

STAPLES RETURNS & REFUNDS POLICY – 2025

Our commitment: Easy returns, fair refunds, exceptional service.

1. STANDARD RETURN POLICY

Return Window:

- Most Items: 30 days from purchase/delivery date
- Technology Products: 14 days (opened/used)
- Furniture: 30 days (unopened), 14 days (assembled)
- Customized/Personalized Items: Non-returnable (unless defective)

Condition Requirements:

- Original packaging (when possible)
- All accessories, manuals, and components included
- Proof of purchase (receipt, order confirmation, or account history)
- Item in resalable condition

Methods to Return:

1. In-Store: Bring item to any Staples location
 2. Online: Generate return label via staples.com/returns
 3. Mail: Ship back with your own shipping method
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2. REFUND PROCESSING

Refund Timeline:

- In-store returns: Immediate refund
- Online returns: 5-7 business days after receipt
- Large items: 7-10 business days

Refund Method:

- Original payment method used
- Credit card refunds: 2-3 billing cycles to appear
- PayPal: 24-48 hours
- Cash purchases: Store credit or cash (under \$50)

Partial Refunds:

- Opened items (non-defective): 15% restocking fee
 - Missing components: Value deducted from refund
 - Damaged packaging: Up to 20% reduction (case-by-case)
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3. TECHNOLOGY PRODUCT RETURNS

Computers & Laptops:

- 14-day return window
- Must include all original accessories

- Hard drive data wiped upon return (not recoverable)
- Restocking fee: 15% if opened and non-defective

Tablets & Phones:

- 14-day return window
- Activation/carrier fees non-refundable
- Device must not be carrier-locked
- Factory reset required before return

Printers & Peripherals:

- 30-day return window
- Ink/toner cartridges must be sealed/unused
- Printer must not have printed >10 test pages

Software & Digital Products:

- Non-returnable once opened or license key activated
 - Exception: Defective media (disc won't read)
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4. FURNITURE & LARGE ITEM RETURNS

Unassembled Furniture:

- 30-day return window
- Original packaging required
- Pickup can be arranged (\$149 fee, waived if defective)

Assembled Furniture:

- 14-day return window
- Disassembly required (customer responsibility)
- Pickup service available (\$199)
- Inspection upon pickup (must be in good condition)

Chairs & Seating:

- 30-day return window
- Must be clean, no stains or odors
- Original packaging preferred
- 15% restocking fee if opened

Damaged Furniture Claims:

- Report within 48 hours of delivery
 - Provide photos of damage
 - Options: Replacement part, discount, or full replacement
 - No return required for minor cosmetic damage (<\$100 discount applied)
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5. DEFECTIVE PRODUCT RETURNS

Manufacturer Defects:

- Full refund or exchange at no cost
- Extended return window: 90 days for defective items

- No restocking fees
- Return shipping prepaid by Staples

Proof of Defect:

- Photo/video demonstration of issue
- Attempted troubleshooting (when applicable)
- Description of problem and when it started

Warranty Service vs. Return:

- Items under manufacturer warranty: Contact manufacturer first
 - Staples facilitates warranty claims for select brands
 - If warranty service unsatisfactory: Staples honors return/exchange
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6. SPECIAL CATEGORIES

Clearance & Sale Items:

- Same return policy as regular items
- "Final Sale" items: Clearly marked, non-returnable
- Doorbusters/limited-time offers: Standard 30-day return

Ink & Toner Cartridges:

- Unopened: 30-day return
- Opened: Non-returnable (except defective)
- Ink Recycling Program: \$2 credit per cartridge (up to 20/month)

Office Supplies (General):

- Unopened: 30 days
- Opened: Returnable if unused and resalable
- Partial use: Not returnable (pens, notebooks, etc.)

Promotional Items:

- Free gifts: Must be returned with purchase
- Gift with purchase: Both items must be returned for full refund

Subscription Services:

- Cancel anytime (no fees)
 - Unused portion refunded pro-rated
 - Physical products sent before cancellation: Return separately
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7. BULK & ENTERPRISE RETURNS

Bulk Order Returns (10+ units):

- Approval required from Corporate Returns Desk
- Email: corporate.returns@staples.com
- Phone: 1-800-BULK-RTN (1-800-285-5786)
- Processing time: 3-5 business days

Acceptable Reasons:

- Wrong item shipped
- Defective batch
- Business closure
- Overstock (within 30 days)

Non-Acceptable Reasons:

- Buyer's remorse beyond 30 days
- Seasonal turnover
- Liquidation of business assets

Return Process:

1. Submit return request with order details
2. Approval and RMA (Return Merchandise Authorization) issued
3. Schedule pickup (free for orders >\$2,500)
4. Items inspected upon receipt
5. Refund processed within 10-14 business days

Restocking Fee (Bulk):

- 10-50 units: 10% restocking fee
- 51-100 units: 5% restocking fee
- 100+ units: Negotiable (case-by-case basis)

8. GIFT RETURNS

Returns Without Receipt:

- Valid for items purchased within last 60 days
- Refund at lowest sale price in that period
- Store credit issued (no cash/credit card refund)
- Valid ID required (tracked to prevent fraud)

Gift Receipts:

- Issued at time of purchase
- Hides price information
- Exchange or store credit only (not cash refund)
- Standard return window applies

Gift Cards:

- Non-returnable, non-refundable
 - Balance can be checked online
 - Expiration: None (per state laws)
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9. INTERNATIONAL RETURNS

Canada Returns:

- Same policy as US
- Return to Canadian Staples locations or ship back
- Refund in original currency (CAD)
- Customs fees non-refundable

Mexico Returns:

- 15-day return window
- Contact customer service for return authorization
- International shipping costs non-refundable
- Duties/taxes refunded if applicable

Returns from Other Countries:

- Not directly supported
 - Contact customer service for case-by-case evaluation
 - Customer responsible for return shipping costs
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10. EXCEPTIONS & NON-RETURNABLE ITEMS

Non-Returnable Items:

- Downloadable software (once accessed)
- Customized/engraved products (unless defective)
- Opened personal care items (sanitary reasons)
- Hazardous materials (aerosols, chemicals)
- Clearance items marked "Final Sale"
- Services already rendered (assembly, delivery)

Perishable Goods:

- Not applicable (Staples does not sell food/perishables)

Special Circumstances:

- Manufacturer recalls: Full refund regardless of condition
 - Safety hazards: Immediate return and full refund
 - Misrepresented products: Full refund + goodwill gesture
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11. FRAUD PREVENTION

Return Limits:

- Tracked by customer account and ID
- Excessive returns may trigger account review
- Multiple no-receipt returns: Flagged for investigation

Banned Returns:

- Items purchased from non-Staples retailers
- Stolen merchandise
- Counterfeit products
- Items significantly different from what was sold

Consequences of Fraud:

- Return denied
- Account suspension
- Legal action for stolen/fraudulent returns

12. CUSTOMER SUPPORT FOR RETURNS

Return Support Channels:

- Phone: 1-800-STAPLES (1-800-782-7537)
- Email: returns@staples.com
- Live Chat: Available on staples.com/returns
- In-Store: Customer service desk

Return Portal Features:

- Automatic label generation
- Real-time return tracking
- Refund status updates
- Return history for account holders

Escalation Path:

1. Customer Service Agent
2. Returns Supervisor
3. Returns Manager
4. Customer Relations Director

Average Resolution Time:

- Simple returns: Immediate (in-store)
- Standard online returns: 7-10 business days
- Complex cases: 14 business days

- Escalated issues: 21 business days

CUSTOMER SATISFACTION GUARANTEE

If you're not 100% satisfied with your purchase, we'll work with you to find a solution—whether that's a replacement, refund, or store credit.

"Your satisfaction is our priority."

Policy effective: January 1, 2025

Last reviewed: January 2025

Next review: July 2025

For complete terms: staples.com/return-policy