

List of Retail Companies Surveyed in the 2009 RSQI

| 2009 RSQI Companies, Alphabetical List | |
|--|---------------------|
| Abercrombie & Fitch | IKEA |
| ABT Electronics | JC Penney |
| Ace Hardware | Kohls |
| Barnes & Noble | Lowe's |
| Barneys New York | Macy's |
| Bed Bath & Beyond | MC Sports |
| Bergdorf Goodman | Menards |
| Best Buy | Nordstrom |
| Borders | Office Depot |
| Carson Pirie Scott | OfficeMax |
| Chicago Home Fitness | PC Richard |
| Costco | Performance Bicycle |
| Crate & Barrel | Petco |
| Dicks | PetSmart |
| Disney Store | Pottery Barn |
| Eddie Bauer | Saks Men's Store |
| Express | Sears |
| FedEx Office | Sports Authority |
| Filet's Basement | Staples |
| Finish Line Sports | Target |
| Foot Locker | The Gap |
| General Nutrition Centers | TJ Maxx |
| Go Toys and Games | Toys R Us |
| H&M | Victoria's Secret |
| Home Depot | Wal-Mart |

Source: 2009 Retail Service Quality Index