

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.

Due to technological advances, the selling price of the replacement product may be lower than the selling price of the original product.

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).

Product Eligibility

This Plan only covers products purchased from Staples for which you have paid the correct Plan purchase price. Plan must be purchased at time of product purchase. This Plan is limited to eligible students and faculty staff that are governed by a school board that has been approved for the Education Service Plan by Staples. School board must commit to a minimum of 10 devices purchased with Easycare Educational warranty plans.

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.



Tech Service
Options for your
Learning Devices
Protect and set up your
learning equipment.

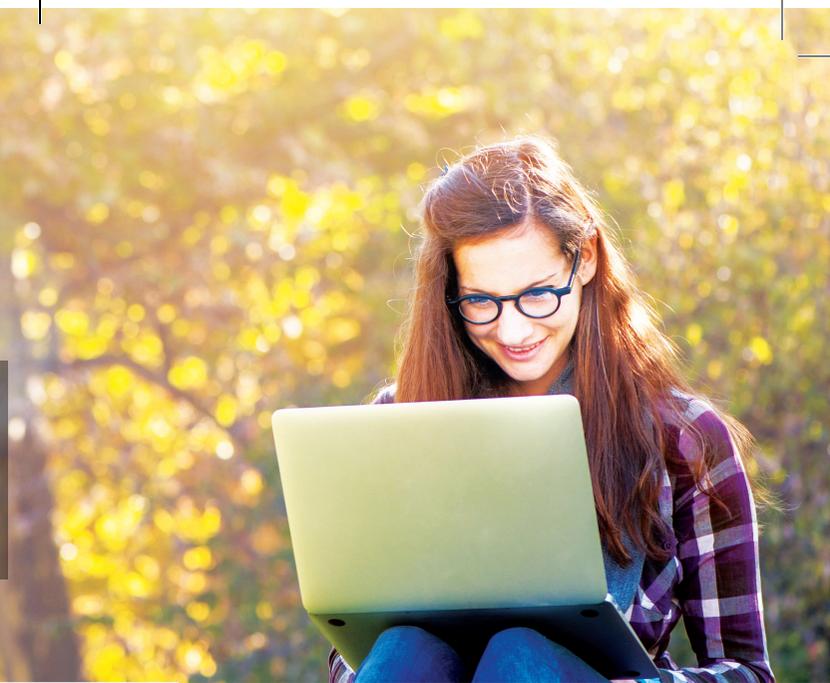
STAPLES[®]

Register your Staples® Easycare Plan

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

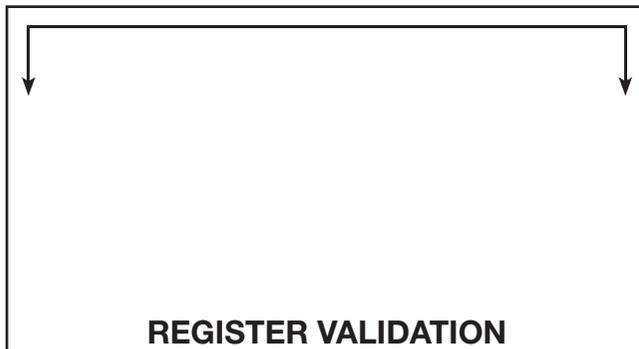
To open a claim:

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.



Why Staples Easycare?

Features:	Coverage
Coverage begins from product purchase date	Yes
Two-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	Yes
Immediate credit via Staples gift card for out-of-stock products	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
Option to repair or replace device	Yes
Technical support help line by registering your device and extended Easycare plan on https://techservices.staples.ca	Yes



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
\$0 - 249.99	\$59.99 - 2904243
\$250 - 499.99	\$99.99 - 2904244
\$500 - 999.99	\$179.99 - 2904246

Chromebook Setup

Commercial setup

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

\$18

(sku 2807222)

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.

Consumer setup

- 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

\$29

(sku 2807223)

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