

## **Staples Customer Service – Internal FAQ v2.0 (2025)**

### **Returns & Refunds:**

- Customers can return items within 30 days for a full refund.
- Defective items can be exchanged free of cost.
- Bulk returns require approval from the Corporate Returns Desk.

### **Reorders:**

- Business users can view past orders in the Customer Dashboard and reorder frequently purchased SKUs.
- The system uses machine learning to predict reorder cycles for recurring clients.

### **Delivery & Tracking:**

- Standard shipping: 1–3 business days; Expedited: next-day.
- Orders above \$250 qualify for free shipping.
- Delivery exceptions automatically trigger email alerts.

### **Invoice & Payment:**

- Digital invoices are sent to registered email IDs post-delivery.
- Customers can export invoices in PDF, CSV, or XML.

### **AI-Powered Support:**

- The upcoming Staples AI Assistant (pilot phase) uses RAG-based retrieval to answer FAQs and automate 40% of support tickets.
- Integrates with the CRM for ticket creation and status tracking.

### **Escalation Contacts:**

enterprise.support@staples.com

phone: 1-800-STAPLES-EX