

terms and conditions

Easycare Education Service Plan

In this Easycare Plan ("Plan"), "we," "us" and "our" refers to Staples Canada Inc. (Staples) and "you" and "your" refers to the purchaser of the Plan. By purchasing this Easycare Plan, you understand that this is a legal contract and acknowledge that you have read and accept these terms and conditions.

What the Plan Covers

- **Accidental Claim** – Provide a replacement product or issue a gift card for the purchased value of the original product, provided the product has failed during normal usage under the Plan's term.
- **Replacement Claim** – Provide a replacement product or issue a gift card for the purchased value of the original product, provided the product has failed during normal usage under the Plan's term. The limit of our liability under this Plan shall not exceed the purchased value of the product at the time of your claim, excluding the cost of the Staples Easycare Education Plan.

Deductible

A deductible applies dependent on the price of the device, and the original product becomes the property of Staples (Deductible range: \$0 - \$249.99...\$25; \$250 - \$499.99...\$50; \$500 - \$999.99...\$75). Laptop 3-year plan deductibles are 0-\$249.99...\$35, \$250 - \$499.99...\$60

Monthly EasyCare Service Plans

Coverage begins on date of product purchase and runs concurrently with manufacturer's limited warranty. Plan excludes repairs covered under the manufacturer's warranty. After a diagnostic assessment is completed on the unit, you will be contacted by our Staples Easycare Specialist.

If the unit is repaired, it will be returned to you with all shipping charges back to the store covered by your Staples Easycare Plus policy. If the unit cannot be repaired, you will receive a claim payment in the form of a Staples in-store credit for the current value of the unit. Upon acceptance of the claim payment, the plan has been fulfilled in its entirety.

Product Eligibility

This Plan is limited to eligible students and faculty staff that are governed by a public or private school administration that has been approved for the Education Service Plan by Staples. An expectation must be met of a minimum of 10 devices to be purchased by any group from the approved board, school or classroom.

Term of the Plan

The term of this Plan begins from the date of product purchase. It continues for the specified number of years, except if a gift card or a replacement product is provided under the Plan, in which case the Plan ends on the date the gift card or replacement product is provided. The original product becomes the property of Staples Canada and must be returned to the store before the replacement or gift card is provided. Unauthorized repairs may void the Plan coverage.

A new Plan must be purchased for any replacement tablet or laptop.

Accidental Coverage

Accidental coverage includes liquid spills, drops, cracks, broken AC pins and LCD screens. Accidental coverage is limited to ONE claim over the life term of your Plan. If a claim is made under the Plan, we will at our option:

- Replace the product with the same make and model if available at the Staples store where the claim was opened.
- Or provide a Staples Canada gift card for the purchase price of the product covered (including taxes), minus the applicable deductible listed under Deductible.

In both options, the coverage will end on the date the replacement product or the Staples gift card was issued.

How to Obtain Service

To open a claim during the Plan term, take your product, accessories and proof of purchase (product and Plan) to any Staples Canada retail store that supports this program, or call our toll-free service line: 1-888-723-3444.

What Is Not Covered

The Easycare Plan does not cover damage caused by:

- Failure to provide manufacturer's recommended maintenance or to operate in accordance with manufacturer's instructions.
- Intentional damage, misuse or abuse.
- Fire, exposure to weather, earthquake, Act of God or battery leakage.
- Damage to electronic files and software, including damage caused by repairs not covered under this Plan (it is your responsibility to back up all data residing on any product prior to delivery of the product to us, under this Plan), consequential or incidental damages, including, without limitation, damages for loss of use.
- Damages related to delays in providing service under this Plan.
- Damage of a cosmetic nature or the cost of lost or consumable parts.
- Damage to any accessories or attachments.
- Damages resulting from modifications to any product component.
- Loss or theft of product, software, data or accessories.
- Cleaning and/or other maintenance services.
- On-site service.
- Restoration or recovery of DVDs.

Transfer of Plan

The Plan is not transferable by you.

Cancellation

We may cancel this Plan at our option on the basis of fraud or misrepresentation, or the unauthorized repair of the product. You may cancel this Plan for any reason within 30 days of purchase and receive a full refund on the Plan price, less the cost of any claims paid (if any). To receive your refund, you must return to any Staples Canada retail store supporting this program with this document and all original receipts. After 30 days, no refund will be applied.

Complete Agreement

This document sets out the complete agreement between you and us with respect to the Plan. There are no other representations, warranties or agreements between you and us with respect to the Plan or the product.

solutionshop
TECH SERVICES

**tech services for your
learning devices**

Protect and set up your
learning equipment.



staples 
work. learn. grow.

why Staples Easycare?

Features	Coverage
Coverage begins from product purchase date	Yes
Up to 5 years of coverage	Yes
Accidental damage, including spills, drops, cracks, broken AC pins and LCD screens	Yes
Hardware defects during normal usage	Yes
Immediate in-store replacement on in-stock products for replacements	Yes
Immediate credit via Staples gift card for out-of-stock products for replacement plans	Yes
One-time free battery and/or adapter replacement for laptops only	Yes
Easy to make a claim at any Staples Canada retail location that supports this program or call toll-free 1-888-723-3444	Yes
Replacement device or Repair options*	Yes
Technical support help line by registering your device and extended Easycare plan on https://techservices.staples.ca	Yes

* repair options are only available for Monthly Easycare plan purchases.

register your Staples® Easycare Plan

Please visit <https://techservices.staples.ca> or call: 1-888-723-3444

To open a claim:

Simply submit a request by contacting our Easycare Customer Service hotline at: 1-888-723-3444.

Extended coverage starts on Day One and runs concurrent to the Manufacturer's Warranty.



Staples Easycare educational pricing

Plan breakdown for both tablets and laptops.

Tablets		
Retail Range	2-Year Plan	
0 - 249.99	59.99 - 2904240	
250 - 499.99	99.99 - 2904241	
500 - 999.99	179.99 - 2904242	

Laptops		
Retail Range	2-Year Plan	3-Year Plan
0 - 249.99	59.99 - 2904243	104.99 - 2949407
250 - 499.99	99.99 - 2904244	164.99 - 2949411
500 - 999.99	179.99 - 2904246	

Laptops - Monthly Plan		Monthly Rates	
Retail Range	Plus	Plus with Accidental	
0 - 249.99	4.50 - 242220	6.25 - 242225	
250 - 349.99	6.00 - 242221	8.00 - 242226	
350 - 499.99	8.00 - 242222	10.00 - 242227	
500 - 999.99	13.00 - 242223	17.00 - 242228	
1000.00 +	18.00 - 242224	24.50 - 242229	

A \$50 deductible will apply for Monthly Plan accidental claims and is limited to two claims per term of the policy.

chromebook setup

Ready to use in class or at home:

Consumer setup - \$29

- Unpack
- Full operating system update
- Assist with sign-in and creation of Gmail account*
- Installation of two apps (apps not included)
- 15-minute tutorial
- Pack and provide to customer, or Staples can recycle the packaging responsibly

*Customer must have existing cell phone and email available on-site.

Ready for the classroom:

Commercial setup - \$18

(One classroom minimum. All setups must be completed at the same location.)

- Unpack
- Full operating system update
- Enrollment on the school's management console (information must be provided by customer)
- Repack unit

Additional add-ons:

- Asset Tagging* of the assets - \$2.95 per unit
- Responsible recycling of packaging materials - \$2.95 per unit

*Customer must provide asset tag for each unit and related information.