management fundamentally shapes how consumers experience companies. When supply chains are compromised, customers suffer, and sometimes those consequences are fatal. It is imperative to examine the existing supply chains of a major retailer as well as an airplane supplier as these companies have an international presence, and they could impact lives on a global scale. Walmart, a mega-retailer founded by Sam Walton in 1962, and Boeing, an airplane manufacturer which was founded in 1916 by William E Boeing, have made international headlines for supply chain flops that have garnered the attention of customers worldwide. Studying these supply chain issues may serve to enhance understanding of how customers experience these companies and offer guidance on how these corporations can improve outcomes and provide customers with better experiences.

Past research has examined how Walmart is profitable utilizing the low-cost strategy (Parnell, 2021) and pointed out complaints from Walmart associates regarding how low pay and poor benefits plagued the company for years (Vogel, 2023). For example, Segal (2022) explored complaints of discrimination from Walmart employees. More specifically, the Equal Employment Opportunity Commission ruled that Walmart violated the civil rights of an African American female employee based on the intersection of her race and gender. The woman was denied promotions and subjected to negative differential treatment while working at Walmart. However, the gap in the research seems to be how customers, not necessarily employees, experience Walmart's supply chain management as it relates to customer service and other issues. In this paper, it will be important to examine Walmart's history with customers as they interact with Walmart associates, so one can determine if interactions have changed over time. Similarly, past research has pointed out the problems stemming from the Boeing company, but current research needs to address how Boeing responded to recent catastrophic failures in its supply chain management (Shepardson, 2024) in order to recover from the disruptions in their supply chain. Consequently, rooted in Porter's Five Forces Model and Supply Chain Management (Parnell, 2021), this paper investigates supply chain disruptions at Walmart and the Boeing Company, paying particular attention to how these companies overcome these obstacles.

## LITERATURE REVIEW

The following paragraphs will unpack the extant literature on supply chain management, Walmart's supply chain issues (NBC, 2021; Meza, 2018), Boeing's problems manufacturing planes (Shepardson, 2024), and Porter's Five Forces Model (Parnell, 2021). The Five Forces Model by Porter will be utilized to make sense of the challenges faced by each company.

### Porter's Five Forces Model

According to Parnell (2021), Michael Porter's Five Forces Model is a reputable framework that can be utilized to assess the projected profitability of a company. It can be employed to determine how to strategically position a company in a dynamic market and maintain a competitive advantage. A company's success in a given industry often is contingent on what Porter refers to as the five forces: 1) barriers to entry, 2) threats of substitutes, 3) bargaining power of buyers, 4) bargaining power of suppliers, and 5) intensity of existing rivalries (Parnell, 2021). Porter's Five Forces Model "offers organizations a systematic approach to assessing their competitive environment and making strategic decisions that can influence their long-term success" (Dandoo & Watt, 2024, para 3).

By managing relationships with suppliers, companies can control costs and maintain a competitive advantage. Too much reliance on a single supplier gives the supplier a lot of control. However, if products and services can be obtained from various suppliers, companies have more options and greater control (Dandoo & Watt, 2024). The authors went on to suggest that companies, such as Walmart and Amazon, devise solid strategies to outperform the competition.

In the retail world, competition is intense. Businesses of all sizes demand consumers' attention, often resulting in price wars and thin profit margins. Dominant companies in this sector—including Walmart and Amazon—use various strategies to outshine their rivals. They often lower prices, optimize their

supply chain and expand their product offerings, which makes it difficult for small businesses to compete with them (Dandoo & Watt, 2024, para 24).

Dandoo and Watt, 2024 maintained that:

Customers in the retail industry are discerning and price-sensitive, which leads to significant buyer power. Brands that excel in customer service and provide exceptional experiences, such as Nordstrom, can command premium prices and build brand loyalty (paragraph 26).

Ultimately, stellar customer service and exceptional experiences can inspire brand loyalty. Porter's Five Forces Model can be utilized to assess the success or performance of companies such as the Boeing Company and Walmart. The Boeing Company supplies airlines with airplanes, and the pressures to produce quality products in a timely manner may have caused Boeing to compromise its supply chain.

## Supply Chain Management

Supply chain management has to do with the planning and managing the process of getting the right products and service to the right customers, in the right way, at the right time (Oliver & Weber, 1982; Mangan, Lalwani, & Calataud, 2021). Parnell (2021) said a company's success is contingent on the quality of its supply chain as suppliers control prices, quality of products, number of products produced, where products are sent, and timeliness of production (when products are produced). Suppliers can influence the company's ability to differentiate products and services from the competition and improve the quality of products and service offered to customers. Consequently, supply chains can shape customer outcomes and control the quality of service provided to customers.

The quality of service and the quality of relationships cultivated with existing and prospective customers can significantly influence purchasing decisions (Prentice et al, 2023). Therefore, the way companies treat customers can enhance or diminish their perceived quality of care. Additionally, the responsiveness of supply chains to environment, supply chain members, stakeholders, and consumers via engagement can shape the overall quality of an organization's success, according to (Richey et al., 2022; Kamalahmadi et al., 2022; Kaur, 2022).

To be successful, companies must simultaneously coordinate several components of the supply chain and get them all right. Companies need the: 1) RIGHT product; 2) RIGHT quantity; 3) RIGHT conditions; 4) RIGHT place; 5) RIGHT time; 6) RIGHT customer; and the 7) RIGHT price (Chartered Institute of Logistics, 2019). To achieve this balance of getting all the elements in the process right, organizations must have systems in place to facilitate that success. For example, looking at the challenges to the supply chain management of Walmart and Boeing, several issues emerged that pointed to compromised service because something was not right.

## Boeing Company

The Boeing Company is an aircraft manufacturer that makes planes for airlines such as Southwest, United, Alaska, and American (Rand, 2024). Because these major airlines use Boeing planes, it's prudent for consumers to be aware of safety issues as they relate to supply chain management. Larios (2024) emphasized several problems with Boeing's supply chain management, resulting in fatalities. Larios (2024) said labor shortage issues caused communication failures, which meant that information was not being conveyed in a timely manner or at all. Then they had software issues. Glitches in software are a major concern when the product is an airplane that has the potential to cause fatal damage. Some people suspect that the recent problems with Boeing's supply chain emerged when Boeing tried to save money by relying on sensors in lieu of redesigning the planes to accommodate larger engines. These new sensors took control away from pilots and resulted in catastrophe after catastrophe as the sensors provided faulty data (Larios, 2024; Shepardson, 2024). The outcome was that planes crashed, and hundreds of people died. Other individuals have argued that Boeing relied too heavily on the influence of team members with MBAs who wanted to cut

costs and not enough on engineers focusing on safety. Boeing was said to have engine casting delays in addition to defective parts from one supplier and trouble meeting deadlines, according to Larios, (2024). The supply chain disruptions were obvious.

The compromised customer service and the massive supply chain challenges landed Boeing in court where they were held accountable for their actions. While they settled with the family members of passengers who died, they also had to explain why the crashes occurred. Boeing admitted in court records that the company engaged in dishonest means to defraud a Federal Aviation Administration group that assessed their airplane, the 737 Max. The deceptive communication from Boeing caused the FAA to have "'incomplete and inaccurate information' about the plane's flight-control software and how much training pilots would need for it'" (Inc. Best in Business, 2024, paragraph 3).

Shepardson (2024) said Boeing made several fatal errors. According to court records:

Boeing failed to ensure employees documented removal of parts during manufacturing of an airplane and it did not ensure mechanics and inspectors who stamped the completed work had actually done so (Shepardson, 2024, paragraph 7).

The airline had a history of false stamping at some of their factories whereby they suggested that some tests had been completed when in fact they had not. A South Carolina factory was the culprit of said misconduct (Shepardson, 2024).

In a similar situation, two astronauts, Suni Williams and Butch Wilmore, are currently stuck in space due to malfunctions on a Boeing aircraft that surfaced before and after launch (Griffin, 2024). NASA stated that the astronauts have been stranded in space since June 6, 2024, which is a few months as of October, 2024, at the International Space Station after an anticipated 10-day stay to test the aircraft. The aircraft had so many malfunctions that the astronauts were not comfortable taking it home in its current condition. They must either repair the existing aircraft or have someone rescue them in another aircraft. NASA has decided the two stranded astronauts will stay in space until 2025 because it's too risky to bring them home on the Boeing aircraft due to malfunctions (Dunn, 2024). Cooper (2024) revealed that a SpaceX Dragon spacecraft will bring the astronauts home in 2025. The astronauts have reported that they are working on research and other important tasks while in space, and they indicated that they planned to vote from space in the United States' presidential election in November. They are confident that they can safely return home on the SpaceX aircraft, thanks to Elon Musk who founded SpaceX in 2002.

## Walmart

Walmart is a mega-retailer that has been in the media for disruptions in their supply chain management and/or poor customer service. The media conveyed a slew of offenses that have made shopping and working at the retailer untenable for some people (KPIS / CBS News, 2020; CBS News, 2019). This paper will focus primarily on how consumers experienced Walmart, examining its history comparing it to present times.

A salient theme that emerged in publications about experiences with Walmart had to do with African American shoppers. For example, African American shoppers experienced disruptions in supply chains and less than stellar customer service when it came to locating products endorsed by African American entertainers. A video posted by NBC Los Angeles (2024) depicted an African American man being told by Walmart employees that they did not have in stock the Snoop Cereal, which was a new cereal brand endorsed by the entertainer Calvin Cordozar Broadus, Jr., known professionally as Snoop Dogg. It turned out the several cases of cereal were in the store, but Walmart employees were telling customers it was out of stock. Walmart associates also misrepresented the price of the cereal, telling customers the cost was higher than it actually was. Moreover, when one customer found the product in the store himself, he quickly learned that it had been there several months even though Walmart told shoppers it was out of stock, according to NBC Los Angeles (2024) and other sources such as the video posted on social media by MasterP (2024),



whose actual name is Percy Robert Miller. Attorney Ben Crump alleged that Walmart discriminated against Snoop Dog and Master P because they are African American. This civil rights attorney is suing Walmart on behalf of Snoop Dog and MasterP for racial discrimination due to the mismanagement, misplacement, and misrepresentation of their cereal being sold by Walmart.

In a related case, Attorney Gloria Allred helped African American women settle a case accusing Walmart of placing African American beauty products in a locked case and out of reach from customers. Attorney Allred said Walmart's store policy to lock up African American/Black hair products, handed down from the corporate offices in Arkansas, perpetuated the stereotype that African Americans are thieves, according to Meza (2018). The female shoppers said they felt like they were being treated like criminals, yet they had no criminal records. The haircare products for African American/Black women were in a locked case while the products for other women were easily accessible (Meza, 2018). African American women were expected to wait for Walmart associates to open the locked cases and then escort customers to the checkout lanes as if African American customers could not be trusted to not steal.

The culture of racism at Walmart was perpetuated in other ways as well. Walmart is notorious for singling out people from traditionally marginalized groups and insinuating that they are violating shopping codes. Many people who are African American/Black reported being followed around the stores as they shopped (Choi, 2020; Price, 2022). Numerous complaints from African Americans allege racial profiling. One African American man said Walmart security followed him around the store like he was going to steal something (Choi, 2022). When the security officer shadowed him, without provocation, as she bounced a large ball, the customer asked security to identify herself after she stopped him. She replied that she did not have a name. She refused to identify herself as she followed the family man from aisle to aisle at Walmart (Choi, 2020; KPIS / CBS News, 2020). In another instance, according to Price (2022), an African American Walmart shopper was harassed and discriminated against by Walmart security, and the offense resulted in a lawsuit.

Walmart has been ordered to pay \$4.4 million to Michael Mangum, who filed a lawsuit against the supermarket chain last year after an employee racially profiled him. Mangum, who is Black, sued Walmart after he alleged that he was followed by a security worker in a Wood Village, Oregon store, per CBS News. In court documents, Mangum said he went to the Walmart location to purchase a light bulb for his refrigerator [when he noticed] security worker Joe Williams following him around the store. He then confronted the worker, who threatened to call the police if he did not leave. When he refused to leave the premises, Williams allegedly said he would tell authorities that Mangum threatened him with violence (Price, 2022).

Echoing the same sentiments of negative differential treatment, Walmart employees made derogatory comments to African American shoppers and blatantly called them racial slurs, as caught on camera, according to ABC 7 (2023). Goldberg (2022) reported in the *Los Angeles Times* that a Walmart employee accused an African American shopper of stealing as he was leaving the store with his receipt in hand. An employee stopped the shopper to search his bags. During this encounter, a slanderous comment was made: "You people [are] always trying to steal." This comment was made prior to obtaining evidence to substantiate the allegation. This episode ended with the Walmart employee calling the African American shopper a "Nigger," which was captured on video. The Walmart employee falsely accused the customer of theft and called him a racial slur during the confrontation (Goldberg, 2022).

In yet another case of marginalization, two African American women were falsely arrested and accused of shoplifting by Walmart associates only to be released by police when all the items in their bags matched items listed on their respective receipts, according to ABC 13 Houston (2020). The women described the event as "really embarrassing." They said Walmart had handcuffs on them, and everybody was walking by looking at them. The women had not shoplifted. Adding insult to injury, Walmart broke some of the items

the women had purchased in the process of confronting the women. Walmart later reported that the retailer replaced the broken items. However, breaking the spirit of two customers may have been a larger issue.

Handbury(2021) revealed that two African American men, a former police officer and a pastor, were falsely accused of stealing when they went to Walmart to return a television they had purchased earlier that day. The television did not work properly, so they took it back only to be cursed at by a Walmart employee and placed under arrest. The two men are now suing Walmart (Handbury, 2021). Moreover, footage from several videos on YouTube revealed that Walmart stopped shoppers and falsely accused them of stealing or suggested that they had previously been trespassed from the store when in fact they had not. Walmart perpetually arrested the wrong people. In many instances, Walmart security failed to ascertain the identities of customers prior to arresting them such as in the case of an Asian man who was wrongfully arrested, according to Richey (2022).

Another video shows a Walmart security guard stopping an African American shopper as he was leaving the store. The off-duty officer did not have probable cause to stop the driver, so when the officer asked the driver for his identification, the driver asked the officer what compelled law enforcement to stop him. The officer replied that the driver looked suspicious. The driver said, "Suspicious of what?" The officer was not able to provide an answer. In the video "Cop stops black man for looking suspicious" posted Nov. 18, 2019, on YouTube, an African American man captured a police officer on video yelling at him and saying he could do anything he wanted to because he was a police officer. The officer was in violation of the customer's right because he did not have a lawful reason to pull the Walmart customer over. Consequently, Walmart said they fired this officer.

A hostile climate toward African American shoppers was evident in a 2010, CBS News story featuring a Walmart employee making the following statement over the intercom: "Attention Walmart Customers: All Black people leave the store now." Customers said they were appalled and disgusted by the message. The culture of racism at Walmart also was perpetuated when a newsletter from Walmart on the first anniversary of George Floyd's death, got sent to potentially millions of Walmart customers via email with the greeting: "Welcome to Wal-mart, Niggers!" (Spencer, 2021).

A Houston, Texas customer stated that he was harassed by a Caucasian woman while shopping. A store security camera captured the woman on video leaving a derogatory note on the shopper's truck while he was inside the store shopping with two children. The note, which was posted on social media, said, "George Floyd Nigger," according to Boudreaux (2020). The customer said the store manager cooperated with him as he called the police to report the incident.



African Americans are not the only target of marginalization. A Caucasian woman successfully sued

Walmart for tarnishing her reputation by falsely accusing her of theft. The fraudulent charge compromised her ability to secure employment, and it diminished her standing in the community (Brady, 2021). The woman was accused of stealing items she had paid for prior to leaving the store when the scanning device in the self-checkout lane froze. However, this did not stop Walmart security from arresting her and charging her with theft (Brady, 2021). She won over two million dollars in the lawsuit against the mega-retailer.

Many people have complained about Walmart (Choi, 2022; Handbury, 2021; Spencer, 2021). According to the Better Business Bureau, nearly 14,000 people have complained about Walmart in the last three years, and the average customer review was 1.08 out of 5. Hundreds of complaints against Walmart are pending and several lawsuits against the retailer have been filed. Moreover, the Better Business Bureau maintains that the Department of Justice is suing Walmart for alleged violations related to the distribution of controlled substances. Clearly, Walmart has room for improvement when it comes to their customer service and supply chain management. Future research needs to examine the extent to which Walmart and the Boeing Company have problems with supply chain management and customer service issues, and how prevalent are these concerns. More specifically, how have these companies overcome these obstacles to maintain their respective competitive advantages.

Consequently, the purpose of this paper is to examine the supply chain disruptions and consumer concerns of two large companies, Walmart and the Boeing Company. Both of these entities have been in the media frequently due to alleged violations of codes governing how people are treated or for failure to comply with safety codes.

## RESEARCH QUESTIONS

- 1) How has The Boeing Company's supply chain disruptions compromised customer service?
- 2) How has Walmart's supply chain disruptions compromised customer service?

## METHODS

The Boeing Company and Walmart have been at the center of several customer complaints that stemmed from disruptions in their supply chain management. Walmart has been the target of numerous complaints in the last several years. While many of those complaints may have been logged directly with the mega-retailer, some were reported to the Better Business Bureau, and others have been reported in the media. This paper encompassed a content analysis of the complaints filed against Walmart with the Better Business Bureau within the last three years. The complaints were reviewed and classified into various categories.

With respect to Boeing, this paper evaluated some of the extant publications on their supply chain issues and incorporated the company's responses to their growing problems with supply chain management. Much of this research was published in the media. Boeing has tried to be transparent about the process, giving others an opportunity to learn from their mistakes.

## FINDINGS

### Boeing Company

The Boeing Company has been in the media for its catastrophic disruptions in their supply chains. According to Shepardson et al (2024), Boeing was deceptive in its business practices and knowingly withheld information from airlines, pilots, and inspectors. Vital information was withheld, and this crucial communication could have saved a life had it been shared with pilots or the Federal Aviation Administration (FAA).

Boeing was accused of misleading the FAA about aspects of the Max before the agency system, called MCAS, that could turn the plane's nose without input from pilots if a sensor detected that the plane might go into an aerodynamic stall (Shepardson et al., 2024).

Boeing has been transparent about the problems leading up to the crashes and the company is being held accountable by the Justice Department. Consequently, “the manufacturer will plead guilty to conspiracy to defraud the United States and pay a fine of \$243.6 million, according to court filing (Shepard et al., 2024). Moreover, Boeing has agreed to spend at least \$455 million within the next three years to enhance their safety and compliance initiatives. The company will be on probation and be subjected to independent monitoring to ensure that compliance standards are met.

Maruf and Isidore (2024) reported that Boeing accepted responsibility for their wrongdoing and vowed to do better in the future. Representatives for the airplane maker released the following statement: “We will continue to work transparently with our regulators as we take significant actions across Boeing to further strengthen our safety, quality and compliance programs” (Maruf & Isidore, 2024, paragraph 4).

Boeing is under strict monitoring processes to ensure coordinated efforts to comply with safety regulations. Isidore and Muntean (2024) assert that past supply chain problems emerged when multiple teams working on the same aircraft did a poor job of communicating and coordinating changes. For example, when the door on one aircraft was removed to work on another problem with the plane, the teams neglected to document this change so that the bolts could be reassembled by the new team working on the aircraft (Isidore & Muntean, 2024). Had the proper paperwork been filed, workers would have known to secure those bolts prior to the aircraft being used to carry passengers. Better coordination and communication will enhance efforts to ensure compliance with safety regulations.

Additionally, two astronauts are currently stuck in space due to malfunctions on a Boeing aircraft. However, SpaceX, a private spaceflight company founded by Elon Musk has joined the effort to help rescue the astronauts by 2025 (McFall-Johnsen, 2024). Astronauts Butch Wilmore and Suni Williams have been in space since June 5, 2024. They traveled to the International Space Station aboard the Boeing Starliner, aircraft manufactured by Boeing, for a trip that was supposed to span less than 10 days. Now it appears that the astronauts will not return to Earth until 2025 with the help of SpaceX due to a helium leak in their original Boeing aircraft. NASA is taking precautions to keep the astronauts safe while they repair the existing aircraft and make plans for an alternative route home. NASA has decided not to attempt a rescue of the astronauts until 2025 (Dunn, 2024).

## **Walmart**

Research question two encompassed issues related to how Walmart addressed a salient supply chain challenge? One of the salient concerns regarding Walmart’s supply chain management has to do with the mismanagement of products commonly utilized by African Americans and poor customer service. Customers have difficulty obtaining desired goods because of disruptions in supply chains that have caused clients to not receive the desired products or services. Additionally, Walmart employees have reportedly engaged in conduct so egregious that customers are not permitted to access the goods and services they desire. Many customers have complained of racism, sexism, and other offenses. The disrespectful conduct is so pervasive that it has made the national news in the United States.

After evaluating the complaints against Walmart on the website hosted by the Better Business Bureau, the complaints could be classified, according to the Better Business Bureau, as: 1) Product issues, 2) Service repair issues, 3) Delivery issues, 4) Billing issues, 5) Customer service issues, 6) Order issues, and 7) Sales and advertising issues.

However, the author classified the complaints as follows: 1) Racial profiling (allegations of theft, race-based refusal of services); 2) Damaged goods; 3) Billing issues; 4) Delivery Problems / Missing goods; 5) Communication barriers due to delayed, inconsistent, or incoherent messages; 6) Employee complaints. The quotes in the following paragraphs were taken from the Better Business Bureau’s webpage. See the figures enclosed at the end of the document for more detailed complaints against Walmart as well as some of the responses Walmart provided. Again, those excerpts were taken from the Better Business Bureau.



## RACIAL PROFILING AND/OR PRESUMPTION OF THEFT

Some customers reported being treated like thieves. They were followed around stores as they shopped, or they encountered barriers to shopping that diminished the quality of their experiences, such as when desired products were locked away like customers might steal them. It appears that some customers regarded their lived experiences negatively. They reported racial profiling, allegations of theft, race-based refusal of services, etc. For example, clients noticed that purchased goods could not be returned to stores even with a receipt when stores were located in neighborhoods populated predominantly by non-dominant racial groups such as African Americans or Latino Americans. Customers also reported being treated as if they were going to steal even when they had no intentions of stealing.

### Profiling customers

Christy D. W



03/24/2024

I have had enough of this place! My husband and I visited one evening when the store was quiet to buy a few groceries. We had multiple employees following us from one side of the store to another. I briefly looked at cosmetics and two employees were watching me very closely. Not everyone here is a shoplifter! I am not wasting my time and money here again. I recommend Walmart Middleburg.

### Beauty products were locked up and out of reach



Elizabeth R



05/13/2024

My husband and I went into Walmart today to get some nail glue (for myself). We noticed that there was a lock on the \$1.98 glue made by KISS. We asked for someone to come unlock it and waited 30 minutes for the gentleman to come with the keys to unlock it. My husband was livid. After he finally came to help us, he snatched the glue from my hand and handed it to a lady at the counter insinuating that we were some kind of thieves or something and then made a remark towards my husband and myself and when I reported to the manager she started laughing and did nothing about it. Unbelievable. I won't ever go back to Walmart again. If you're going to lock up \$1.98 glue, you don't need to have a business anyway. Walmart's customer service has gone to hell in a hand basket and you all keep hiring the rudest people possible and managers that care nothing about the customers or how they are treated.

### Treated like thieves at self-checkout



Jacqueline S




09/02/2022

FIRST COMPLAINT: I use grocery pickup. If I wasn't disabled, I wouldn't go this route. Usually my partner comes and loads the groceries, but he had to work today. Anyways, Today, 9/1/22 — the woman who loaded my groceries had some type of lanyard with keys or something on. I have subwoofers in the back so I have to transport my stuff via the backseat. The keys kept hitting the side of my beautiful NEW BMW as she was loading my two cases of water. It now has scratches. Do people not have common sense? There was also raw chicken juice that leaked out and got all over my seats, other groceries that were packed in the same bag and then my home. I am very disturbed by this situation. I always thought everyone had common sense, but I guess it's NOT THAT COMMON. I have photos of scratches, can't upload them on here, but they are on my Google review. SECOND COMPLAINT: a few days ago, I ordered an item for pickup (Woolite carpet & upholstery cleaner) it was damaged. So, on 8/31/22 we went to EXCHANGE the item. The total of the item was \$4.27 including tax. It's \$3.99 without tax. The guy at customer service wanted to go home so badly, that he gave us a gift card for \$4.27 to replace the item. Come to find out, Walmart decided to sneakily charge us an extra \$.30, so we couldn't use the gift card. We ended up having to pay for an item that was supposed to be exchanged. We were also treated like thieves by the woman who took her job WAY too seriously at self-checkout. I also have proof of all this as well (receipts, gift card & gift card receipt) When it comes to my vehicle damage, I'm still deciding what I am going to do, and how far I am willing to go to fix it.

### Items can't be returned in minorities communities even with a receipt



**Initial Complaint**  
04/24/2024

**Complaint Type:** Customer Service Issues  
**Status:** Answered 

I made a purchase on April 11, 2024 at Walmart in Memphis TN on Elvis Presley. I tried to return the item on April 16, 2024 within the 90 days return policy. I had my receipt to make the return. The item was a clothing merchandise that was on clearance. The Walmart cashier at the customer service department on Elvis Presley informed me that the Walmart on Elvis Presley does not accept any returns on clearance items. The return policy on Walmart.com states: "You're able to return or replace items purchased in store at your Walmart store within 90 days of receipt." I contacted Walmart customer service by telephone and I was given a case number. I spoke to Mary at the Walmart customer service number on April 16, 2024. Mary provided me with a case number and advised me that she would escalate the matter to a district manager because Mary could not reach anyone at the Walmart store on Elvis Presley. I have not heard from any Walmart employee regarding my return. The Elvis Presley store is located in a mostly minority area. I was told by a Leandro E, a customer service representative at 800-527-0566, that the store manager makes the final decision and can ignore the 90 days policy. Walmart has engaged in deceptive business practices. I request a full refund that was made on my credit card.

### Walmart responds to allegations that items can't be returned



**Business response**  
05/03/2024

Walmart received a Better Business Bureau complaint from \*\*\*\*\* regarding her recent contact. We thank you for the opportunity to address Ms. \*\*\*\*\*'s concerns and appreciate the time she has taken to provide us with her feedback and comments.

After Walmart received Ms. \*\*\*\*\*'s complaint, I reviewed her account and order history. I attempted to reach out via phone to Ms. \*\*\*\*\* and left a message. Items purchased in store can be returned at the discretion of the management teams at each individual store. If Ms. \*\*\*\*\* has the receipt she can attempt to return at another store or request a manager at the service desk.

Again, we thank Ms. \*\*\*\*\* for her feedback and comments. If either of you has any further questions or comments, please feel free to contact us.

Sincerely, \*\*\*\*\*

Walmart

While theft is a legitimate concern for retailers, customers at Walmart were offended when the retailer treated them like thieves. Walmart responded to this challenge by explaining their policies and offering customers strategies to overcome concerns such as byshopping at a different Walmart when one Walmart refused to honor a refund policy. The solution created an inconvenience to customers, but it, at least, allowed them to ultimately get what they wanted.

## DAMAGED GOODS

Another theme that emerged from the research was damaged goods. Customers complained of spoiled food, expired food, rodents in food, and broken or damaged goods. One customer suggested that the only thing fresh about Walmart's meat was the sticker on the package. Below are some excerpts taken from the Better Business Bureau complaints.

Only thing fresh about the meat was the stickers



## Cole B



03/25/2024

Borderline criminal. Why is this the only company I've ever heard of that does "temporary holds". Their logic is that it's there in case someone adjusts an order or they don't have an item. However, when said item is unavailable, they still hold that spent money for days at a time.. They are 120% corrupt and all of their stores need to close up shop. They act like the theft they endure is due to society. Not the fact that they take full advantage of their customers money and lie about their product availability - False Advertisement. They have sent me old fruit, they add "freshness guaranteed" stickers when the food is never actually fresh, just the stickers are. How have these people not been shut down by not only the government, but most importantly the people? If cancel culture should take anything away, it's the chain corporations like Walmart. Very tired of their corporate greed and I definitely do not stand alone.

## Spoiled Salmon

## Steven B



04/07/2024

Walmart in Gardendale, AL sold me a 7 days past best sale by date salmon fillet through their online grocery pickup. After speaking with a manager and receiving a refund, I went to purchase a replacement. That's when I found the last three salmon fillets on their shelf were all past sale by date by at least seven days. Absolutely horrid. Not the first time I received expired meats from Walmart but certainly the most alarming.

## Rodent in flour



## Karisma M



03/28/2024

I filed a claim pertaining to a rodent found in a 5lb bag of GV flour. Ten months later, after contacting the CEO, store Manager, Team Lead, etc, and being compliant with their guidelines, including the skeletal remains of the rat, the bag of flour, photos to substantiate my claim, the claim was resolved and has now been closed. My compensation: \$10.00 gift card! What a waste of time!

## Crushed and broken cookies



## steve e



11/13/2023

well i am not sure if this is the right place to voice my disgust with walmart but we are senior citizens who have spent hundreds if not thousands of dollars shopping with walmart. my wife writes in the instructions every order to pls have the delivery person knock to let us know our order has arrived on our porch they never comply and nothing is done about it when my wife complains.ON the last order we made which was cookies they arrived all crushed and broken up.in the past if we had a problem walmart told us they do not want food back just donate it and gave us a refund.on 11/12/23 we received yet again another broken up packages of cookies.she went online and spoke to a couple of people and in the end was told the only way she gets a refund is if she sends back the cookies.??all of a sudden they are treating us this way?the first girl she spoke to(laura)i believe her name was told her she could not find our info and cut the chat off!! AND NOT FOR NOTHING AGAIN I SAY WE HAVE SPENT A LOT OF MONEY WITH THEM IN THE PAST FEW YEARS.this is not the treatment we expect to receive by any means.i am sure they will not miss our little monies we spend with them but there are plenty of competitors looking for the business.

Broken items were common. In addition to the food items noted above, clients also complained frequently

about Walmart selling them damaged televisions. In the literature review of this paper, we discussed how two African American men were arrested trying to return a television that did not work. Similarly, another customer discovered that his television was substandard. Customers reported being told to photograph or video any damage, but Walmart frequently suspected clients had damaged goods after they left stores. One man who tried to return a damaged television was denied the return of the \$600 item. He said he was watching television one evening when the screen separated from the back of the television. Suspicious that the customer damaged the television himself, Walmart denied the return. This customer's only recourse would be to file a claim with his renter's insurance policy or homeowner's insurance.



Volkan A



11/29/2023

They scratch my car while changing oil it happen front of my eyes. Manager open claim and received e-mail about getting estimate after sending the estimate no answer no text or e-mail really huge scam imagine how many people in trouble and they ignore them such a shame for big companies like this

Clients also complained frequently of Walmart damaging their vehicles when they took their cars to Walmart for routine service such as oil changes or tire installation. Walmart was notorious for forgetting to replace caps on oil, causing engine oil to seep out and cause damage. In some instances, Walmart accepted responsibility for damage when they could review footage from store security cameras, offering clear and convincing evidence that Walmart was at fault. However, collecting money for damages proved to be a long and tedious process. Customers often could not get Walmart executives on the phone, or months would go by without communication from Walmart. The neglect compelled some customers to contemplate legal action. Others filed complaints with their personal insurance carriers even though they believed Walmart was responsible for damage. Customers maintained that the fastest way for people to contact Walmart would be to send registered mail to the CEO, Doug McMillion.



Maya S



04/24/2024

I had been trying to get in contact with the Walmart claims services because, of receiving an oil change on December 29, 2023. The mechanics there didn't put on my oil filter correctly causing for my car to break down on the side of the road and me paying for to have it towed back to the shop. I have been trying to get in contact with their claims team for over the past 4 months and nothing has happened yet. My claim number is \*\*\*\*\* and my claims manger name is Logan \*\*\*\*. I have yet to hear back them yet in regards to my issue. I plan on suing them because, it seems like the only way that I would be able to get a response from the department or, from the corporation as a whole.

Ultimately, customers were disturbed by damaged goods and sometimes were suspected of damaging the goods themselves when they tried to return items to Walmart. Moreover, the process of getting compensated for damage Walmart caused to cars during repairs tended to be unusually long. The duration of time taken to pay for damage caused to property of customers compromised perceived quality of care.

## BILLING ISSUES

Several customers had billing issues. The most salient billing problem was that Walmart charged customers for items they did not receive. The problem typically emerged when customers ordered products online that Walmart charged them for but never delivered. Moreover, some customers reported that Walmart charged



them random in store fees that nobody at Walmart could explain. Customers generally noticed these random charges after reviewing their receipts after the transactions were complete. (Some customer who don't reconcile their receipts may not even realize that Walmart charged them for items they never got.) Fortunately, Walmart typically agreed to remove these charges at the requests of customers. However, refunds took up to 10 business days to be credited back to bank cards. This means Walmart tied up funds from their customers and neglected to provide the desired goods. The entire ordeal was an inconvenience to customers.

Kenneth R



04/12/2024

Yes, I have been charged for items not received on deliveries from Wal Mart on Signal Mountain Rd. All the meat, shrimp and scallops. Credit in process now. THX! Kenneth

\*\*\*\*\*

Billing issues were closely tied to delivery issues as the failure to deliver products often resulted in billing issues for Walmart.

## DELIVERY PROBLEMS / MISSING GOODS

Customers stated that goods ordered from Walmart never made it to their homes. One customer, featured in the quote below, said he ordered 34 items only to have 11 of them delivered. It took hours to get a refund, he said. Customers suspected that Walmart delivery services were either stealing items or leaving products at the wrong addresses. Another customer complained of Walmart leaving his groceries at a laundromat in lieu of leaving the food at the customer's home. The customer who relied on delivery services due to illness said he had to haul large cases of water and groceries back to his apartment.

Michael S



03/09/2024

Walmart+ delivered to wrong address. NO ANSWER on any phone line at the store at \*\*\*\*\*, Greenwood, Indiana. I am very sick at present, which is why I ordered delivery of groceries. I found the groceries at the clearly marked laundry room and had to pick up and carry a large case of water all the way to my apartment (along with all the groceries). I will contact government agencies about this as well. It is very clear that the laundry room is not an apartment. It doesn't have a number and is obviously filled with washers and dryers. Very poor service this time, very poor.



Robert P.



04/17/2024






Walmart plus delivery is a scam and joke at best. We pay for Walmart+ for deliveries but the only way to get an accurate order is to pay for upgraded delivery. Walmart+ does not work as I ordered 34 items and was delivered 11. Took 3 hours on phone to get refund. I'm not talking about an item being out of stock but items that were picked for order just not making it to my door. Either it's the delivery driver stealing or the order pickers not labeling the right bags. Either way you have to pay extra if you actually want your complete delivery.

Delivery problems were exacerbated by communication barriers encountered when customers called the retailer to discuss the problems.

## COMMUNICATION BARRIERS

Several customers complained about communication barriers due to delayed, inconsistent, or incoherent messages. Customers had to call Walmart numerous times for assistance when items were missing or when they were charged for items not received. Consumers typically had to speak with multiple people before issues were addressed or resolved. Moreover, customers got inconsistent messages from Walmart associates, and sometimes they got no messages at all. Many shoppers complained of the delays in getting communication from Walmart spanning months in some cases. Then others said they encountered language barriers as associates were difficult to understand due to language barriers or heavy accents. Some representatives were not fluent in English or their accents were so thick that Walmart customers could not comprehend what they were saying. This problem has a relatively easy fix. Customers can call and speak with someone else. However, the concern was that when customers requested other employees, they were subjected to retaliation as Walmart associates would cancel orders or make it difficult to submit subsequent orders.

ivory 1



04/16/2024

I've had multiple issues with Walmart customer service for walmart.com for the past 3 years. Customer service it sucks basically you have to call 5 to 10 people in order to get a problem just somewhat resolved because their answer is always no and they give you false policies. You will have five people tell you five different things. It's like they almost tell you anything to just try to get you off the phone. They will promise that it's handled and you'll find out the next day that is not. The recent order I've had I was told 5 to 7 days to get a pending removed and I know that's a lie because they can remove a pending through emergency because it's been done before. But I got tired of speaking to different foreign Representatives that tell you different things every time you call so I waited the five to seven business days now I'm being told it's 10 business days. Plus they told me I would be given a \$25 promo for my inconvenience I was given 10. They can't contact shoppers through spark by the way and spark hires people that do not speak English so unless you know how to speak Spanish you will have issues. When you ask to have a shopper that speaks English where you can actually communicate with them The shopper will then destroy your order and Walmart will tell you they can't do anything about it. I have canceled my membership before but I decided to give them another chance cuz I thought they were working out the kinks but now I see it's just Walmart all together. They have the worst customer service I have ever experienced in my 39 years of living they have made me run back to instacart. If you were thinking about buying a Walmart Plus membership for convenience I suggest you use your money elsewhere because you will be inconvenience more in your life than you ever have before

Communication was a barrier for some customers. Among the individuals complaining about Walmart were Walmart employees and vendors.

## EMPLOYEE COMPLAINTS

Walmart employees complained about a variety of topics. Some complaints were about being hurt on the job, not knowing where to go for training, not being able to reach their supervisors with work-related concerns, and damage to their vehicles in the parking lot while they were working. They expressed concern with the Better Business Bureau because they felt neglected at work. Walmart was slow to respond to workers, and in some cases, employees did not get a response at all.



Dean B



03/07/2022

I am a senior citizen working full-time at Walmart for over two years. I hurt myself and got a hernia unloading trucks for the Anderson Lane store in Austin, TX and received no help or assistance from Walmart or CMI. I was forced to pay for everything myself.

To summarize, complaints against Walmart were classified as: 1) Profiling (allegations of theft, race-based refusal of services, locked up goods); 2) Damaged goods; 3) Billing issues; 4) Delivery Problems / Missing goods; 5) Communication barriers due to delayed, inconsistent, or incoherent messages; and 6) Employee complaints. Walmart typically responded to complaints with an apology, as well as a courtesy card of \$5, \$10, or \$25. Sometimes Walmart explained their policies or directed customers to other stores for better service. In some instances, when employee conduct was so egregious that acts could not easily be overcome with a mere apology, Walmart terminated employees. For example, in cases where customers were called derogatory comments or racial slurs or fraudulently accused customers of stealing, Walmart has been known to offer apologies, terminate employees, and/or settle lawsuits.

Moreover, Walmart has created a video to help educate others about diversity and to explain how the retailer promotes diversity within the company. This video seems to be Walmart's response to the ongoing climate issues creating disruptions in the process of obtaining goods from Walmart. However, some may perceive the video as a publicity stunt as Walmart brags in the video of being among the leading companies in the United States who employ African Americans. Walmart appeared to publicly praise themselves for hiring African Americans while privately mistreating many of their African American customers and employees. Moreover, customers may feel ambiguous about Walmart's current public relations tactic to have two dancers from traditionally marginalized racial groups to dance around the store greeting customers. It appears that Walmart has employed the men to enhance relations with customers and to inspire a more positive mood when shopping. However, what needs to be enhanced is customer service. Customers may feel more positively about shopping at Walmart when the retailer treats customers with greater respect. Future research could examine if resolutions vary across races and genders. The Better Business Bureau did not log races and/or genders of complainants. However, some consumers revealed their races and/or genders in the comments left. Given that some customers alleged race-related negative differential treatment when it came to accepting returns from customers, perhaps future research could examine the differences in how disruptions were resolved.

## DISCUSSION

The purpose of this chapter was to explore salient themes emerging as disruptions in the supply chain management of The Boeing Company and Walmart. The paper examined how both companies have responded to obstacles in their dynamic markets as well as internal quality control issues, compromising customer service. Complaints against Walmart could be classified as: 1) Profiling (allegations of theft, race-based refusal of services, locking up goods); 2) Damaged goods; 3) Billing issues; 4) Delivery problems / Missing goods; 5) Communication barriers due to delayed, inconsistent, or incoherent messages; and 6) Employee complaints. Walmart tended to apologize, offer a courtesy gift card, settle lawsuits, etc. Walmart also created a video promoting diversity to combat the culture of racism in conjunction with employing the use of dancers from traditionally marginalized racial groups to greet and entertain shoppers, as revealed on YouTube and social media.

However, the ongoing complaints against Walmart suggested that the mega-retailer was not doing enough to combat racism. Perhaps Walmart executives can examine their hiring practices and improve their selection processes, so as to avoid adverse selections. Skills-based interviews and training may assist them with this objective. Moreover, the video made public by Walmart promoting diversity seemed more like a public relations stunt than an actual training video. Maybe Walmart could actually train their staff to treat



customers with dignity and respect. This means teaching Walmart associates to stop using racial slurs in the presence of customers and to find other ways to control and manage their assets without racial profiling. For example, perhaps all haircare products can be locked behind a counter with an associate on duty to dispense products as needed.

If company cultures reflect the values of their founders and leaders, then Walmart's leadership team may want to model greater respect for customers. Walmart's low prices have given the mega-retailer a competitive advantage, but the poor customer service and racism have given them more lawsuits than they may care to admit. Treating customers like criminals when they have no criminal records creates a hostile shopping environment, the kind of climate where astute shoppers may simply refuse to spend their money.

Additionally, Walmart may want to examine its existing return policies to ensure that consumers are not adversely and unfairly impacted. For example, some customers perceive that when stores are located in predominantly African American or Hispanic communities, Walmart associates are less likely to accept returns even when customers have receipts. Asking a customer to travel to another location for a return or basic transaction is unreasonable. Compromised customer service is enough to compel some consumers to substitute Walmart's products and services with other retailers such as Amazon, Target, Costco, etc. Walmart's low-cost strategy is not enough. If Walmart wants to gain a larger share of the market or to avoid subsequent legal action, perhaps the retailer can pair their low-cost strategy with better customer service.

In the case of Boeing, investigations unveiled deception in business practices which resulted in inaccurate information being shared with regulating agencies as well as poor coordination of repair efforts, lack of documentation, ineffective communication, or blatant neglect. Boeing's problems led to catastrophic failures, for which Boeing has paid billions of dollars in damages. Boeing also remains under strict monitoring to help ensure compliance with safety standards.

Boeing can improve by not compromising safety in order to save money. Some have argued that this outcome resulted because the company had more business associates than engineers making decisions about how to design planes. The FAA and the courts have intervened to help keep Boeing accountable. These accountability measures have encompassed, but are not limited to, strict monitoring of supply chains as well as inspections of planes before they take off. These measures will help ensure that Boeing puts passengers first.

An interesting point about Boeing is that passengers may not be regarded as their primary customers. Boeing may see the airlines who purchase their planes as their primary customers, and the passengers of the airlines as secondary customers. As a result, Boeing focuses on the deadlines and pressures placed on them by the airlines, and perhaps the company needed to be reminded that passengers were ultimately their customers. If the aircraft is of poor quality, the passengers are the ones who suffer. Future research could determine if Boeing is making the necessary improvements and explore if passengers are more reluctant to discuss future plans to travel via Boeing aircraft given its existing reputation. However, Boeing does appear to be committed to making the necessary changes, and the fines the company incurred for their failures are probably a constant reminder.

This study is limited in that it does not include all the complaints against Walmart and Boeing. While plane crashes tend to make the national news, many complaints against mega-retailers like Walmart are not publicized, and therefore said concerns are not available for scrutiny. Future research could collect complaints directly from Walmart in lieu of relying primarily on the Better Business Bureau as many customers may not take the time to file formal grievances. Some customers just simply stop shopping at a retailer where respect is no longer being served.

## IMPLICATIONS AND CONCLUSION

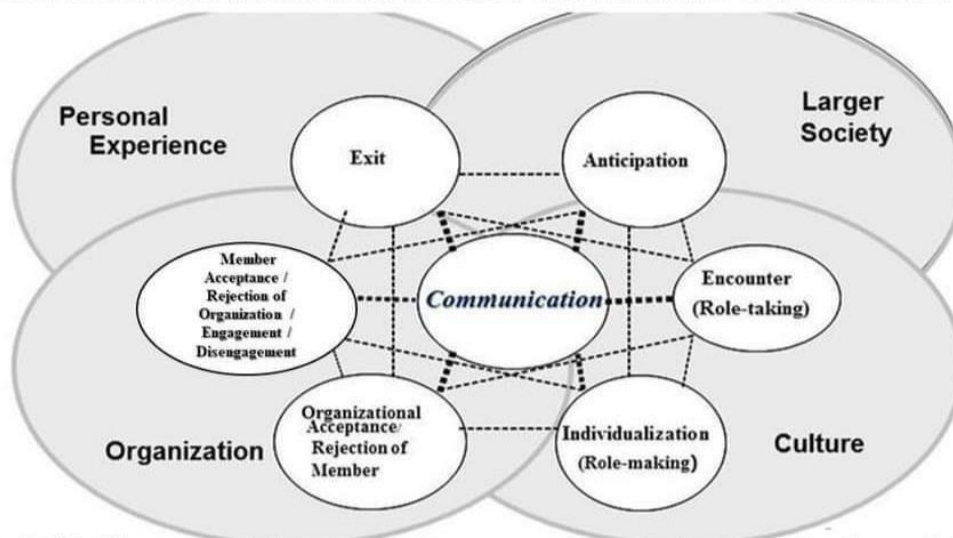
This paper has identified supply chain disruptions at Walmart and the Boeing Company. Both companies have taken measures to address the concerns such as product defects, hostility toward customers, poor



customer service, safety issues, billing issues, interpersonal challenges, etc., by apologizing, implementing plans for improvement, offering courtesy gift cards, settling lawsuits, enhancing communication, establishing accountability programs, etc.

Perhaps future research could examine how Walmart associates are socialized to treat consumers as well as other associates (Gates, 2009, 2011; 2023a; 2023b; 2024). The organizational socialization model devised by Gates (2009, 2023, 2024) suggested that workplace interpersonal interactions sometimes encompassed marginalization as people strive to make sense of their organizations and their respective roles by interacting with others.

### ORGANIZATIONAL SOCIALIZATION MODEL BY DR. DENISE GATES



Gates, D. (2009). The managerial communication process: Organizational socialization model. In S. Zhang, D. Gates, C. Nealy, & J. Stark (Eds), *Managerial communication: Theory and application* (pp. 26-58). Beijing: The Publishing House of South-China University of Technology.

Learning the norms and expectations of an organization can be vital to corporate success because organizational socialization may shape the standard of excellence employed when connecting with the end user, the customers. When organizational members are not properly trained to co-exist respectfully with other employees and customers, they are likely to engage in activities that don't reflect well on companies. Moreover, when it comes to Boeing, the role of organizational socialization could be teaching employees and leaders that passenger safety is paramount. Offering strategies on what that looks like must remain a priority at all levels of the organization. Boeing has agreed to strict monitoring, better communication, and greater accountability. The other component of that growth could be organizational socialization. What messages are Boeing leaders sending employees about the quality of excellence warranted when creating aircraft that could potentially cost a life when a mistake is made. Employees might be afraid to admit mistakes to their bosses or to seek guidance when needed for fear of loss of employment (Gates, 2019). Perhaps a culture of profoundly enhanced questioning and communication could be embraced. Maybe planes can be inspected and double inspected in case something was missed. Boeing already adheres to a standard on the ground whereby passenger planes are inspected before they take off. Those inspections may need to start and be repeated prior to the planes being delivered to airlines and then repeated after they arrive. Perhaps pilots also can be trained to help inspect aspects of the planes so that several people are checking and re-checking so as to help ensure passenger safety.

As for Walmart, many disruptions in supply chain management seem to be rooted in a culture of racism wrapped in low prices. Walmart may need to be reminded that low price does not have to mean low quality of customer service. Perhaps low-paying jobs with poorly trained employees often lead to poor customer service. If the cost of more training and better customer service means higher prices (Parnell, 2021), this might be a worthwhile investment as Walmart has lost millions of dollars in lawsuits, stemming from allegations of civil rights violation, fraudulent prosecution, loss of reputation, legal fees, etc. Walmart definitely has disruptions in their supply chain. The company's desire to adequately address them remains to be seen. Some of the complaints of marginalization shared by Walmart's customers years ago are still prevalent concerns for the company today.

To summarize, Walmart is cursing their customers out, and Boeing is killing theirs. Clearly, saying "I'm sorry" is not enough. Walmart has in fact been in the media again due to the death of an employee being roasted in one of Walmart's walk-in ovens in Canada. Clearly, better hiring practices, more extensive training, enhanced safety measures, and more focused organizational socialization efforts may help augment plans to combat the problems plaguing Walmart and Boeing. Ultimately, Walmart and Boeing are two highly successful companies; however, should that success come at the expense of loyal customers and/or employees.

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## FIGURES

The following excerpts were taken from the complaints left on the Better Business Bureau’s webpage.

Walmart locks up items.



Elizabeth R



05/13/2024

My husband and I went into Walmart today to get some nail glue ( for myself) We noticed that there was a lock on the \$1.98 glue made by KISS. We asked for someone to come unlock it and waited 30 minutes for the gentleman to come with the keys to unlock it. My husband was livid. After he finally came to help us he snatched the glue from my hand and handed it to lady at the counter insinuating that we were some kind of thieves or something and then made a remark towards my husband and myself and when I reported to the manager she started laughing and did nothing about it. Unbelievable. I won't ever go back to Walmart again. If you're going to lock up \$1.98 glue you don't need to have a business anyway. Walmarts customer service has gone to in a hand basket and you all keep hiring the rudest people possibly and managers that care nothing about the customers or how they are treated.

## Neglect



Maya S



04/24/2024

I had been trying to get in contact with the Walmart claims services because, of receiving an oil change on December 29, 2023. The mechanics there didn't put on my oil filter correctly causing for my car to break down on the side of the road and me paying for to have it towed back to the shop. I have been trying to get in contact with their claims team for over the past 4 months and nothing has happened yet. My claim number is \*\*\*\*\* and my claims manger name is Logan \*\*\*\*. I have yet to hear back them yet in regards to my issue. I plan on suing them because, it seems like the only way that I would be able to get a response from the department or, from the corporation as a whole.

 Michael S

03/09/2024

Walmart+ delivered to wrong address. NO ANSWER on any phone line at the store at \*\*\*\* \* \*\*\*\*\*, Greenwood, Indiana. I am very sick at present, which is why I ordered delivery of groceries. I found the groceries at the clearly marked laundry room and had to pick up and carry a large case of water all the way to my apartment (along with all the groceries). I will contact government agencies about this as well. It is very clear that the laundry room is not an apartment. It doesn't have a number and is obviously filled with washers and dryers. Very poor service this time, very poor.

#### Inconsistent Communication and Failed Delivery



TDB



04/14/2024

Due to Covid, I have been financially strapped from being full-time employed to now part-time employed and now have to live on a fixed income. My TV recently went out a few weeks ago so I had to pay less on a few bills to be able to afford a TV for my family's tv room. After putting together a few dollars I found a deal on the Walmart website (HiSense 58' TV for \$180) which I purchased on 4/8 and received an email that it would be delivered on 4/12. On 4/12 I received an email /text that the TV had been delivered but it never was delivered. I later checked the website which said the same as the text. Later that night and the next morning I received a text/email that the TV would be delivered on 4/15. Later the next day I received a text/email that a refund would be initiated. This left me confused so I decided to contact Walmart Customer Service/Corporate. During the first call with the Walmart rep, I was told that this happened because Walmart had parted ways with this vendor, and the item I purchased was taken offline. So I asked the rep if I could receive a TV that was compatible with what I'd purchased and if my purchase would be honored, I was then transferred to Supervisor \*\*\*\*  
\*\*\*\*\* I explained what I was told by the rep and he investigated the matter which he informed me that the TV is still online but the price increase was made after I made the purchase. At this point, I felt that I had been a loyal customer of this vendor and to be treated this way after I found a bargain they should honor what they had advertised. Walmart is one of the biggest vendors but to treat their customers the way I have been treated is unprofessional and inappropriate. I feel my rights as a customer have been violated because they aren't honoring what they are advertising. Please assist me immediately because this is setting us back to go without a TV for another week or two because they say that a refund may be initiated.



Profiling / Followed around the store

Christy D. W



03/24/2024

I have had enough of this place! My husband and I visited one evening when the store was quiet to buy a few groceries. We had multiple employees following us from one side of the store to another. I briefly looked at cosmetics and two employees were watching me very closely. Not everyone here is a shoplifter! I am not wasting my time and money here again. I recommend Walmart Middleburg.

**Initial Complaint**  
04/24/2024**Complaint Type:** Customer Service Issues  
**Status:** Answered ?

I made a purchase on April 11, 2024 at Walmart in Memphis TN on Elvis Presley. I tried to return the item on April 16, 2024 within the 90 days return policy. I had my receipt to make the return. The item was a clothing merchandise that was on clearance. The Walmart cashier at the customer service department on Elvis Presley informed me that the Walmart on Elvis Presley does not accept any returns on clearance items. The return policy on Walmart.com states: "You're able to return or replace items purchased in store at your Walmart store within 90 days of receipt. " I contacted Walmart customer service by telephone and I was given a case number. I spoke to Mary at the Walmart customer service number on April 16, 2024. Mary provided me with a case number and advised me that she would escalate the matter to a district manager because Mary could not reach anyone at the Walmart store on Elvis Presley. I have not heard from any Walmart employee regarding my return. The Elvis Presley store is located in a mostly minority area. I was told by a Leandro E, a customer service representative at 800-527-0566, that the store manager makes the final decision and can ignore the 90 days policy. Walmart has engaged in deceptive business practices. I request a full refund that was made on my credit card.

**Business response**  
05/03/2024

Walmart received a Better Business Bureau complaint from \*\*\*\*\* regarding her recent contact. We thank you for the opportunity to address Ms. \*\*\*\*\*'s concerns and appreciate the time she has taken to provide us with her feedback and comments.

After Walmart received Ms. \*\*\*\*\*'s complaint, I reviewed her account and order history. I attempted to reach out via phone to Ms. \*\*\*\*\* and left a message. Items purchased in store can be returned at the discretion of the management teams at each individual store. If Ms. \*\*\*\*\* has the receipt she can attempt to return at another store or request a manager at the service desk.

Again, we thank Ms. \*\*\*\*\* for her feedback and comments. If either of you has any further questions or comments, please feel free to contact us.

Sincerely, \*\*\*\*\*

Walmart

**Business response**

05/10/2024

Walmart received \*\*\*\*\*'s rebuttal arising from her original Better Business Bureau complaint. We regret that we were unable to provide a satisfactory resolution to his/her concern and appreciate her additional feedback. At this time, our response remains unchanged and Walmart.com considers this matter closed. If either of you have any further questions or comments, please feel free to contact us.

Sincerely,

\*\*\*\*\*

Walmart

**Customer response**

05/10/2024

Complaint: \*\*\*\*\*

I am rejecting this response because:

Walmart written policy online states customers can return items within 90 days.

The response from Walmart to the Better Business Bureau is meritless and does not comply with the written policy.

The purchase I made was at a Walmart store in a minority area.

I am sure one of the reasons Walmart deviated from its policy is because the minority areas that have a Walmart store are subjected to a different policy.

I have contacted my credit card and other venues about the deceptive business practices of Walmart.

Sincerely,

\*\*\*\*\*





Jacqueline S



09/02/2022

FIRST COMPLAINT: I use grocery pickup. If I wasn't disabled, I wouldn't go this route. Usually my partner comes and loads the groceries, but he had to work today. Anyways, Today, 9/1/22 — the woman who loaded my groceries had some type of lanyard with keys or something on. I have subwoofers in the back so I have to transport my stuff via the backseat. The keys kept hitting the side of my beautiful NEW bmw as she was loading my two cases of water. It now has scratches. Do people not have common sense? There was also raw chicken juice that leaked out and got all over my seats, other groceries that were packed in the same bag and then my home. I am very disturbed by this situation. I always thought everyone had common sense, but I guess it's NOT THAT COMMON. I have photos of scratches, can't upload them on here, but they are on my google review. SECOND COMPLAINT: a few days ago, I ordered an item for pickup (Woolite carpet & upholstery cleaner) it was damaged. So, on 8/31/22 we went to EXCHANGE the item. The total of the item was \$4.27 including tax. It's \$3.99 without tax. The guy at customer service wanted to go home so badly, that he gave us a gift card for \$4.27 to replace the item. Come to find out, Walmart decided to sneakily charge us an extra \$.30, so we couldn't use the gift card. We ended up having to pay for an item that was supposed to be exchanged. We were also treated like thieves by the woman who took her job WAY too seriously at self check out. I also have proof of all this as well (receipts, gift card & gift card receipt) When it comes to my vehicle damage, I'm still deciding what I am going to do, and how far I am willing to go to fix it.



Initial Complaint

05/02/2024

Complaint Type: Customer Service Issues

Status: Resolved ?

On two separate occasions I have attempted to make purchases from this business in the later hours of the night near closing. On both occasions employees were meandering around and chatting about non-work topics. I requested assistance in making my purchases because I am uncomfortable with the self-checkout process. As a law enforcement professional I have unfortunately been directly involved in cases where Walmart has attempted to criminalize accidental oversights in the self-checkout process by consumers. I am not willing to put myself at risk of criminal charges and being tied up in the court system trying to prove my innocence. Therefore I requested the help of these otherwise unoccupied employees to make my purchases. I am aware that it is Walmart policy that employs on the clock should assist customers when requested. On both occasions the employees refuse to help directing me to try to find someone else. To make matters worse both employees then return to their conversations directly in front of me as if I wasn't even there. It is terrible customer service and gross negligence. On both occasions I advised management who stated that they would address the matter. Since the matter has now occurred a second time I then requested contact with the store manager to discuss these ongoing issues. The manager did not deem fit to return my contact request. I then contacted the store a second time to request management contact. Again, my request was ignored. I feel that I have done everything possible to handle this locally but the management does not deem fit to handle the matter directly. Therefore, I feel that I have no recourse left to me except to file a complaint with the better Business bureau.

**Business response**

05/08/2024

Walmart received a Better Business Bureau complaint from \*\*\*\* \* regarding his recent contact. We thank you for the opportunity to address Mr. \*\*\*\* \*s concerns and appreciate the time he has taken to provide us with his feedback and comments.

After Walmart received Mr. \*\*\*\* \*s complaint, I reviewed his account and order history. I reached out to Mr. \*\*\*\* \* directly and got him in contact with his local store to address concerns.

Again, I thank Mr. \*\*\*\* \* for his feedback and comments. If either of you has any further questions or comments, please feel free to contact us.

Sincerely, \*\*\*\* \*

Walmart

Spoiled Food / Bad Food / Rodent in Food / Damaged Food

Only thing fresh about the meat was the stickers

Cole B



03/25/2024

Borderline criminal. Why is this the only company I've ever heard of that does "temporary holds". Their logic is that it's there in case someone adjusts an order or they don't have an item. However, when said item is unavailable, they still hold that spent money for days at a time.. They are 120% corrupt and all of their stores need to close up shop. They act like the theft they endure is due to society. Not the fact that they take full advantage of their customers money and lie about their product availability - False Advertisement. They have sent me old fruit, they add "freshness guaranteed" stickers when the food is never actually fresh, just the stickers are. How have these people not been shut down by not only the government, but most importantly the people? If cancel culture should take anything away, it's the chain corporations like Walmart. Very tired of their corporate greed and I definitely do not stand alone.

Spoiled Salmon

Steven B



04/07/2024

Walmart in Gardendale, AL sold me a 7 days past best sale by date salmon fillet through their online grocery pickup. After speaking with a manager and receiving a refund, I went to purchase a replacement. That's when I found the last three salmon fillets on their shelf were all past sale by date by at least seven days. Absolutely horrid. Not the first time I received expired meats from Walmart but certainly the most alarming.



## Rodent in flour



Karisma M



03/28/2024

I filed a claim pertaining to a rodent found in a 5lb bag of GV flour. Ten months later, after contacting the CEO, store Manager, Team Lead, etc, and being compliant with their guidelines, including the skeletal remains of the rat, the bag of flour, photos to substantiate my claim, the claim was resolved and has now been closed. My compensation: \$10.00 gift card! What a waste of time!

## Crushed cookies



steve e



11/13/2023

well i am not sure if this is the right place to voice my disgust with walmart but we are senior citizens who have spent hundreds if not thousands of dollars shopping with walmart. my wife writes in the instructions every order to pls have the delivery person knock to let us know our order has arrived on our porch they never comply and nothing is done about it when my wife complains.ON the last order we made which was cookies they arrived all crushed and broken up.in the past if we had a problem walmart told us they do not want food back just donate it and gave us a refund.on 11/12/23 we received yet again another broken up packages of cookies.she went online and spoke to a couple of people and in the end was told the only way she gets a refund is if she sends back the cookies.??all of a sudden they are treating us this way?the first girl she spoke to(laura)i believe her name was told her she could not find our info and cut the chat off!!.. AND NOT FOR NOTHING AGAIN I SAY WE HAVE SPENT A LOT OF MONEY WITH THEM IN THE PAST FEW YEARS.this is not the treatment we expect to receive by any means.i am sure they will not miss our little monies we spend with them but there are plenty of competitors looking for the business.

## CHARGED FOR ITEMS NOT PURCHASED

Randall E



03/31/2024

I have been charged for items I did not buy at Walmart on Old Buncombe Rd. Greenville SC 29617, the first time I noticed it was a bottle of vitamin D. Later a women told me to check my receipt as walmart was charging for items you didn't get. Today I was charged for seven items I did not receive. I am almost 83 years old and failed to check my receipt until I got home. This is a greedy company.



## DELIVERED ITEMS TO WRONG ADDRESS / CHARGED FOR ITEMS NOT RECEIVED / UNPROFESSIONAL

Michael S



03/09/2024

Walmart+ delivered to wrong address. NO ANSWER on any phone line at the store at \*\*\*\* \* \* \*\*, Greenwood, Indiana. I am very sick at present, which is why I ordered delivery of groceries. I found the groceries at the clearly marked laundry room and had to pick up and carry a large case of water all the way to my apartment (along with all the groceries). I will contact government agencies about this as well. It is very clear that the laundry room is not an apartment. It doesn't have a number and is obviously filled with washers and dryers. Very poor service this time, very poor.

Tanisha M



04/07/2024

I gave it a single star because I was forced to at least put one star but in fact, this review is a zero. Walmart and their customer service is the worst on the planet. This is why everyone goes to Amazon. I will never ever use Walmart and their service again including the grocery store but specifically online. Walmart's automated system canceled my order and the next day the order still went out, they charged my card and then they told me I was responsible for gathering the items that were delivered to the wrong address or dispute this charge with my credit card. I talked to four different people who told me don't worry about it we canceled your order and your card will not be charged. In fact, that is not what happened. Most of the customer service reps that I talked to were respectful, but there was one who had a bad attitude and disconnected the call. Save yourself some time and just give your money to Amazon. Walmart is \*\*\*\*\* unprofessional and does not deserve my hard earned money. They need to reverse the charges of \$1127 because the order was never delivered to me and the problem was Walmarks alone. Stop giving these businesses your money when they respect you or the money you spend at their establishment. I will be hiring a lawyer to resolve this issue!



David M.



03/10/2024

I order tv never received it they left my tv someone door I'm handy cap and I have a accessible rail on the picture there no rail I just want my 250 dollars back and my bank won't dispute it cause I did purchase it

Viki C



04/08/2024

I made a \$340 grocery order with Walmart on 96th st Fishers, IN that was either deliver to the wrong address or was stolen. I contacted Walmart to let them know that I never received the order with was paid for with ebt. I was to told they can't do anything about it now I'm out of \$340. I choose "sign for order" so I don't understand if I never signed or received the items how am I not either getting my money back or the order be replaced. This is the only store I ever have delivery issues with.

Kenneth R



04/12/2024

Yes, I have been charged for items not received on deliveries from Wal Mart on Signal Mountain Rd. All the meat, shrimp and scallops. Credit in process now. THX! Kenneth

\*\*\*\*\*



Jennifer R.



08/18/2023

Called to customer support and was charged 123.98 Walmart Capital One ccon August 14,2023 of 123.98 groceries never got or delivered.The Walmart app kept canceling the one order a total of eleven times.The ordered was show total items of 38 or 39.I asked to cc the card and was told three different ways that they couldn't help but call my Capital One CC again.The customer service called herself sheleena..?,refused to give her name and and I told her I would call Walmart Corp and bbb Nashville TN police spyware involved in this call and call to Walmart Capital one cc.The same swat out of control and answering the 800 was several live people giving a tuff luck answer to me before the live person referr it back to customer service at Capital One for Walmart.I want my credit return to my cc card and the inside to apologize to others for their conduct.

Poor Customer Service / Poor exchanges and delayed customer service



F C



08/15/2023

MISTAKES AFTER MISTAKES SYSTEM PROBLEMS REPRESENTATIVES VERY RUDE SO MUCH TO ADDRESS . NOBODY SEENS TO KNOW ANYTHING ABOUT HOW TO PROCESS A SIMPLE RETURN IS RIDICOLUS THE AMOUNT OF TIME YOU SPEND ON THE PHONE



Faith A



01/17/2024

They blocked me from ordering online because they mess up order & I have to return or get a refund. This is really inconvenient with me have 3 toddlers & no car nor money. 4 different reps gave my false hope had me waiting for weeks to order, only to find out I can never use my account with credits on it.

Desiree T



04/15/2024

Absolutely ridiculous that I NEVER get my online order delivered. It's usually extremely late or canceled. Mostly canceled. And one of their reps conned me into the In-home service saying it would be better because it wasn't a third party driver. I put in an order today for between 2 and 6 pm and FIVE HOURS LATER, they STILL don't have a driver. There is ALWAYS an issue and they use garbage ghetto stores that are Neighborhood Markets and NOT an actual Walmart, like the one on Tropicana in Las Vegas. AWFUL, AWFUL business practices. Like the time I bought a \$130 item and their store associate replaced it with a 12 dollar item. ARE YOU SERIOUS??!! And it took WEEKS to get my money back. I canceled their online services (inhome and walmart+) and will not use them again.





Andrea H



11/03/2023

My kitty passed away last week. I spent an hour uploading photos that I wanted to have printed for his memorial. Your company canceled my order without reason, right before I was getting ready to go and pick them up. I tried to get on chat and ask why, and was told I would need to call. I called, and was told I needed to wait five minutes to be transferred to another department. As soon as I got to that department, the lackluster representative told me it was 'probably because I used a different payment method', although I used my checking account debit card. Then she hung up on me before I could ask any further questions. I spent all morning crying, uploading these photos, only to be treated with utter and callous disregard not only by your customer service representatives but by whoever randomly canceled my order, when there was nothing at all unusual about it. After being a decades long loyal customer, I am disgusted by Walmart right now and am already identifying alternative stores I will be using for all my needs.



Autumn H



06/20/2023

Walmart is the worst company I've ever dealt with in my life at this point. I will never spend another cent at Walmart as long as I live. I've spent 2 weeks arguing with Walmart online and over the phone about Walmart rewards I've earned but was not given. I have talked to 20 (seriously) customer service agents with NO RESOLUTION. I paid for Walmart+ but they are not allowing me the benefits of Walmart+ because they don't like people actually taking advantage of the benefits. It's just looks good and it advertisement for them to get people to pay for Walmart+. The 17th customer service agent I talked to told me they were ending rewards for my account, and the last 2 orders in which I was supposed to earn rewards they would not be giving the rewards to me. Why did I pay for Walmart+ then? 2 weeks of fighting, more than 6 hours talking to Walmart on the phone, and several more hours talking to customer service agents online, just for them to finally admit they just don't want to pay me. YOU OWE ME THAT MONEY. I BETTER GET IT.



Shaun C



11/11/2023

Walmart scammed me and then wont let me speak to a supervisor!!!! They run a sale on the coffee maker. Multiple stores and their warehouse show it in stock. I purchase online with 3 other items to be picked up at my store. I get an email an hour before pickup saying no coffee maker. It says they can ship it to me in 3 days. Not what I wanted, but okay. I try that, then it says they don't ship to my address. Keep in mind they have shipped to my address before. I do not live in the country, I live in a large city. I call customer service and they will ship it to me at full price .They claim they have bunchs during the sale, then magically nobody has them and they dont ship to my area any longer, unless I pay full price. SCAM SCAM SCAM. i ask for supervisor and wait on hold. This was over 30 minutes on the phone at this point. Supervisor blows smoke up my butt for 2 minutes and then tells me the same load of crap. I ask for her supervisor. Supervisor-"he's not in till monday." Me- "I need him to call me." Supervisor- "no, and that I couldn't speak to anyone else." I asked her to cancel my entire order and she tries to close my entire account. 3 times!!! Finally she says she canceled the order and we hang up. Only to find that she canceled the three items that were in stock and did not cancel the coffee maker!!!! I cant be alone in this. I would love a class action lawsuit against these ridiculous scam artists.





Elaine K



12/12/2023

I heard that Walmart Auto Care allows people with little or no auto mechanics knowledge or experience work there (this from someone who worked for one of their auto care centers). I am currently in a claims process myself with them regarding a tire installation and product issue. Contact the CEO at doug dot mcmillion at wal-mart dot com, or mail their legal dept. in Bentonville, AR a certified letter regarding your issue or you will endlessly go around a mulberry bush with them.



**Initial Complaint**  
07/31/2024

**Complaint Type:** Billing Issues  
**Status:** Resolved ?

My order number is \*\*\*\*\* This is the second time I ordered a bunch of steak and when I checked my bags it came missing. It is funny how this supermarket does not make the cheap stuff go missing. But when it comes to the expensive meats, they charged my card, and then customer service told me they gave the meats to someone else. Their excuse was "oh it happened to be a lot of people" Seeing as this is a repeat problem at this particular store can management please ask their workers why they kee Charging expensive items that are not in the bag? Is it theft? Is it them giving it to others families? I was able to get a refund on my meat but the fact that I can't order food without worrying if this store is going to keep making mistakes. And most of the times I stay quiet. Like when I order paprika and you give me hot chilli powder which I can't eat. I want to be able to order expensive steaks without the "we didn't make a mistake" excuse. Yes you did. Thankfully I have cameras in my front of my home so I know when a bag is not there!



**Business response**  
08/07/2024

Walmart received a Better Business Bureau complaint from \*\*\*\* \*\*\*\*\* regarding his recent contact. We thank you for the opportunity to address Mr. \*\*\*\*\*'s concerns and appreciate the time he has taken to provide us with his feedback and comments.

After Walmart received Mr. \*\*\*\*\*'s complaint, we reviewed his account and order history. Mr. \*\*\*\*\* has faced repeated issues with his order from this supermarket, particularly with missing expensive steak. Mr. \*\*\*\*\* has been charged for these items, but upon checking his bags, he discovered they were missing. Customer service explained that the meats were given to someone else due to high demand. This is not the first instance of such an issue; Mr. \*\*\*\*\* has previously received incorrect items as well. Walmart has confirmed that Mr. \*\*\*\*\* has been issued a refund for the missing items. To ensure these issues are addressed, we have shared the details of Mr. \*\*\*\*\*'s experience with the appropriate teams. This feedback will be considered for future improvements. As such, Walmart considers this matter closed.

Again, we thank Mr. \*\*\*\*\* for his feedback and comments. If either of you has any further questions or comments, please feel free to contact us.

Sincerely,  
\*\*\*\*\*  
Walmart

## Poor Customer Service and Language Barriers



Kerry K



11/23/2023

Do not shop online with Walmart, they do not stand behind advertised prices. I was scammed with a purchase. False advertising, they did not stand behind advertised price and sent me the wrong item twice and refused to send correct item for advertised price.

Mary T



04/16/2024

I've had multiple issues with Walmart customer service for walmart.com for the past 3 years. Customer service it sucks basically you have to call 5 to 10 people in order to get a problem just somewhat resolved because their answer is always no and they give you false policies. You will have five people tell you five different things. It's like they almost tell you anything to just try to get you off the phone. They will promise that it's handled and you'll find out the next day that is not. The recent order I've had I was told 5 to 7 days to get a pending removed and I know that's a lie because they can remove a pending through emergency because it's been done before. But I got tired of speaking to different foreign Representatives that tell you different things every time you call so I waited the five to seven business days now I'm being told it's 10 business days. Plus they told me I would be given a \$25 promo for my inconvenience I was given 10. They can't contact shoppers through spark by the way and spark hires people that do not speak English so unless you know how to speak Spanish you will have issues. When you ask to have a shopper that speaks English where you can actually communicate with them The shopper will then destroy your order and Walmart will tell you they can't do anything about it. I have canceled my membership before but I decided to give them another chance cuz I thought they were working out the kinks but now I see it's just Walmart all together. They have the worst customer service I have ever experienced in my 39 years of living they have made me run back to instacart. If you were thinking about buying a Walmart Plus membership for convenience I suggest you use your money elsewhere because you will be inconvenience more in your life than you ever have before



Robert P.



04/17/2024

Walmart plus delivery is a scam and joke at best. We pay for Walmart+ for deliveries but the only way to get an accurate order is to pay for upgraded delivery. Walmart+ does not work as I ordered 34 items and was delivered 11. Took 3 hours on phone to get refund. I'm not talking about an item being out of stock but items that were picked for order just not making it to my door. Either it's the delivery driver stealing or the order pickers not labeling the right bags. Either way you have to pay extra if you actually want your complete delivery.



Chris B



06/10/2023

Horrible ordered some items like every weekend to pick up they canceled them saying i was flagged for return violation and last time I returned a item was 6 months ago so contact customer service they say we will contact you in 48hrs.... 4 days later I decided to email and complain threatened with calling corp and all 5 mins later got an email saying it should be fixed give it an hr that was on Thursday tried to order my pickup Saturday and to surprise it got canceled for same reason so they never fixed it so I decided I'll call this time they say will work on fixing it 4 hrs later still not working this place only cares about money nothing else a bunch of liars





David S



05/26/2023

False advertising and liars! Walmart canceled an order on me because they screwed up. They promised me that I would receive my product but then would not honor the order. Walmart is very dishonest. I will never do business with them again ever. Very rude and unprofessional. This was a very bad experience that they refused to fix. They would not honor a price on an order I made. I have proof and screen shots of everything. They refused to make it right.



Krishnakumar V



05/22/2023

Walmart Claims Services - This is the worst organization I have ever worked with. I filed my claim on April 1st and had to call my claim specialist 10 times before she could return my call. Finally, I spoke to her about my claim and after a week I got a letter that a decision has been reached and to reach out to my specialist. I have been trying to reach her for last 5 weeks and have left more than 20 messages but she does not seem to care to return the phone call. I filed the claim on April 1st and don't know what is happening. I am pissed and don't know what else to do.



**Initial Complaint**  
07/30/2024

**Complaint Type:** Service or Repair Issues  
**Status:** Resolved

I bought a Walmart plus membership for over \$100 last fall. It expires in Dec 2024. Today Walmart suspended my account for alleging I returned too many things that I bought. The only time I ever returned items to Walmart in the last 20 years is in the month of June 2024 to early July 2024 due to extenuating circumstances surrounding my move to a new apartment. I have purchased many things in June and July that I DID NOT RETURN. Anyway, if Walmart suspended my account from ordering anything anymore, why won't they refund my membership they are no longer allowing me to use? That's unethical and theft of my \$. It's a scam. I have had nothing but problems with this poorly run company. I want a prorated membership refund. It expires in December so a refund for July 2023 through December 2023. I used the membership from Dec 2023 to June so I'm not asking to refund that. Nothing in their terms & conditions says I can't get a refund if they effectively cancel my membership. I can't get a refund if I'm not happy with it but that's not the reason I'm not using it, I'm not using it because Walmart won't let me



**Business response**  
08/07/2024

Walmart received a Better Business Bureau complaint from \*\*\*\*\* regarding her recent order. We thank you for the opportunity to address Ms. \*\*\*\*\*'s concerns and appreciate the time she has taken to provide us with her feedback and comments.

After Walmart received Ms. \*\*\*\*\*'s complaint, we reviewed her account and order history. On July 27, 2024, Ms. \*\*\*\*\* discovered what she thought was her account was closed. Ms. \*\*\*\*\* received an email from Walmart stating that her order was cancelled due to "returns violation". This email was sent in error. The reason orders were being cancelled is there was a "suspected unauthorized charge". On August 5, 2024, Walmart had the internal team that reviews account confirm the flags preventing Ms. \*\*\*\*\*'s account from completing orders had been removed. Ms. \*\*\*\*\* has been able to place orders and the orders have been completed. As such, Walmart considers this matter closed.

Again, we thank Ms. \*\*\*\*\* for her feedback and comments. If either of you have any further questions or comments? Please feel free to contact us.

Sincerely,

\*\*\*\*\* C.  
Walmart Customer Care



**Initial Complaint**

07/30/2024

**Complaint Type:** Product Issues**Status:** Resolved ?

I am writing to express my dissatisfaction with a recent order experience and the subsequent resolution process that I have had with Walmart. I purchased a Kids Sewing Machine Set through Walmart online store. However, instead of the sewing machine set, I received a broken kitchen set. I promptly contacted your customer service department to address this issue and was advised to place a new order for the same item and was assured that I would be refunded for the incorrect item, and I could dispose of it. Following your customer service representative's instructions, I trashed the broken kitchen set and waited for the refund of \$10 + tax I spent in the process. Despite these assurances, I have not received the promised refund. I have followed all instructions provided by your customer service team and disposed of the incorrect item as directed.

**Business response**

08/05/2024

Walmart.com received a Better Business Bureau complaint from Mr. \*\*\*\*\* regarding his purchase. We thank you for the opportunity to address Mr. \*\*\*\*\*'s concerns and appreciate the time he has taken to provide us with his feedback and comments.

Mr. \*\*\*\*\* placed an online order on June 6, 2024, for a Kids Sewing Machine Set (Item No: \*\*\*\*\*) from Walmart. However, he received a broken kitchen set instead of the purchased item. Upon receiving the incorrect item, Mr. \*\*\*\*\* reported the issue to Walmart on June 8, 2024.

Following the advice of a Walmart agent, Mr. \*\*\*\*\* disposed of the incorrect item and was assured a refund for his purchase. Our investigation shows that a refund of \$10.67 was processed on the same day at 07:03 PM under the transaction number \*\*\*\*\*.

After speaking with Mr. \*\*\*\*\* , we learned that he received another incorrect item after placing an order on June 8, 2024, for item \*\*\*\*\* . A second refund of the same amount was processed on August 1, 2024, at 01:34 PM under transaction number \*\*\*\*\* .

Refunds have been provided for both orders and should post to the account within 7 to 10 business days.

Again, we thank Mr. \*\*\*\*\* for his feedback and comments. If either of you has any further questions or comments, please feel free to contact us.

Sincerely,



### Initial Complaint

07/30/2024

Complaint Type: Product Issues

Status: Resolved

I have two complaints: #1) it is mind-boggling that Walmart chooses not to offer email nor WORKING chat communication for "customer service" issues. Many of us don't want to have to waste time on hold calling your "customer service" center, nor is communicating with them always effective due to language barriers (knowing English is NOT the same as knowing American English and idioms). You need to bring back email options, especially in light of problems like mine, below. #2) On July 24, 2024, I placed Order# \*\*\*\*\* for a Lasko fan. The box arrived to me on July 25, 2024, and seemed lightweight when I retrieved it. The box was fully-taped shut (I'm not sure if factory tape or resealing tape). I opened the box with excitement, but then found why it felt lighter than expected: it contained NO motor/control assembly! I went to walmart.com to initiate a return, selected drop-off at a FedEx location, and only afterwards learned that "FedEx location" meant ONLY FedEx OFFICE locations, as my local FedEx shipping center DOES NOT accept QR codes for returns - they require a prepaid label. The nearest FedEx Office location is over an hour away from me. I attempted to fix the problem myself, but no such option is allowed on your website. I attempted a chat, but was told by your chatbot I had to CALL in. I did so, and was told it would take 24-48 hours for your "back office" to process a change, even though all I wanted was for the return to be corrected to a FedEx label or even a return to store pickup option (as has been offered in the past). Keep in mind this inconvenience and frustration is SOLELY due to Walmart's failure to deliver a COMPLETE product, not a change of mind on my part.



### Business response

08/07/2024

Walmart received a Better Business Bureau complaint from \*\*\*\*\* regarding his recent contact. We thank you for the opportunity to address Mr. \*\*\*\*\*'s concerns and appreciate the time he has taken to provide us with his feedback and comments.

After Walmart received Mr. \*\*\*\*\*'s complaint, we reviewed his account and order history. Mr. \*\*\*\*\* placed an order (Order# \*\*\*\*\*) for a Lasko fan from Walmart on July 24, 2024. Upon receiving the package the next day, Mr. \*\*\*\*\* noticed it was lighter than expected and discovered that it lacked a motor/control assembly upon opening. Mr. \*\*\*\*\* attempted to initiate a return through Walmart's website, choosing to drop it off at a FedEx location. However, he later learned that only FedEx Office locations accept QR codes for returns, not his local FedEx shipping center, which is an hour away and requires a prepaid label. Trying to resolve the issue, Mr. \*\*\*\*\* sought help from the website but found no suitable options. An attempt to chat with customer service was redirected to a phone call. The call resulted in Mr. \*\*\*\*\* being informed that it would take 24-48 hours for the back office to process the return change. Walmart confirmed that Mr. \*\*\*\*\* received a replacement on July 29, 2024. A refund was processed on the same day, and two promo codes were issued to compensate for any inconvenience caused. As such, Walmart considers this matter closed.

Again, we thank Mr. \*\*\*\*\* for his feedback and comments. If either of you has any further questions or comments, please feel free to contact us.

Sincerely,


\*\*\*\*\*

Walmart





**Initial Complaint**  
07/22/2024

**Complaint Type:** Product Issues  
**Status:** Answered 

Order # \*\*\*\*\* 7/17/24 I placed an order which had essential items needed for my family. The order went from being process to attempted delivery. I order from Walmart.com at least 4 times a week and no one ever had issues finding my address. Well I called customer service 7/17/24 about 7pm est . Spoke with a representative who was not able to reissue my order. I requested to speak with a supervisor who advise and Insured my order would be deliver the morning of 7/18/24. Well I didn't receive my order. I was lied to by a supervisor. I called Walmart.com on 7/18 again after 7pm EST and requested to cancel the order. Well on 7/19/24 about 7:45pm I called spoke with Anguis who I ask for the status of my order. He then told me my order was delayed by 2 days. I ask him was there any notes on a refund. He put me on hold and check and said it was initiated but he will initiate it again. Right there I knew that on 7/18 the representative did not properly cancel my order. This has been the worst experience ever. I don't have my order nor the money. I am a single mom and every penny is accounted for in my life and this has really put a strain on me. There should be a better system in place when a driver drop the ball with an order. The customer shouldn't have to wait 48hrs for a cancellation to go through nor wait another 5-10 days for the bank to release funds. It's unfair, And your customer service agents and supervisors really have me considering to cancel my service with Walmart.



**Business response**  
07/29/2024

Walmart received a Better Business Bureau complaint from \*\*\*\*\* regarding her recent contact. We thank you for the opportunity to address Ms. \*\*\*\*\*'s concerns and appreciate the time she has taken to provide us with her feedback and comments.

After Walmart received Ms. \*\*\*\*\*'s complaint, we reviewed her account and order history. On July 17, 2024, Ms. \*\*\*\*\* placed an order for delivery. She contacted our Walmart customer care regarding her order being late, they advised her order will be delivered on July 18th and they sent her a \$10.00 gift card directly to her email. Regrettably, the next following day her order never arrived, and she contacted customer care to cancel the order. Ms. \*\*\*\*\* order was cancelled and the amount of \$37.21 was refunded back to her original form of payment.

On July 29th, we contacted Ms. \*\*\*\*\* and apologized for the experience with her delivery. Also, we sent her a \$40.00 courtesy gift card directly to her email, as an acknowledgement of her experience. As such, Walmart considers this matter closed.

Again, we thank Ms. \*\*\*\*\* for her feedback and comments. If either of you has any further questions or comments, please feel free to contact us.

Sincerely,  
\*\*\*\*

Walmart



## PropertyDamage / Car ran into home / Treated like thieves and car damage



Dee C



07/26/2022

I purchased a ONN TV LAST MONTH ON THE 3RD. JUST A FEW DAYS AGO I WAS LAYING DOWN WATCHING THE T.V I PURCHASED AND THE SCREEN JUST SEPRATED FROM THE BACK OF THE T.V. I LAYED THERE IN SHOCK AS IN I NEVER IN MY LIFE SEEN ANYTHING LIKE THAT HAPPEN BEFORE. I WENT TO WALMART EXPLAINING WHAT JUST HAPOEN AS I TOOK PICTURES AND RECORDED A VIDEO OF IT BEFORE I TOUCHED IT. WALMART TOLD ME TO CALL ONN BRAND COMPANY BECAUSE ITS BEEN PASS 30 DAYS. SO THEY GAVE ME A NUMBER TO CALL AND EXPLAIN WHAT HAPPENED AND THEY TOOK DOWN MY INFORMATION AND APOLOGIZED AND TOLD ME TO SEND PICTURES OF THE FRONT AND BACK ALONG WITH A RECEIPT. SO I DID AND WHEN I TRYED TO PICK UP THE SCREEN TO TAKE PICTURES IT WAS SO FRAGILE THAT IT WAS CRACKING. SO I DID WHAT THEY WANTED EMAILED THEM ALL THE INFORMATION. NEXT DAY I GET A EMAILED SAYING THAT THEY CANT HELP BECAUSE I PHYSICALLY DAMAGED THE T.V. I WAS SO ANGER THAT THEY JUDT ASSUMED I DID SOMETHING TO THE T.V. I PAID ALMOST \$600. FOR A T.V THAT JUST FALLS APART AND THEY TRYING TO TURN IT AROUND ON ME. THIS IS UNPROFESSIONAL AND UNFAIR. I NEED ANY GOOD LAWYERS , NEWS CHANNELS, PROTESTORS TO FIGHT AGAINST THIS FRAUD COMPANY. ALL I WANTED WAS THEM TO GIVE ME ANOTHER T.V BUT NOW I WANT MY MONEY BACK. I CALLED TO SPEAK TO A SUPERVISOR MULTIPLE TIMES AND THEY WONT LET ME. THEY IS RIDICULOUS!



Joseph Y



06/03/2024

Walmart Claim Services (WCS) is the best example of customer NO service I've ever experienced. On 5/8/2024 their cargo cart at the Hurricane, UT 84737 came out of the corral due to high winds and slammed into our truck causing a deep dent in the right front door and a scrape on the outside mirror. I was told by a Walmart associate I would have to file a police report! Are you kidding? No, that's what you have to do. I later found out the associate was wrong. They had clear video of the incident. They "claimed" their property damaged my property and it was their responsibility. Store manager Chris was very helpful, but that was the end of all help! I was told WCS would contact me. They finally mailed me a form that "sounded" legitimate. I called the number as requested. After 22 minutes, I hung up and emailed WCS. I received a timely reply asking for an estimate. I have 2 estimates and have forwarded numerous emails, left multiple voice mails and have made many, many calls to WCS. I've been on hold for 50 minutes, Nobody ever answers the phone. Absolutely pathetic. What goes around comes around. You reap what you sow.



Volkan A



11/29/2023

They scratch my car while changing oil it happen front of my eyes. Manager open claim and received e-mail about getting estimate after sending the estimate no answer no text or e-mail really huge scam imagine how many people in trouble and they ignore them such a shame for big companies like this



Tracy K



06/19/2023

I have tried to leave a review 5 times on Walmart page and contact walmart several times!! I received my freezer dented in 2 places and am very upset nobody has even attempted to reach out to remedy this! Every time I email it gets returned as non deliverable. And now when I try to rate on their page I get an error!



Janetta H



06/15/2023

If I turn back the hands of time... I took my van into the AutoCare center for an oil change in February of this year. In March 23rd, my van overheated and died. I had a mechanic take a look at it and it was determined that the fluids that were running from under my vehicle came from a loosely fastened bolt. He told me to contact the place that performed the service. I did that and it took a month before someone from the Dogwood Drive auto manager contacted me. After he and I spoke, I was told that footage from that day was found and was submitted to be reviewed. The auto manager called me back, told me that the video was reviewed and he was instructed to have me file a claim. I went to the store, filed the claim and was told that it was no longer on the individual store to settle this matter. Once it was assigned and reviewed by a specialist, that person denied the claim and stated that if I had any evidence to submit to his email. I did just that. That was on April 21st. It is now June 14th and my family and I are stuck without a vehicle. It's not fair that this is happening. The saddest part about this is that I trusted Walmart AutoCare with my vehicles for years. I would have never thought something like this would happen AND no accountability is taken, even with evidence?!? I am currently unhoused and taking money away from family in our time of need for transportation. I need help with this.

## Walmart employees complained about the mega-store



Dean B



03/07/2022

I am a senior citizen working full-time at Walmart for over two years. I hurt myself and got a hernia unloading trucks for the Anderson Lane store in Austin, TX and received no help or assistance from Walmart or CMI. I was forced to pay for everything myself.



Rashita W



02/14/2022

I was working an overnight shift at Walmart and got off to find hit and run damage on my car. Being that Walmart is closed overnight it was obvious that it was an employee. I was parked by myself in the front right next to 4 cameras. I was told I needed to do an incident report with a salaried manager but when I tried I was met with excrement resistance with one manager even admitting that they were not letting me fill out the form because it would impact their fiscal year and their bonuses. I filled a police report and contacted corporate who assisted me in filling my report but wouldn't accept my complaints about management nor did they put me in contact with someone who could see about the negligence on the behalf of the managers I spoke with. A couple weeks later Walmart claim dept reached out to for details. After providing details including police report number, I was advised that Walmart would not be liable to pay for any damages and I would have to just file a claim on my own insurance leaving me to pay a deductible I should not be responsible for seeing that a Walmart employee is responsible for the damage. So once we get the footage I will be pressing charges on the hit and run driver as well as suing Walmart as their own policy was disregarded.

## ABOUT THE AUTHOR

Dr. Denise Gates-Mayweathers is a business professor, prolific author, and consultant, specializing in organizational socialization and strategic management. Dr. Gates has an earned doctoral degree as well as a post-doctorate in organizational communication and management. A graduate of the University of Missouri-Columbia, Dr. Gates is known for her organizational socialization model, which was published by the Publishing House of South China University of Technology and utilized by MBA students. A 2023 publication about her organizational socialization model offered the salient themes that emerged from the examination of the lived experiences of nearly 150 professionals from various industries. That empirical research supported Dr. Gates' existing framework on organizational socialization, and it illuminated a variety of workplace betrayals designed to impede career success. A 2024 publication by Gates explored interactions between patients and healthcare professionals, illuminating how socialization and communication may shape outcomes for patients. Essentially, Dr. Gates has authored and co-authored a plethora of academic publications over the years, and her research has been presented at national and international conferences. Ultimately, Dr. Gates is inspired to help organizations draw the greatest value out of people with her research, instruction, and consulting.