

We provide 7 key services to all of our store owners, including assistance in securing funding, locations for review and approval, assistance in lease negotiation, training, complete set up of their store, a network of suppliers, and long term support after opening.

Every owner makes every key decision: selection of the type of funding, the store location, approval of the terms of their lease, review and approval of the store layout, approval of all of their store opening merchandise orders, staffing, and of course the on-going operation of their business. The Purchase Agreement that we execute with every store owner clearly indicates that these key decisions are the Purchaser's responsibility, as they should be; this is their business.

Although we have been in business since 1993, there are only a handful of unique postings to this site. Every one has been addressed with the individual posting the concern, either directly or via the BBB. In that same period of time, we have accepted deposits (which allow us to begin store development work on behalf of the depositors) from approximately 20,000 individuals and opened over 4,600 stores. Of those 20,000 people, only 21 (.001%) felt the need to voice a concern or a complaint on this site. That indicates a SATISFACTION RATE OF OVER 99.9999 % ! Do you know of many, or ANY businesses that can make that claim ?

I would refer anyone with a serious interest in our business opportunities to the Better Business Bureau of Southern Nevada. You will see that after 24 YEARS in business, we have an A+ rating. The BBB is a place where consumers with actual concerns can go to have them seriously addressed. An inquiry filed with the Better Business Bureau is referred to the Company, and the Company has the opportunity to respond specifically to the consumer and seek to address their concerns. The BBB acts as an intermediary in this process, and resolves each matter based on FACTS provided by both sides. Our A+ rating is based on our response to actual claims over a very long period of time. I think most would agree that the Better Business Bureau has a long history and a much greater credibility than a one-sided website such as the ripoff report. It should be noted that the Ripoff Report has an "F" rating at the BBB.

I would urge any reader that has interest in any of our business opportunities, or questions about them, to contact me directly. I, and our entire staff of over 30 dedicated employees are always happy to speak to prospective store owners about our store development programs, meet with them, and provide them with contacts for new store owners. I encourage any interested parties to visit our corporate offices in Las Vegas at any time, (no need to even make an appointment) to meet with our staff, tour our facility, evaluate our training centers, and get comfortable with the benefits that our development programs can provide to you.

Remember--you can visit the Better Business Bureau of Southern Nevada's website ([southernnevada.bbb.org](http://southernnevada.bbb.org)) and read for yourself our history of performance with that organization, and I encourage you to do so.

I look forward to speaking with you.

John LaFronz

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