

## STAPLES SHIPPING & LOGISTICS POLICY – 2025

Effective Date: January 1, 2025

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### 1. STANDARD SHIPPING TERMS

Domestic Shipping (Contiguous US):

- Standard Ground: 3-5 business days
- Expedited: 2 business days
- Express: Next business day (order by 2 PM ET)
- Saturday Delivery: Available for Express only (+\$25)

Free Shipping Thresholds:

- \$50+ for office supplies and small items
  - \$250+ for technology products
  - \$500+ for furniture items
  - No minimum for Staples Rewards Premium members
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### 2. SHIPPING ZONES & RATES

Zone 1 (Local - 0-150 miles from warehouse):

- Standard: \$5.99

- Expedited: \$14.99
- Express: \$24.99

Zone 2 (Regional - 151-600 miles):

- Standard: \$9.99
- Expedited: \$19.99
- Express: \$34.99

Zone 3 (National - 601-1400 miles):

- Standard: \$14.99
- Expedited: \$29.99
- Express: \$49.99

Zone 4 (Cross-country - 1400+ miles):

- Standard: \$19.99
- Expedited: \$39.99
- Express: \$69.99

Alaska & Hawaii:

- Standard: \$39.99 (7-10 business days)
- Expedited: \$79.99 (5-7 business days)
- No Express option available

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### 3. FURNITURE & LARGE ITEM DELIVERY

Standard Furniture Delivery:

- Threshold Delivery (doorstep): Included
- Delivery Window: 8 AM - 6 PM
- Phone notification 24 hours prior
- Signature required

White Glove Delivery Service (+\$149-\$299):

- Room-of-choice delivery
- Unpacking and debris removal
- Basic assembly (up to 2 hours)
- Appointment scheduling (2-hour window)
- Available Monday-Saturday, 8 AM - 5 PM

Weight/Size Restrictions for Standard Shipping:

- Maximum weight: 150 lbs per item
  - Maximum dimensions: 108" length (longest side)
  - Items exceeding limits require freight shipping
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#### 4. FREIGHT & PALLET SHIPPING

LTL (Less Than Truckload) Freight:

- For shipments 150-10,000 lbs
- Terminal delivery: Customer picks up at freight terminal

- Threshold delivery: Delivered to doorstep/loading dock
- Inside delivery: Delivered to first interior room

#### Freight Classes & Rates:

- Class 50-100 (dense items): \$0.45/lb
- Class 125-175 (furniture): \$0.65/lb
- Class 200-250 (low-density): \$0.85/lb
- Class 300-400 (very low-density): \$1.10/lb

#### Pallet Shipping:

- Standard pallet: 48"x40"x48", up to 2,500 lbs
  - Shrink-wrap and banding included
  - Liftgate service: +\$75 per delivery
  - Appointment delivery: +\$50
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## 5. INTERNATIONAL SHIPPING

#### Canada Shipping:

- Standard: 7-10 business days (\$29.99-\$79.99)
- Expedited: 3-5 business days (\$59.99-\$149.99)
- Duties & taxes calculated at checkout
- Remote areas may have surcharges

#### Mexico Shipping:

- Standard: 10-15 business days
- Rates vary by weight and destination
- Customs clearance required (documentation support provided)

International (Other Countries):

- Not available for direct shipping
  - Use freight forwarding service:
    - Partner: MyUS.com (discounted rates for Staples customers)
    - Ship to US address, forward internationally
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## 6. ORDER TRACKING & NOTIFICATIONS

Real-Time Tracking:

- Tracking number emailed within 4 hours of shipment
- Live GPS tracking for Express deliveries
- SMS notifications available (opt-in)

Notification Milestones:

1. Order Confirmed
2. Order Processed (left warehouse)
3. Out for Delivery (day of)
4. Delivered (with signature/photo proof)

Tracking Portal: [track.staples.com](https://track.staples.com)

- View estimated delivery time
  - See delivery driver location (Express only)
  - Leave delivery instructions
  - Reschedule delivery (up to 2 times, no fee)
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## 7. DELIVERY EXCEPTIONS & ISSUES

### Delayed Shipments:

- Standard: Guaranteed within 5 business days or refund shipping cost
- Expedited: Guaranteed within 2 business days or full refund
- Express: Guaranteed next day or full order refund

### Weather/Force Majeure Delays:

- No guarantees during severe weather events
- Notification sent if delay expected >24 hours
- Alternative shipping options offered

### Failed Delivery Attempts:

- 3 delivery attempts made (residential)
- 2 attempts for commercial addresses
- After final attempt: Item returned to warehouse
- Redelivery fee: \$25
- Refund issued if customer cancels after return

#### Lost or Damaged in Transit:

- Report within 48 hours of delivery (damaged)
  - Report within 7 days for non-delivery (lost)
  - Claims process:
    1. Submit claim via customer service portal
    2. Provide photos (for damage)
    3. Investigation (2-5 business days)
    4. Resolution: Replacement shipped or refund issued
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#### 8. SPECIAL HANDLING & RESTRICTIONS

##### Hazardous Materials:

- Lithium batteries: Ground shipping only
- Aerosol products: Cannot ship via air
- Flammable items: Require special labeling
- Restrictions apply to AK, HI, PR

##### Oversized/High-Value Items:

- Items >\$5,000: Signature required, insurance included
- Items >10,000: Freight quote required (custom pricing)

##### Temperature-Sensitive Products:

- Not currently supported
- Standard shipping only (no guarantees)

PO Box Restrictions:

- Small packages only (<20 lbs)
  - No furniture or large items
  - No signature-required items
  - No Express shipping
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## 9. VENDOR/SUPPLIER LOGISTICS REQUIREMENTS

Inbound Shipping to Staples Warehouses:

Standard Requirements:

- Advanced Ship Notice (ASN): Required 24 hours before delivery
- Delivery Window: 8 AM - 4 PM, Monday-Friday
- Appointment Required: Yes (schedule via vendor portal)
- Loading Dock Access: Truck height max 13'6", no flatbeds

Packaging Standards:

- Pallets: Standard 48"x40", GMA grade A
- Shrink-wrap: 4 corners secured, banded
- Labeling: Barcoded labels per Staples spec (GS1-128)
- Maximum pallet height: 72" (including pallet)
- Maximum weight per pallet: 2,500 lbs



#### Receiving SLAs:

- Dock-to-stock time: 24 hours for standard items
- Quality inspection: 100% for first shipment, random sampling thereafter
- Rejected loads: Vendor responsible for return shipping

#### Penalties for Non-Compliance:

- Late delivery (beyond scheduled window): \$250 per occurrence
  - Missing ASN: \$100 per occurrence
  - Improper packaging: \$150 + cost of repacking
  - Mislabeled goods: \$200 + correction costs
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## 10. RETURNS LOGISTICS

#### Return Shipping Methods:

##### Pre-Paid Return Label:

- Generated via online returns portal
- Free for defective items
- \$6.99 deducted from refund for change-of-mind returns
- Drop off at any UPS, FedEx, or USPS location

##### In-Store Returns:

- Bring item to any Staples store
- No shipping cost

- Faster refund processing (24-48 hours)

#### Large Item Returns:

- White Glove Pickup: \$149 (same as delivery fee)
- Customer-arranged shipping: Accepted if properly packaged
- Refused delivery: No additional cost

#### Return Packaging Requirements:

- Original packaging preferred
- If unavailable: Sturdy box, adequate padding
- No packing peanuts (environmental policy)
- Tape all seams, no staples

#### Return Tracking:

- Customers receive tracking number
- Refund processed within 5-7 business days of receipt
- Notification sent when return is received

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## 11. SUSTAINABILITY INITIATIVES

#### Carbon Neutral Shipping (Beta):

- Available at checkout for +\$2.99 per order
- Offsets calculated based on package weight and distance
- Invested in reforestation and renewable energy projects

- Carbon offset certificate emailed to customer

#### Eco-Friendly Packaging:

- 95% of packaging materials are recyclable
- Eliminate plastic bubble wrap (using paper alternatives)
- Right-sized packaging to reduce dimensional weight
- Reusable totes for repeat business customers

#### Green Delivery Options:

- "No Rush" shipping: Get 5-7 day delivery, reduce carbon footprint
  - Consolidate orders: Combine multiple orders into one shipment
  - Rewards points bonus: 2x points for choosing eco-friendly options
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## 12. CUSTOMER SUPPORT

#### Shipping Inquiries:

- Email: [shipping.support@staples.com](mailto:shipping.support@staples.com)
- Phone: 1-800-SHIP-STPL (1-800-744-7785)
- Live Chat: Available 7 AM - 11 PM ET, 7 days/week
- Average Response Time: <15 minutes

#### Escalation Process:

- Tier 1: Customer Service Representative
- Tier 2: Shipping Supervisor (complex issues)

- Tier 3: Logistics Manager (claims, major delays)

#### Business/Enterprise Shipping Support:

- Dedicated account manager for 500+ orders/year
- Custom shipping contracts available
- Volume discounts negotiable
- Integration with customer ERP systems

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#### POLICY UPDATES

This policy is reviewed quarterly. Last updated: January 2025

For full terms and conditions, visit: [staples.com/shipping-policy](https://staples.com/shipping-policy)