

STAPLES REWARDS PROGRAM GUIDE – 2025

Earn rewards on every purchase. Save more, shop smarter.

1. PROGRAM OVERVIEW

Staples Rewards Tiers:

- BASE (Free): Open to all customers
- PLUS (\$49/year): Enhanced earning and benefits
- PREMIER (\$99/year): Maximum rewards and VIP perks

How It Works:

1. Join free at staples.com/rewards or in-store
2. Provide phone number or account at checkout
3. Earn rewards on qualifying purchases
4. Redeem rewards on future purchases

No Expiration:

- Rewards balance never expires
 - Tier status: Renews annually
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2. BASE MEMBERSHIP (FREE)

Earning Structure:

- 5% back on ink & toner purchases
- 2% back on office supplies & technology
- 1% back on furniture & services

Example:

- Spend \$100 on office supplies → Earn \$2 in rewards
- Spend \$500 on a laptop → Earn \$10 in rewards
- Spend \$50 on ink → Earn \$2.50 in rewards

Redemption:

- Minimum redemption: \$5 in rewards
- Use anytime on future purchases
- Can combine with sale prices and coupons

Quarterly Bonus:

- Earn 1 bonus reward for every \$100 spent per quarter
- \$5 bonus reward added to account

Recycling Rewards:

- \$2 reward per ink/toner cartridge recycled (limit 20/month)
- Drop off empty cartridges at any store

Birthday Reward:

- Free \$10 reward during birthday month

- Must opt-in to email communications
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3. PLUS MEMBERSHIP (\$49/year)

Enhanced Earning:

- 10% back on ink & toner
- 5% back on office supplies & technology
- 2% back on furniture & services

Free Shipping:

- No minimum purchase required
- Standard ground shipping on all orders
- Save \$5.99-\$19.99 per order

Exclusive Coupons:

- Monthly \$10 off \$30 coupon (digital)
- Quarterly \$20 off \$100 coupon
- Early access to sales (24 hours before public)

Price Match Promise:

- Find a lower price? We'll match it + give you 10% of the difference
- Valid for 14 days after purchase
- Applies to all major office retailers

Instant Activation:

- Rewards credited immediately (no waiting period)
- Quarterly bonuses: \$10 per \$200 spent

Tech Support:

- Free 1-on-1 tech support (phone or chat)
- Up to 2 hours per year
- Assistance with setup, troubleshooting, software

ROI Calculator:

- Spend \$500/year → Earn \$25 in rewards (break even at \$245)
 - Average Plus member saves \$180/year
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4. PREMIER MEMBERSHIP (\$99/year)

Maximum Rewards:

- 15% back on ink & toner
- 10% back on office supplies & technology
- 5% back on furniture & services
- 2% back on everything else

Premium Perks:

- Free next-day shipping (orders >\$25)
- Free white glove delivery on furniture (1x per year)

- Free professional tech setup (1x per year, \$99 value)
- Priority customer service line (no hold times)

Exclusive Experiences:

- Early access to new products (1 week early)
- Invitation to exclusive online workshops
- Dedicated account manager (for businesses spending \$5K+/year)

Enhanced Bonuses:

- \$20 bonus per \$200 spent (quarterly)
- Double rewards on your birthday month
- Surprise rewards throughout the year

Tech Trade-In Bonus:

- Extra 20% on tech trade-ins
- Trade in old laptops, tablets, phones
- Get Staples gift card + rewards

Travel & Lifestyle Perks (NEW):

- Access to TicketsatWork (discounted entertainment)
- Dell Advantage (exclusive Dell pricing)
- Home Depot Pro Xtra (linked benefits)

Typical ROI:

- Spend \$1,000/year → Earn \$100+ in rewards
- Break-even point: \$500 annual spend

- Average Premier member saves \$450/year
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5. HOW TO MAXIMIZE REWARDS

Stack Promotions:

- Combine rewards with sales, coupons, and rebates
- Example:
 - Item on sale for \$50 (regular \$75)
 - Use \$10 rewards
 - Plus 10% back (Premier) = \$5 reward earned
 - Final cost: \$40 + future \$5 reward

Buy in Bulk:

- Earn more per transaction
- Quarterly bonuses accelerate with volume
- No cap on rewards earned

Time Your Purchases:

- Shop during bonus reward events (quarterly)
- 3x-5x rewards on select categories
- Check email/app for bonus opportunities

Recycling Strategy:

- Recycle 20 cartridges/month = \$40 in rewards

- Combined with other purchases = faster rewards

Refer Friends:

- Give friend \$10 off first purchase
 - You earn \$10 reward when they spend \$50+
 - No limit on referrals
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6. BUSINESS REWARDS (B2B CUSTOMERS)

Business Membership (Free):

- Same as Base tier + business-specific benefits
- Dedicated business account manager (\$5K+ spend)
- Net 30 payment terms (approved accounts)
- Volume pricing automatically applied

Business Plus (\$99/year):

- Same as Plus tier
- Additional user accounts (up to 5)
- Spend tracking and reporting tools
- Customized procurement workflows

Business Premier (\$199/year):

- Same as Premier tier
- Up to 15 user accounts

- Advanced analytics dashboard
- Quarterly business reviews with account manager
- Custom contract pricing (annual spend >\$25K)

Employee Purchasing:

- Employees can use company account to earn rewards
 - Rewards go to company account
 - Individual purchase limits can be set
 - Approval workflows available
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7. REWARDS APP & DIGITAL TOOLS

Mobile App Features:

- Scan receipts to add rewards (in-store purchases)
- Digital rewards card (no physical card needed)
- Push notifications for bonus events
- Store locator with real-time inventory

Barcode Scanning:

- Scan products in-store to see rewards earning
- Compare prices with competitors
- Read customer reviews

Rewards Tracker:

- Real-time rewards balance
- Earning history and projections
- See how much more to next quarterly bonus

Personalized Offers:

- AI-powered recommendations
- Coupons based on purchase history
- Reminders to reorder frequently purchased items

Gamification:

- Earning badges for milestones
 - Leaderboards (opt-in)
 - Surprise rewards for app usage
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8. SPECIAL PROMOTIONS & EVENTS

Quarterly Bonus Events:

- Q1 (Jan-Mar): 5x rewards on office supplies
- Q2 (Apr-Jun): 5x rewards on technology
- Q3 (Jul-Sep): 5x rewards on furniture
- Q4 (Oct-Dec): 5x rewards on ink/toner

Flash Sales:

- 24-hour sales with 10x rewards on select items

- Announced via email, app push, SMS
- Limited quantities

Back-to-School Bonus:

- July-September: 3x rewards on school supplies
- Free backpack with \$75 purchase (while supplies last)

Holiday Shopping:

- November-December: Double rewards sitewide
- Free gift wrapping for rewards members
- Extended return period (60 days)

Teacher Appreciation:

- Year-round 15% discount for educators
- Stacks with rewards earning
- Valid ID required

9. TERMS & CONDITIONS

Eligibility:

- Open to US residents 18+
- One account per person/business
- Valid email address required

Excluded Purchases:

- Gift cards do not earn rewards
- Postage stamps
- Services performed by third parties
- Sales tax and shipping fees

Fraudulent Activity:

- Account suspension for abuse
- Rewards forfeiture
- Legal action for theft/fraud

Membership Cancellation:

- Plus/Premier: Pro-rated refund if canceled within 30 days
- No refunds after 30 days
- Rewards balance retained after cancellation

Changes to Program:

- Staples reserves the right to modify program terms
- 30 days notice provided for material changes
- Members can opt out if dissatisfied with changes

10. FAQs

Q: Do rewards expire?

A: No, rewards never expire as long as your account is active.

Q: Can I use rewards on sale items?

A: Yes, rewards can be combined with sale prices and coupons.

Q: How do I check my rewards balance?

A: Log in to staples.com/rewards or use the mobile app.

Q: Can I share my membership with family?

A: No, memberships are non-transferable. Business accounts can have multiple users.

Q: What if I return an item I earned rewards on?

A: Rewards earned will be deducted from your balance.

Q: Can I upgrade from Base to Plus/Premier anytime?

A: Yes, upgrade anytime online or in-store.

Q: Do I earn rewards on online and in-store purchases?

A: Yes, both qualify. Provide phone number or account at checkout.

JOIN TODAY!

Sign up now at staples.com/rewards or ask at any store.

Customer Support:

- Email: rewards@staples.com
 - Phone: 1-800-REWARDS (1-800-739-2737)
 - Live Chat: staples.com/rewards-help
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