

Staples Rebate Complaints

Date	Complaint Info Comments
01/25/2012	<p>I purchased tax software from Staples.com. On the product webpage was a link for rebate information it stated the following: Product: Select Tax-Software Rebate reward: \$30.00 Rebate Visa Prepaid Card Learn more about the Visa Prepaid Rebate Card Purchase dates: 01-01-2012 through 04-16-2012 Postmark date: 05-16-2012 Promotion: Get a \$30 Visa (R) Prepaid Card with the Combined Purchase of Select Intuit Quicken Products and Tax Software (Select SKUs, excluding Turbo Tax) at Staples Promotion details: Purchase must be made between 010112 and 041612. Requests MUST be submitted online or postmarked by 051612. To submit online go to www.stapleseyrebat.com and follow the instructions. To mail rebate: STAPLES STORE PURCHASE: Send only the completed rebate redemption form printed from the cash register. You may also send the submission form printed from www.stapleseyrebat.com, or the PDF submission form provided by a Staples store along with your rebate receipt. STAPLES.COM CATALOG PURCHASE: Send the completed rebate redemption form with the ORIGINAL or a COPY of a packing slip. Offer valid in U.S. only. Good for actual purchases by end users excludes resellers and distributors of products and their families. You should receive your rebate within 4-6 weeks after claim is received. All rebates will be issued in US dollars, in the form of a Visa (R) prepaid card, Check, or Staples Gift Card. We are not responsible for lost or misdirected mail and illegible entries. Staples logo and product names are trademarks of Staples and their respective companies. Limit 1 rebate per nameaddresshousehold. For questions about your rebate call 1-877-266-6483. Fraudulent submissions could result in federal prosecution under the U.S. Mail Fraud Statutes (18 USC, Section 1341 & 1342). Keep a copy of your documents for future reference. The VISA PREPAID CARD is not redeemable for cash and may not be used for cash withdrawal at any cash-dispensing location. Each time you use the card the amount of the transaction will be deducted from the amount of your available balance. Additional Terms and Conditions apply to the card. Please refer to the Cardholder Agreement insert provided with your prepaid card. Subject to applicable law, a monthly maintenance fee of \$3 (USD) applies, but is waived for the first six months after the card is issued. No additional fees will be assessed once the card balance reaches zero. Your card is issued by J.P. Morgan Chase Bank, N.A. or MetaBank pursuant to a license from Visa U.S.A. Inc. Cards can be used at any merchants that accept Visa debit cards. Staples reserves the right to substitute a check of equal value in lieu of a Visa prepaid card at its discretion. STAPLES GIFT CARDS are redeemable only for future purchases at Staples U.S. stores. For balance, or if you have questions about your Staples Gift Card, call 1-888-609-6963 or visit staples.com/giftcards. Value can be added to this card at any Staples U.S. retail store. See Staples Gift Card for complete terms and conditions. I interpreted the promotion to be a combined purchase of select Quicken products and tax software with select skus but not turbo tax. There is no list anywhere on the site of qualifying skus. I purchased H&R Block tax software and a case of copy paper. Since there was no list of qualifying skus I then proceeded to process the rebate online. Again, at no time was it ever made clear that there was a specific combination o. PS9000: Office Supply Other-Other Update</p>
02/01/2012	<p>Staples offers an "easy rebate". Its web site says I should get my rebate within six weeks. It has been two months and I did not get my rebate. I emailed them but got no response. I "chatted" with them and they claim check was mailed, but I need to wait 30 days to get a new check issued. This is contrary to what they provide on their site. They make the rebate process very difficult and I havent gotten the promised rebate. I believe Staples uses a company called pargo to handle their rebates. I dont mind following the process, but believe that the information on the staples site is misrepresented and misleading.. PS9000: retail office supplies Other-Other Update</p>

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02/06/2012	<p>easy rebate form was printed from register for rebate offer #12-76746 when spls 8.5x11 multi paper was purchased. 2.99 rebate when information from form was entered into website. the upc # 718103159883 printed on the rebate form was deemed invalid this is an obvious attempt by this company to at any cost reject valid rebates on advertised items. false advertising and fraud It may not seem like a lot of money , but multiply it by the thousands of customers who are defrauded. PS9000: staples office supplies Other-Other Update</p>
02/13/2012	<p>custom SECURITY SHOULD BE THE TOP PRIORITY OF ANY BUSINESS. STAPLES SHOULD TELL CUSTOMERS UP FRONT THAT STAPLES REBAES FROM YOUR STORE ARE NOT PROCESSED IN THE UNITED STATES (EL PASO, TX) BUT IN A FOREIGN COUNTRY. IF I HAD KNOWN THAT, I I MAY NOT HAVE PURCHASED A LOGITECH-M30 WRLS WIRELESS MOUSE FROM YOUR STORE, ON 011112 WITH A \$6.00 REBATE . THE SALES SLIP WITH THE LAST FOUR NUMBERS OF MY CREDIT CARD, GOING TO A FOREIGN COUNTRY FOR PROCESSING REAISES SERIOUS QUESTIONS.</p>
02/11/2012	<p>STAPLES SCAM September 6, 2011-Purchased laptop at receipt attached Mid October- Computer started shutting down on its when opening internet or Microsoft.-Brought it to Staples to be repaired-Sent to HP to be repaired-2 weeks and it was returned-Replaced harddrive and a cord.-Vibrated when turned on.November-attempted to re-return and were turned down, had to find a case number from HP, then Staples would mail it-called HP received great customer service, followed up on the issue.December -Brought it to Staples and we were told they would send it to HP.-Staples said that they would send it but they normally dont send it for customers but because they sent it the first time they would reshipe it for us.-Received a box at our house for us to send the laptop directly to HP-One week later HP called us saying they had yet to receive the computer, and that they needed it asap or the file would be closed.-Called Staples Ryan from tech repaired, he was baffled why HP talked to us he said they dont call customers and that he would look into it, took a week for them to call back-Called back and they said it was not at the store so they would look into the shippingJanuary-Jan 16, Staples called saying they would replace the computer because it was not able to be repaired.-Same day HP called saying they still had not received the laptop, we told them Staples agreed to replace it, they were confused.-Jan 17, picked up and paid 23\$ extra for a new laptop. (upgraded version). Because no similar version was available-Same day, called the manager and asked to have proof that everything was erased. She told me that they had yet to erase it but once they did I could come in and check it out, I agreed to, she said she would call once it was done-Same call. I asked why it was not shipped, was told that their only technician was on vacation in December, and then was sick so he could not mail it and it had taken long enough so they decided to replace it.-Next day we called wanting the 23\$ back and Trish Macpherson said they couldnt.-Jan 25 sent an e-mail regarding the issues we had with Staples to the manager Todd Tait.-Jan 26 He replied (e-mail attached)-Jan 26 Mr. Leblanc called us regarding the repair sticker with our name on it that was located on his brand new laptop from Staples.Jan 27 called lawyer , located in Dieppe.We discussed the situation. He confirmed that it was scandalous and a public safety issue. He also said that Mr Leblanc has a strong case of fraud and should call the police. Its in both our best interest for Mr. Leblanc and I to get together on this to have a stronger case. He has worked on cases before where the mise en garde came into effect (good or bad??)The media, CBCs marketplace/ La facture should be notified.He recommended that we contact Mr. Leblanc to 1)suggest he not tamper with or get rid of the laptop2)explain situation and see if he is willing to get on boardHe wants a day to research and wants to talk again on Monday.We called Mr. Leblanc. He had contacted (went in personally) Staples and informed them of the repair sticker on the laptop. They said that they thought it was new. Then they said it was repaired in Edmundston as the hard-drive had been replaced. They offered him a refund or a</p>

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	<p>\$50.00 rebate. Dave had paid almost \$100.00 more than we had paid for the laptop. He agreed to keep the laptop for now and to cooperate with us. He was planning on calling Staples today, but he decided to wait until we communicate with the lawyer again to see which is the best way to approach this issue. Call made February 7, 2012, to lawyer: Things change so quickly that (electronically) that this lawyer is a bit behind with knowing exactly what to do. Consumer rights laws are not very strong. Private information protection laws may have something there, but he has never had experience here. He would be hesitant in his confidence to guide us properly. Please refer to someone else who would be more up to date with this field. Than</p>
02/14/2012	<p>This is a rebate issue. I bought a Toshiba Satellite L775D-S7222 laptop from the Staples store located at 1600 Mid Valley Drive in Steamboat Springs, CO, on 9/20/11. The price was advertised as \$699.99, with \$150 'instant savings,' and with an additional \$100 'Microsoft student' rebate. The sales associate explained to me that if I had a student email address and/or a valid student ID, that I could get this 'student' \$100 rebate. When I went to the website as instructed by the sales associate, the site froze up while I was in the middle of entering my information. Since that approach did not work, I then mailed the rebate application to Staples on 9/28/11. Three weeks later, I received a postcard from Staples which said that my request could not be honored because: 'Missing Purchase Date, Missing Staples Order Number, The Submission is Invalid. Duplicate Submission, Invalid postmark date or online submission date. To resubmit for this offer you must return this card and any validating information to the address shown above by: 11/08/2011.' On 10/27/11, I sent Staples the original cash register receipt, which obviously had the purchase date and order number on it. I included another photocopy of my student ID, and I attached a letter in which I said that I did not make a duplicate submission, and that my rebate submission was postmarked 9/28/11, which was within the correct rebate window. It is now the middle of February, and I have not received any rebate money, nor have I received any further communication from Staples. This rebate would have reduced the price of the laptop to a range which I felt I could afford, and I would not have purchased it if I knew that Staples would not honor their word. --- Additional Comments: I would like Staples to acknowledge my complaint and honor their rebate offer. I completed everything which was asked of me with punctuality and in good faith. It is odious for Staples to take advantage of struggling students with obstructionist rebate policies, an inadequate rebate website, and essentially fictitious pricing.'</p>
02/11/2012	<p>Bought product (Norton Internet Security). Staples offered rebate - \$40 Prepaid Card, Rebate offer # 11-67406. Submitted rebate (Rebate tracking number 503189305) on 11/25/2011. Rebate to be sent within 8 weeks after submission. As of this date I have not received the prepaid card. When I made inquiries, I was told to wait. I have waited and have not received card. It is now 12 weeks. -- - Additional Comments: receipt of card and Staples should have to correct its process of rebates to ensure that they fulfil their promises.'</p>

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02/08/2012	<p>I saw staples.com offered Free after \$55 rebate software Trend Micro Titanium Maximum Security 2012 (Item: 368662) until 2/4/2012, so I submitted my order (#9224780294) at 11:58pm CST. But I did not see any order confirmation email. And when I try to check my order history in my online account, it showed 'this service is not available'. So I believe my order just did not go through. However, when I got up next morning I saw an order confirmation email sent from staples.com at 4:49 AM CST. I was surprised and call customer service right way to cancel this order because I worried that I won't get the rebate. I was told that the software I purchased is a downloadable version and could not be cancelled. I said I understand that policy but if I knew that an order placed won't went through until next day, which would affect the rebate. I was told that delay may resulted from a weekend website update and said he will put a note on the order to let Staples' own Easy Rebate department consider the situation I encountered. I then contacted the Easy Rebate department, and was told that order delay happened before with some customers, and let me contact their department again 3 days later. ' Today(2/8/2012), I contacted the Staples' Easy Rebate department, and was told the I can't get the rebate because their record shown the order date was 2/5 and suggest me to contact customer service again. I then called customer service and spoke to a supervisor. He said he will contact the Rebate department to find a solution. After 30 min, when I called in again, another CSR told me that the supervisor had contacted the rebate department and nothing can be done.I was very upset about this result and felt that I was paying \$55 for the error of slow web computer server of the company that is good at selling computers and business technology product. I want to get the rebate I deserved. And also want to see Staples.com improve their website and avoid this situation happening again and again on the customers. --- Additional Comments: Improve the website server to avoid order delay.'</p>
02/10/2012	<p>I WAS SUPPOSE TO RECEIVE A 40.00 REBATE ON MY PURCHASE OF A NORTON INTERNRCT SECURITY PACK WHEN I BOUGHT MY Acer laptop on dec. 24 2011 staples sent me an e-mail ON jan. 23rd 2011 saying the dreaded check waS IN THE Mail i never received it as of now i -mailed them 3 times in 20 min. and got no response can you help me ?>?>? --- Additional Comments: give me what they promised or i would not have bought it'</p>
01/11/2012	<p>Staples has an EPSON Workforce 1100 printer on sale for \$79.99 after an instant \$100.00 store rebate until 01-14-12. Problem is none of the stores in my area have this printer in stock, nor will they order one, not to mention honoring the sale price. In one instance, I settled for the display model, only to find out that it had no ink, On 01-11-12, I returned the printer and was giving a full refund. --- Additional Comments: Obtain this printer for the sale price of \$79.99'</p>

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01/19/2012	<p>To: Attorney General Martha Coakley Better Business Office From: (b)(6) North Easton, Ma (b)(6) Phone (b)(6) I am filing a complaint do to the fact that I feel that I was scammed by Staples and Sage Peachtree (\$190.00) for the following reasons: 1. When a gift of the Peachtree software was purchased from Staples with a rebate offer on October 11, 2011, my daughter was assured that there was a rebate offer of \$190. (See attached receipt) 2. The Rebate redemption was mailed in on October 20, 2012 (see Staples information on rebate with appropriated documentation completed). 3. Required of the rebate was obtaining the serial number and registering the software to obtain ID (see Attached). 4. The only item I don't have a copy is the upc from the box, it was in the envelope. I contacted the rebate company on January 15, 2012 on the status and they told me that the UPC was not in the envelope it was. I spoke to a supervisor Roli EXE15 was the name he gave me and I printed the information of the web site of Rebate submission detail (see Attached). He told me their was nothing that could be done. I told him I would send the original software back, he told their was nothing he could do. THIS IS \$190.00. I contacted Staples and spoke to Talom which told me the same. I feel I was scammed out of my daughter's money she paid in good faith for a gift and never received her money back. The upc was in the envelope that I mailed but they miss placed it this is convenient so they will not have to pay. I have attached all the documents above and a copy of the software to prove I own it and the serial number and id prove it as well. I expect that the money will be returned --- Additional Comments: Staples, Sage or rebate company payment'</p>
02/24/2012	<p>Staples had a national ad in Kansas City Star paper offering Kleenex for free after Rebate. When I arrived at the store it was sold out of the product. I asked for a rain check and was told Staples does not give rain checks. I was told they would have more product later in the week, I asked if they would honor the advertised rebate and was advised they wouldn't honor it after 2/19. I am a retired US Army Corps of Engineers Trial Attorney. If my memory serves me correctly the practice of not honoring advertised specials is not legal and many years ago the FTC took action against such practices. If this is still the law Staples, a national firm, should be called to account. Thanks. PS9000: Office Supply Store Chain</p>
02/17/2012	<p>Staples offered a \$20 prepaid visa card rebate for the purchase of two of the same HP toners at Staples. In the ad, it also said a 2 pak HP toner is consider a single toner for the purposes of the rebate. I went to Staples on 2 separate occasions. On each visit, I bought one pak of HP 36A and a 2-pak of HP 36A. I submitted the 2 rebates as each household is limited to 2 rebates. Recently, I was told by Staples rebate center that my purchases were invalid. I was told I had to purchase 2 of the same item, not 2 of the SAME HP toners as the Staples ad and its rebate form clearly indicated. There was nothing on its rebate form that said I had to purchase 2 of the same item. It just said I had to purchase 2 of the same HP toners. I believe I satisfied my part of the rebate agreement by purchasing 2 of the SAME HP toners. Staples should honor their end of the agreement by accepting my rebate request. I contacted the customer service live and on internet chat, but the representatives refuse to reverse the denial on the rebate submission. --- Additional Comments: I am requesting Staples to approve my 2 rebate submissions and an apology for misleading advertisement and lousy customer service.'</p>
02/13/2012	<p>I HAVE BEEN DENIED A REBATE. THIS IS THE SECOND OR THIRD TIME I HAVE HAD THIS PROBLEM WITH STAPLES. ONCE AFTER CALLING THEM I GOT IT BUT THIS SHOULD NOT BE NEEDED. --- Additional Comments: 2.99 REFUND AND AN APOLOGY. MORE IMPORTANTLY AN HONEST REBATE POLICY!!'</p>

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02/16/2012	<p>STAPLES SCAM September 6, 2011-Purchased laptop at receipt attached Mid October-Computer started shutting down on its own when opening internet or Microsoft.-Brought it to Staples to be repaired-Sent to HP to be repaired-2 weeks and it was returned-Replaced hard drive and a cord.-Vibrated when turned on.November-attempted to re-return and were turned down, had to find a case number from HP, then Staples would mail it-called HP received great customer service, followed up on the issue.December -Brought it to Staples and we were told they would send it to HP.-Staples said that they would send it but they normally don't send it for customers but because they sent it the first time they would reshipe it for us.-Received a box at our house for us to send the laptop directly to HP-One week later HP called us saying they had yet to receive the computer, and that they needed it asap or the file would be closed.-Called Staples Ryan from tech repaired, he was baffled why HP talked to us he said they don't call customers and that he would look into it, took a week for them to call back-Called back and they said it was not at the store so they would look into the shipping January-Jan 16, Staples called saying they would replace the computer because it was not able to be repaired.-Same day HP called saying they still had not received the laptop, we told them Staples agreed to replace it, they were confused.-Jan 17, picked up and paid 23\$ extra for a new laptop. (upgraded version). Because no similar version was available-Same day, called the manager and asked to have proof that everything was erased. She told me that they had yet to erase it but once they did I could come in and check it out, I agreed to, she said she would call once it was done-Same call. I asked why it was not shipped, was told that their only technician was on vacation in December, and then was sick so he could not mail it and it had taken long enough so they decided to replace it.-Next day we called wanting the 23\$ back and Trish Macpherson said they couldn't.-Jan 25 sent an e-mail regarding the issues we had with Staples to the manager Todd Tait.-Jan 26 He replied (e-mail attached)-Jan 26 Mr. Leblanc called us regarding the repair sticker with our name on it that was located on his brand new laptop from Staples.Jan 27 called lawyer , located in Dieppe.We discussed the situation. He confirmed that it was scandalous and a public safety issue. He also said that Mr Leblanc has a strong case of fraud and should call the police. Its in both our best interest for Mr. Leblanc and I to get together on this to have a stronger case. He has worked on cases before where the mise en garde came into effect (good or bad??)The media, CBCs marketplace/ La facture should be notified.He recommended that we contact Mr. Leblanc to 1)suggest he not tamper with or get rid of the laptop2)explain situation and see if he is willing to get on board.He wants a day to research and wants to talk again on Monday.We called Mr. Leblanc. He had contacted (went in personally) Staples and informed them of the repair sticker on the laptop. They said that they thought it was new. Then they said it was repaired in Edmundston as the hard-drive had been replaced. They offered him a refund or a \$50.00 rebate. Dave had paid almost \$100.00 more than we had paid for the laptop. He agreed to keep the laptop for now and to cooperate with us. He was planning on calling Staples today, but he decided to wait until we communicate with the lawyer again to see which is the best way to approach this issue.Call made February 7, 2012, to lawyer: Things change so quickly that (electronically) that this lawyer is a bit behind with knowing exactly what to do. Consumer rights laws are not very strong. Private information protection laws may have something there, but he has never had experience here. He would be hesitant in his confidence to guide us properly. Please refer to someone else who would be more up to date with this f</p>
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Staples Rebate Complaints

01/21/2012	<p>I purchased products with Staples that were eligible for Easy Rebates. I got an email in November saying my rebates had been mailed. In between then and now, I have emailed and called Staples/Parago on 5 separate occasions and they have supposedly issued stop payments on checks and reissued them and remailed them. I should have received the checks on three separate occasions, based on what they've told me. I have never received the rebates and they are unable to provide me with the days that the 3 (now 4) checks have supposedly been mailed. Knowing that continually issuing stop payments costs far more than the value of the rebates (\$17.98 and \$3.98 for a total of \$21.97) as well as the conflicting information I was continually given when I called and dealt with web chats (ie - they cannot reissue checks until 30 days have passed which was untrue as they reissued before 30 days the third time I called, I was given several different days my checks were issued, etc), I do not believe my checks were ever mailed. It is inconceivable that three checks would have been lost in the mail. Inconceivable. I filed a complaint with Parago through the Better Business Bureau and the response I got was that in my most recent correspondence, a check had been reissued for \$17.98 (which I have NOT received, obviously) so the resolution they gave me was to give me a \$3.99 check which I can supposedly expect within 7-10 business days. Every other time I spoke with the reps, they informed me that both rebates would be issued on one check and each time the supposed check was for \$21.97. I do not understand why they would, this time, decide to write a check for only \$17.98 and think that would satisfy me, nor do I understand why with the Better Business Bureau complaint, Parago felt that a \$3.99 check was a satisfactory solution, given the time and effort I have spent trying to get this \$21.97, the fact that I have not received the \$17.98, and the fact that all previous checks have NEVER arrived. Because Parago represents Staples in the rebate department, and Parago has failed to provide me with my rebates after I complied with their process and they informed me I would be receiving my rebate, Staples has failed. I reached out to Staples reps via Twitter, and they felt sending me a \$25 coupon was a satisfactory response. I will never shop at Staples again, and a \$25 off coupon that I can only use at Staples does not take the place of a check for \$21.97 that I should have received months ago and that I could cash and spend ANYWHERE. I will not be using the coupon, and if I do anything with it, I will be donating it to a local non-profit who can use office supplies. I will copy and paste the text below from my correspondence with Parago through the Better Business Bureau. Consumer's Original Complaint :I purchased 2 packs of HP photo paper and 1 ream of HP printer paper at Staples in October. I submitted the rebate info on 10/26. I received an email on 11/22 saying --- Additional Comments: Staples and Parago work together and take responsibility for consumer satisfaction regarding rebates for products purchased at Staples. Because Parago has failed to send me my \$21.97 rebate, Staples has failed. I have invested a considerable amount of time between the 5 phone calls, emails, and webchats as well as the time invested trying to deal with customer service reps via Twitter, as well as filing these Better Business complaints, and now simply sending me \$21.97 will not be enough. I would like Staples to send me a Visa gift card (NOT a Staples gift card. A Visa gift card can be used anywhere - between Staples and Parago, I am CERTAIN to never shop with Staples again) for double the amount of my rebate IN ADDITION to a check for the rebate amount sent to me by either Staples or Parago. I would also accept the Visa gift card for double the rebate amount as well as \$21.97 deposited into my Paypal account should Staples feel that is more appropriate at this point t</p>
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Staples Rebate Complaints

01/25/2012	<p>I bought 2 Hp laptops in or around the end of October. Both were advertised with 50 rebates. I filed for the 2 rebate thru the Staples website and got a reply early November that they had been received and to allow time for the rebates to be mailed to me. In late December I made several contacts with Staples customer service to follow up on this I was treated very rudely. But I kept calling, I had no intention of letting this slip thru the cracks by Staples or anyone else for that matter. By the time I had talked to a couple different reps I was so mad that I just kept pushing. Finally I got in touch with Ariel Rolon with the Presidents office on Dec 27 with me making a complaint directly to the Presidents office. I had several conversations verbally and thru e-mail over the next few days. I was promised that he would make sure that HP mailed the rebates to me and would make up for my trouble by sending me a 30.00 Staples gift card for my trouble. This has as yet not happened. On the 30th day of December he said that HP was not being co operative with the rebates and he would get a check cut from Staples to rectify this and he would expedite this so this would not continue any longer. This as of yet has not happened. I have send follow up e-mails to Ariel and I did not get any reply since the conversations that took place in December. Also I have once again contacted the Presidents office to no avail. I dont think Staples has any intentions of making good on their promises to me at this point. I am sick of dealing with this, and it is highly unlikely that I would shop in Staples again. Any place near me that has a Staples also has an Office Dept or Best Buy or many other places to shop. I just dont need to do business with someone that makes promises and then just ignores you afterwards..... --- Additional Comments: They need to do at least what they said they were going to do. Any other offer is not acceptable.'</p>
03/01/2012	<p>I was sent an e-mail from Staples advertising a special \$19.99 price for a case of 8 1/2 x 11 multipurpose paper for rewards customers. I drove way out of my way for this special price (20 miles in each direction). When I attempted to use the coupon they wanted to charge me \$48.99, but I could fill out a form for a rebate to be paid at a later date. NO WHERE on the coupon did it state that there was a rebate for this speical purchase price. I did not bring that much money with me so I did not purchase the item and wasted time and money for NOTHING! If they would have simply advertised a rebate instead of a case of paper for \$19.99 I would not have made the trip in the first place. I do still have the coupon and can scan it to forward it to you if necessary. Even the store manager agreed that it did not state that there was a rebate involved, but he said he could not do anything about it. --- Additional Comments: '</p>
03/02/2012	<p>I received an e-mail from Staples with a download and print page to redeem a case of copy paper which was valid in store only. the price was \$19.99 with this coupon. The item number was 513096 with a limit of one per customer and a valid through date of 3/3/12. I went to the local Pine Bluff Staples, got the case of paper and proceeded to the checkout. I showed them my Staples Reward card and the price showed just over \$49. I asked about the coupon and the assistant manager said it was a mail in rebate. No where on the form does it specify a mail in rebate. Only that the case of paper was \$19.99 with this coupon. My wife tried to also buy a case of the paper and she was told the same thing. --- Additional Comments: I want the store to honor the coupon for \$19.99 even after the expiry date of 3/3/12 because by the time this is taken care of the coupon will have expired. I think if the store advertises a certain price and no other stipulations, they ought to be held to it.'</p>

Staples Rebate Complaints

03/23/2012	<p>I tried to submit a rebate via the Staples Easy Rebates website, as it said I could on the Rebate Redemption Form I received along with my purchase receipt (the purchase was made on February 20). Last night, when I entered the rebate information on the Staples Easy Rebates website, it said that the rebate did not qualify for online submission and that it would need to be mailed. I then used the customer service web chat, but the representative, Shauna, who said she was a supervisor, said that there was nothing that could be done. When I noted that the redemption form explicitly stated I could submit the rebate online, and since it said that, I should not be expected to spend the time or money to manually fill out a rebate form, make scanscopies of the rebate form and receipt for backup, and mail the rebate. Shauna then said that they would need the redemption form to verify that what I was saying was true (In essence, Shauna was accusing me of lying, when it was Staples that was lying to me!). As it stands now, Staples is breaking the law by not honoring the terms stated on its own rebate form. At the bare minimum, I fully and reasonably expect Staples to honor the terms of the rebate as was printed on the redemption form I was given (a rebate of \$11.99) as well as some consideration from the mistreatment and frustration I incurred as well as the time spent on this matter. For reference, the receipt number is (b)(6) and the Rebate Offer Number is (b)(6).. PS9000: Refusal to honor rebate terms/breach of contract Other-Other Update</p>
03/23/2012	<p>I attempted to submit a rebate for which I qualified via the Staples Easy Rebates website, as the Rebate Redemption Form that printed with my purchase receipt said I could. When I attempted to enter the rebate information, the website said that the rebate did not qualify for online submission (even though it is explicitly stated - twice - on the redemption form that it did) and that I would need to submit the rebate via mail. I then accessed the customer service web chat, where I gave detailed information about my problem. The representative that was addressing my problem, Shauna, said that there was nothing that could be done and that I needed to mail the rebate, even though it explicitly states on the redemption form that I can submit the rebate online, and she was a customer service supervisor that should have been able to fix the problem. If Staples will not honor the terms of the rebate as it was printed on the redemption form, I am sure that would be seen as an illegal breach of contract in any just court of law. Furthermore, it is unfortunate that I received such dismissive treatment from a customer service SUPERVISOR. At the very least, Staples needs to honor the terms of the rebate as printed on the Rebate Redemption Form I received. The receipt number is (b)(6) and the Rebate Offer Number is (b)(6). --- Additional Comments: Staples MUST, at the very least, honor the terms of the rebate as was printed on the Rebate Redemption Form that I received (\$11.99 rebate).'</p>
02/27/2012	<p>I was given a credit card of 6 month zero percent APR although i was charged with interest and never received mail in rebate.50 dollars --- Additional Comments: Refund the interest and i should get the 50 dollar is coupon that i was promised when i purchased the laptop'</p>
03/04/2012	<p>There is my second complaint regarding Staples so call easy rebates. Well, after all those rebates is just the way for Staples take some of consumer's monies.On February 16 I placed an order with Staples.com for a Nook Simple Touch ebook reader and a software. (Order (b)(6)My order was delivered on February 20 with no issue, I submitted easy rebates for both items, the rebate for Nook reader was in the form of Staples gift card.easy rebte tracking number (b)(6)For my surprise I received a post card, stating that my rebate for the reader can't be processed as all the required products weren't submittedI check the easy rebate status, it says validation in progress.Was trying to contact Staples rebate processor, but it didn't help. I believe that Staples using online submission to avoid nail fraud chargesfor rebate non payment --- Additional Comments: I want Staples processed my rebate immediately and stop defrauding consumer with its so call easy rebates'</p>

Staples Rebate Complaints

<p>03/25/2012</p>	<p>This is second complaint (first 8891538). This complaint is about replacement computer offered as a result of complaint 8891538. I was lied to and completely misled about quality and capabilities of replacement computer and would just like to get a refund of \$805.64. The computer is still in original box has never been used, or even turned on. First, I am late with my reply. Had major flood in my home and have been dealing full time with plumbers, plasterers and painters. Without for phone for over two weeks (AOL internet user) and had to have a new telephone line installed. Also contacted you two weeks ago but never received an feedback.. Late February contacted by Jared McKinney who identified himself as store manager at Staples where I had my problem. He was very solicitous and apologetic regarding my problem and assured me he would take care of the matter but was under pressure to settle quickly and I had to come in the next day. He told me the model computer I had tried to buy (DV7-6163) was no longer available and he had scoured his inventory and found me an even better computer with more features and at a lower price. I repeatedly asked him if it had the same features as 6163 and he assured me it was a better computer. I went in the next day and purchased model DV7-6B32US along with MS Office Home and Student and with Norton Security. Yesterday, March 10, (when I last attempted to contact you re 2nd complaint) was the first opportunity I have had since flood to sit down and look at my purchase. First thing I noted style number on box and called HP and asked them to compare with original computer 6163. They told me replacement model had less memory and was an older model. Model 6163 had 6GB RAM and 750GB hard drive whereas the computer sold to me had 4GB RAM and 640 hard drive. Memory is a very important feature to me and Mr. McKinney repeatedly assured me I would have plenty and not to worry. This is not the case and I feel once again I have been deceived by a fast talking, albeit very polite, manager at Staples. I have not even taken the laptop out of the box and would return it immediately except for the fact that I also purchased MS Office and Norton Security which were installed at Staples when I purchased the unit. This has been such a long, drawn out and unpleasant experience that I would just like to return the laptop along with MS Office and Norton. I paid a total of \$805.64 cash and would like a full refund. I have not submitted any rebate forms. I am 70 years old and not up to date on all the latest computer jargon, but that does not mean I'm mentally challenged. I don't understand why these people think they can treat people with so little respect. I would appreciate any assistance you can provide me. Thank you. (b)(6)H: (b)(6) --- Additional Comments: Return computer to Staples for full refund of \$895.64.'</p>
<p>04/07/2012</p>	<p>I went into the store and bought an printing paper that was advertises as \$3 after rebate (In store only). At the cashier I was told that I have to go online to get the rebate. That was already different than what the sign reads but I did not complaint and went back home. I tried to get online to get the rebate but the system did not recognize my email for rebates (it does for promotional purposes though). I called the store and asked to talk to the manager. I was transfer to a male who instead of solving the problem hang up on me. I think that the store is committing fraud. --- Additional Comments: I believe that I deserve a full refund (\$6.48). This includes the advertised \$2.99 rebate plus \$3.49 courtesy from the store because of this annoyance.'</p>

Staples Rebate Complaints

04/09/2012	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: On November 28,2011, went to Staples to purchase a pack of CD's, saw the sales circular where a Norton Internet Security 2012 was given an instant store discount of \$20, plus a rebate of \$39.00 offered by the manufacturer (Symantec. Corp). I asked Salma (store's cashier)on which shelf I could find it; she bent down and gave me one from a basket located on the floor. I enquired about the rebate from the manufacturer to which she replied: " You just go to Staples.com and fill out the information they request and then you will have to wait up to six weeks to get the rebate". I did as told, but five weeks passed and didn't get any notification about the manufacturer's rebate. I visited symantec.com and found out that I was supposed to get a form the store and mail it out to them in order to receive the rebate. I went to the store, noticed that the manager, Mr.Carlos Urena, did not want to handle the case with me and Mr. Alessandro took my case and verified that I indeed went to the web and filled out the information requested by Staples (#3536099140)and gave me a copy of the transaction. Then they said that it was too late (I was still had one more week). After having installed the software three months my PC was malfunctioning; a technician tells me that the Norton Internet 2012 that I got was not compatible with my windows 7 PC; since it was infected with trojans and malware. He removed it and replaced with a MacAfee software. Now, I'm asking: why did the cashier gave me the wrong information and why the store management did not offer any possitive assistance to solve this case? Was that ad a real offer or just a bluff by the store management? Am 72 years old and never seen such indifference from store management.</p>
04/27/2012	<p>I placed an order for a Dell laptop from Staples.com with offer'Save an additional \$50 after easy rebate, Also receive a \$100 Visa Prepaid Card with purchase after rebate savings.'. Before I placed the order I call the 800 number of Staples to confirm this offer and be told that the \$50 refund material will be come with the laptop. But when I received the Dell laptop there was no any information on how to get the \$50 refund. So I sent email and chat with customer services of Staples to ask the refund. I was told that Staples refused to refund \$50 and 'Staples is not responsible for advertisement that it made'. Staples is refuse to honor what it advertised price.This is a fraud business practice! --- Additional Comments: \$50 refund/rebate.'</p>
04/10/2012	<p>On 02/18/11 I bought Norton 360 for up to 3 computers. I saw that on the 20th this
product went on sale for \$14.99. We paid 49.99. We went to the store on the 25th to get the price difference since we are within the time frame and the sale on that item is not over until the 26th.
We were told by 3 different people that the current price is \$49.99, not the advertised \$14.99. I emailed the company and was told that the price is in fact \$24.99 not \$14.99 nor \$49.99 and that in order to get the difference I had to buy during a 6 day period and send in the rebate. This is not the first time that this store has had issues with following the policy they have of giving the difference in price as long as it is found within 14 days --- Additional Comments: The price difference of \$35 between the \$49.99 we paid and the advertised price of \$14.99'</p>

Staples Rebate Complaints

<p>07/12/2012</p>	<p>Staples offered a coupon on their website for specific External Hard Drives, for in-store purchase. I went to my local Staples store to purchase 2 of the drives offered. For both items I had presented to them printouts their website item pages showing price & model #s, and the coupons. However, when I went to purchase them, they said their coupons did not mean what I thought they stated! The first coupon read: "Save \$129 with coupon. Seagate FreeAgent GoFlex 1.5 TB. 912285". The reg. price was \$179. I thought the price should be \$50, but they charged me \$129!. I bought this one, but had to use several Staples Rebate checks that I did not intend to use now, in order to bring my out-of-pocket cost down! The clerk told me they had to sell it for the amount the coupon scanned into the computer at. The second coupon read: Save \$89 with coupon. Seagate GoFlex Desk 1 TB. 365892". This reg. price was \$100. I thought the price should be \$11. They were going to charge me \$89, but I was so shocked (and didnt have the money to pay the high prices of both) that I declined to buy it for the \$89. I requested several times during the purchase that they honor the stated coupon price on both items, but the clerk said I was wrong. I sent emails to Staples, along with appropriate documentation. I requested they honor their coupon and refund the price difference in either cash or store credit. Each time they denied my request. I feel they were purposely misleading in their advertising: The coupon stated one price, then at time of purchase they said the coupon said a different price - cute. I have been shopping at this same brick-and-mortar store since they opened years and years ago, and have spent ALOT of money there. I understand that the problem may not be with the store, but rather with the Corp. for how they worded their coupons. Staples should have to honor their coupons and should have sold both of the items to me at the coupon prices. I would be happy to supply copies of documents supporting my claim. Thank you for your consideration. I appreciate your help.. PS9000: False/Misleading Coupon for product purchase Other-Other Update</p>
<p>07/10/2012</p>	<p>they advertised that there would be a full rebate in the form of a company issue credit on products purchased. I wracked up a qualified purchases rebate total exceeding \$63 and they never sent it. I contacted them and they said it is too late to do anything about it. This is unacceptable especially since the amount was always a company issue credit. They can provide credit to their own world wide company in compliance with the promise advertised. --- Additional Comments: comply. They no longer mail a paper document so they claim to email and this has yet to be received. I prefer a paper document in order to avoid these hassles. I would appreciate AT LEAST the promised value in refund or at the very least a staples reward voucher in at least \$63 , as originally promised.'</p>
<p>07/11/2012</p>	<p>I Purchase 4 50 Packs Of Photo Paper At \$9.49 Each And It Said You Would Get A \$8.99 Rebate On Each One. Also Purchase 2 Multipurpose Paper 500 Sheets At \$6.99 Each And It Said You Would Get A \$6.74 Rebate On Each Also Purchase 2 Staples 2013 Desktop Calendars At \$4.99 And It Said You Would Get A \$4.99 Rebate On Each I Purchase A Back To School Savings Pass For \$10.00 That Give You 15% Off The Item I Purchase After I Purchase The I When To Put In For My Rebates I Find Out That The Purchase Where At A Lower Rebate Price Then In The Ad The Store Mgt. Said Because The Savings Pass Lower The Rebate But There Is Nothing In The That Said That I Ask If He Would Refund The Money For The Savings Pass And Repurchase The Items With Out The Savings Pass He Said No Also I Called Customer Service She No --- Additional Comments: Refund The The Cost Of The savings Pass + Gave It Stated In There Ad So You See It Not That Later You Find That It Lower Your Rebates'</p>

Staples Rebate Complaints

06/27/2012	<p>I purchase a HP Office Jet wireless printer on 2/29/11 for a rebate price of \$107.98 (full price 129.98). When purchasing the printer the sales rep informed me about the 2 year warranty in which I had any problems with the printer I could just take it back to the store and exchange it hassle free. I went ahead and purchase the warranty for \$14.99 for this stated convenience. In early June 2012, I had problems with the printer and took it back to the store to exchange it. I was told first my the sales rep and then by the sales manager that their process requires me to call toll free number and try to troubleshoot the product and then if it could not be fixed staple would mail be a card with the amount of the printer for me to use towards another purchase. I informed the manager that this is not what I was told when I purchased the insurance and this is very inconvenient as I need the printer now and don't want to go through a cumbersome process. She apologize and informed me that the employee was new but they don't have the printer in stock any more so couldn't do an exchange anyway. On 6/27/12 I called staples and spent 30 minute registering my product, another 10 minutes being transfer and re verifying my information, and another 5 minute correcting information. Afterwards, the representative stated that I see you just recently purchase your printer a few months ago and proceed to inform me of Staples policy that they do not provide support for products still covered under manufacturer warranty. I informed the representative that was not what I was told when I purchased the insurance and recapped my conversation with the store manager. After a good 10 min discussion, I was informed that she can give me the manufacture number and transfer me but there is nothing else she could do. I informed her she can give me back the \$15 I spent on the insurance that sold to me under false pretense. Not only did Staple did not respect my time they had 3 opportunities to inform me that their insurance program does not take affect until after the manufacturer warranty expires. This would have at least save my an hour of time where I could of been spent working. --- Additional Comments: I would like Staples to change their policy and offer their employees better training as well as provide me a working printer. Their current insurance program process does not respect the consumer's time and makes it unnecessary difficult for the consumer to receive the insurance service purchase. Who has an hour to spend on the phone to troubleshoot or exchange a printer. It would be easier just to buy a new printer! Take notes from Best Buy- they offers hassle free exchanges with their insurance program which is why I fully believe the staples representative that sold me the insurance.'</p>
07/13/2012	<p>Enclosed ad from July 8-July 14, 2012 has big red 'Free after easy rebate Staples 2013 desktop calender 22X17 for 4.99-4.99 easy rebate = Free 445845 limit 2 rebates per house. Hold offer valid on January 2013-December 2013 deskpad calender SKU445845 only.

I wanted to buy one may be tow. I asked a cashier where they were and she said staples meant to get rid of the 2012 calenders now that its July.! I could not even get her to write a rain-check for a free one likely available in November 2012 for 2013. There was no notice posted and cashier had me believing I was getting end of 2012 and all of 2013 until I kept asking if i was hearing correctly (see complaint online). DA --- Additional Comments: want rain-check for the same type of calender, free with the 2013 dates.'</p>

Staples Rebate Complaints

07/19/2012	<p>Went into Staples for an ink cartridge and was aware of the \$2 credit for turning one in for recycling. There was a sign posted at the area that not only do you get the credit for that but also an additional \$2 for being in the Staples membership card program. It does not state that you must spend \$100 in a 3 month time span (quarter) in order to receive the credit. I was told by the cashier to call the 800 number which is the rewards number (800-793-3320) to have the voucher mailed to me for both credits. I called and got the credit for the cartridge but got the runaround by the operator so I asked for a supervisor. Brittney is who I spoke to and she told me that it was in the sign up forms that I filled out almost 2 years ago. She could not exactly tell me where in the contract it was and I proceeded to tell her that most consumers do not and nor do they look for that kind of stipulations when they sign up. The card at the product did not have this stipulation spelled out so I took it for face value and made the purchase, only to find out I do not get a voucher for being a member. I find that to be deceitful in their practices of getting people to purchase product from them. --- Additional Comments: I would like to get my \$2 credit I deserve for being a member and it should be spelled out on their advertising what it takes to qualify for the rebate in the first place. This was the only reason why I bought the product in the first place from the store.'</p>
07/14/2012	<p>On or around February of this year, I purchased from staples.com some tax software, TurboTax. There was an offer for getting Quicken for \$29.99 along with a rebate for \$29.99 if purchased with tax software which was prominently displayed on that page. I bought the Quicken product since it was nearly free and applied for a rebate using Staples Easy Rebates. I was denied this rebate 3 months later because TurboTax was excluded. However, this was in fine print and the web page for TurboTax clearly had Quicken offer on there. I am very disappointed at not getting this rebate. The staples order number is: (b)(6) The rebate number is: (b)(6) --- Additional Comments: \$29.99 rebate'</p>
07/24/2012	<p>When the salesperson offered me the warranty I specifically asked if the printer would be replaced if it broke. He assured me with the warranty the printer would be replaced with the same or upgraded model. When I took it in the manager first denied the warranty then stated their warranty is with a new company that no longer honors that warranty. The warranty that I bought is the one that should be honored. Also when I purchased the printer I traded in my printer (was in perfect working order but did not have picture printing) for a \$50.00 dollar rebate that I used to purchase my printer that was \$199.99 dollars but was on sale at that time for \$99.99 dollars. But the manager called the company and they only wanted give me a \$50.00 dollars Staples only gift card, which they never sent but also expected me to send them my printer so that could fix and resale as refurbished. I do not feel that is fair. They to exchange mine or fix it. --- Additional Comments: Replace printer or fix it.'</p>
08/20/2012	<p>My issue with Staples is their rebate services. I am due a \$50.00 rebate and cannot get it sent to me. I have contacted the Staples store that sold the computer to me and contacted the rebates services by email and live chat. I have an email that told me the check is in the mail and that was nearly a month ago. This is the 2nd rebate that I have not received from Staples. I purchased a computer 1/8/07 that Staples employees filled out and called the rebate company on our behalf and we still did not received the \$50.00. Like an idiot I went and purchased another computer 6/27/12 with another \$50.00 rebate offer. The Staples employees again filled out the forms on our behalf so we would indeed receive this rebate. We received an email stating the rebate check is in the mail and still we do not have a check. We have made several attempts. The rebate company is Receive, Redeem, Reward, Offer NIE-1N-N08612, P.O. Box 751549, El Paso, TX 88575. Today I received an email telling me they are sending me a \$15.00 card and Windows 8. I am not completely sure what that is about. I know I will be told Staples does not mail the rebate check but they need to do something different if this is happening to other people. I was told by a Staples</p>

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	<p>employee last week the he had received his rebate by calling and not being nice about it. So his advice to me is call over and over and not be nice about it. I don't think that should be the way business should have to be conducted. --- Additional Comments: \$50.00 rebate check. Really great to get \$50.00 rebate check from 1/8/07'</p>
<p>09/11/2012</p>	<p>I purchased a computer online, had a \$50 rebate, was instructed to secure rebate online, was instructed online to wait until delivery, once delivered was unable to secure rebate as continued to say must wait until delivered, called staples, were very nice, said we can do it over the phone, gave them the info on purchase, they gave me a tracking # (b)(6) to track rebate, this # gave no information on the status online,, called staples and asked for help, now said couldn't help me,, requested to return the product as I had spent many hours trying to resolve the situation, they said they would email me a lable, this didn't happen, when I called back they said to leave the \$600 compter outside my house and ups would pick it up, I said to give me the address and I would drop it off because I would like to track the shipment, they said that the driver would have this information, I said it is not a good idea to leave a computer outside my house and hope a ups driver picked it up before someone else did, plus as honest as staples have been, that they would say they recieved the return. I get the feeling they never intended to give me a rebate --- Additional Comments: I want to return my purchase for a full refund and not let this situation continue for other customers'</p>
<p>09/05/2012</p>	<p>On 8/31, Staples emailed me an ad that had an attached coupon with the following text, 'FREE HammerMill Copy Plus Copy Paper Ream after easy rebate and with this coupon. It then even gets more detailed about the paper price of \$6.99 less the \$4.99 rebate and \$2 coupon makes the paper free...limit 2 per customer. I clicked the link, 'How to redeem' which told me to print the coupon and take the coupon to the store when I made my purchase. I did. I then came home and went online and completed the online rebate form only to get a screen promising a rebate of only \$7.88. I clicked on the HELP button and was connected to a 'chat' with a representative who said, 'The rebate will be for \$7.88,' and 'Unfortunately, we cannot comply with the ad.' He refused to give me the name of his supervisor. I have: 1. a copy of the Staples email to me promising the free paper if I used the attached Staples coupon and submitted the rebate 2. My receipt for the paper purchase 3. A printout of the screen showing a rebate of only \$7.88 and 4. A screenshot of the entire conversation/'chat' with the online representative supposedly named Mark ID 2067 where he refuses to help or provide the name of his supervisor. --- Additional Comments: I want the full refund that I was promised and for someone at Staples to care and apologize for the horrible customer service that 'Mark' provided and I'd like the name and contact information of Mark's direct supervisor so I can share the conversation with him/her. I'd like Staples to make a donation to the BBB who now has to step in to protect me since Staples refuses to help and has no phone number listed on this rebate form for me to call in and solve the problem myself. Now both my time and that of the BBB has been wasted. (In a perfect world, I'd also like Staples to forward my concerns to whatever department establishes contracts with the companies that staff the online chats because this is a terrible representation of Staples to the public.)'</p>

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09/25/2012	<p>I purchased five items, with four holding a rebate on them from Staples at the end of July 2012 and was pretty excited about the ease of filing it online. I did so after a few days, at the beginning of August 2012. The receipt said that I only had sixty days provided to me to file this rebate, so I did so in a timely manner and began waiting the 4-6 weeks to receive my rebate check. This morning, I called the rebate center to find out the status of my check, only to be told that there was no record of a rebate for me. The phone representative informed me that there are many people who have to fax in their rebate forms because of not being found in the system. This is totally unacceptable. Advertising how 'easy' it is is false. If I have to scramble around and babysit them to make sure my online submission has gone through, I would not define this as 'easy.' Their system needs to change, there needs to be some kind of apology to the people who have missed out on their rebate due to Staples' mistake. I am planning to fax this in, but I am a very unhappy customer and will not use Staples again until I have been assured that this national problem will be corrected and that my voice is heard. What if I was counting on that money to feed my family? I only purchased from Staples because of their promises to give rebates on those items, but next time I will not count on that money to help me out because they are liars. We've also had problems with their reward points in the past, as well. Not being able to find a rewards number, not honoring rewards earned by returning old ink cartridges. It's very frustrating to deal with a business that has become so untrustworthy. I used to work for Staples eleven years ago, and it was not like this then! --- Additional Comments: I want my rebate immediately. I will not wait another two months and do anymore babysitting. I want their 'easy rebate' to actually be easy for people.'</p>
10/25/2012	<p>Consumer bought a camera for sale price at \$99.99. Staples did not notify consumers that they had to buy a \$500 printer in order to get a \$400 rebate. Consumer feels it is bait and switch. They are not willing to help consumer and they have changed the ad. Consumer ended up paying \$499.99.</p>
10/22/2012	<p>I bought Quickbooks payroll only because they offered a \$200 rebate. It's really worthl;ess with out it but now after 2 months staples say they never received the forms. They have done this before-why I made sure I followed up this time.If they won'r honor the rebate I want to return item which I requested the day after I received it but was ignored. Ask and I'll send paperwork.Staples has lost my business forever now. --- Additional Comments: Payment of the rebate. They have the receipt for the product.I think these companies conveniently lose forms to avoid paying. Rebates are a rip off because many people don't follow up or even send them in. I think these days companies do this often and out extra charges on people bills. I regularly have to call cpanies to correct their mistakes-why I copy everything these days.When profit is job 1 as it is today you have to protect yourself.',</p>
10/10/2012	<p>On August 11th, 2012, I made a purchase at Staples, Trussville, Alabama with a #10.00 rebate and that rebate was filed that day. On September 6, 2012 I was advised that the check was in the mail. several emails have been exchanged with the Rebate outfit that is handling their rebates. A letter to the CEO of Staples dated September 28, 2012 had resulted in no response.In my opinion this is a sham from the get-go.Included with the letter to the CEO were the emails that were exchanged between me and Rebate Company *(?) --- Additional Comments: Send me my rebate as promised',</p>
11/07/2012	<p>I purchased a new computer on Oct 14 2012, order # (b)(6). One of the terms listed at purchase was that I would be eligible to receive an upgrade to Windows 8 for \$14.99, and that Staples would then issue me a rebate check for \$14.99 to cover the cost of the upgrade. However, when I follow the instructions provided by Staples for upgrading to Windows 8, I find that the computer I purchased was ineligible for this upgrade. Staples thus misrepresented my eligibility to upgrade to Windows 8 for \$14.99 after purchasing this computer. I would like Staples to provide me with either a 1) free upgrade to Windows 8 or 2) a refund of \$39.99 to cover the full cost of upgrading</p>

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	to Windows 8. I would not have bought the computer if I had known I would have to pay the full upgrade price. --- Additional Comments: I would like Staples to provide me with either a 1) free upgrade to Windows 8 or 2) a refund of \$39.99 to cover the full cost of upgrading to Windows 8.',
11/07/2012	I purchased streaming media player from Staples (.com) on 11/4 for \$50. Then on 11/7 I found that Staples is selling the same item (make/model/SKU) for \$9.99 at stores. So I went to the store to repurchase the item for lower price. But the store manager refused to let me repurchase the item at lower price. The lower price \$9.99 was due to a \$20 price reduction and \$20 in Staples rebate (limit 10). --- Additional Comments: I would like to be able to return and repurchase the item for the lower advertised price or be issued an outright refund for \$40/item so that my new price is the same as the new advertised price in their weekly circular.',
11/05/2012	On 6/15/12 I purchased a Laptop from the Staples store at 1399 Ulster Avenue Kingston, NY 12401. I was told that I would receive a \$14.99 rebate for the cost of a Windows 8 upgrade in October from Staples with a Visa gift card. In August I called a representative after filing the rebate but was never given an email with an activation code for it. He indicated that although Microsoft was supposed to provide us with a rebate once we purchased it from the website, because of the fact that the initial employee told us that we were entitled to the refund because it was included in the original purchase price, he would mail us the refund on a Visa gift card from the Staples Rebate Center (his office, his name was Danny) without having to buy anything again. I have saved the chat and the date in email format to prove this. I had previously talked to another representative in July regarding the same issue and they said something similar. Last week, at the end of October, I spoke to another representative that told me that I would be able to go to the Microsoft website without paying for anything in order to get the rebate since I'd already paid for it. I had still heard nothing and gotten nothing mailed or emailed to me today when I called Staples. At 11pm, I called their evening customer service number, spoke to Angie, then Linda at 11:15, then Noella at 11:30pm because she is a supervisor. She tried to tell me that the terms and conditions initially indicated that I did NOT pay for the rebate and had to get it from Microsoft by buying it from them. This was not what I was told initially or at ANY point when I spoke to and emailed employees from July, August, and October. I told her this and she was un-sympathetic, un-customer-service-like , and rude. She told me that despite what ANY of the other reps had told me, there was NOTHING she could do for me. I told her I would file my complaint with the BBB accordingly. Staples seems to be 'ripping people off' with these false rebates and promises of friendly customer service. --- Additional Comments: I would like the Visa gift card in the amount of \$14.99 like I was initially promised and asked for throughout the last four months.',
11/13/2012	I went to Staples in Bozeman this morning to shop for printers. They had a sign posted that in large lettering on a red background that stated, 'Clearance Save \$9,880.49' for an Epsom Artisan 730 All-in-One printer on sale for \$119.50. I asked to speak to the manager as I thought someone unfamiliar with this printer might think that you were actually getting a real savings. The manager told me that it was not a misprint and that all of their floor models are valued at \$9999.99 in their system and that since the machine had been a floor model, this was a savings as listed. The original suggested retail price for the machine was only \$199.99 so the real savings would have been \$80.49 not \$9,880.49. The manager refused to take down the signs or to mark the correct original price on them. (There was another printer model with a similar falsely advertised savings of over \$9,000.00 too.) I have had difficulty in this store in the past when purchasing a laptop computer that was listed as having a manufacturer rebate, but then being told by the rebate company that the model was not eligible for a rebate. I also considered that false advertising. I have pictures of the signage in case you would like to see it and have posted it to Facebook to alert my friends to these false practices. (And think of the money you can earn if you can find a 20%

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	<p>off MSRP coupon!) --- Additional Comments: Regardless of the false values the store may put in their system for floor models (probably so that they can claim a tax loss... but that is another story), they should not make false advertising claims to the customer. They should not represent the price of floor models as higher than the value of new equipment. The manager claimed that he was unable to make any changes to the prices represented in their system or in their advertising even if it was clearly incorrect. This should not be taken as an acceptable response for false advertising. (He also said that others had brought this to their attention, so I am not the only customer who finds this practice to be a false claim.) It seems like a corporate level issue. I personally will not shop at Staples any longer because of this false advertising.',</p>
<p>11/08/2012</p>	<p>On October 22, 2012, I purchased a Canon Digital Camera (Model B18-55KIT and Item #927344) from your website Staples.com. The camera was advertised at \$549.99 less ?Save - \$10.00?, ?Instant Savings: -\$40.00,? and ?Rebate: -\$400.00? bringing the final cost of the camera to \$99.99. I have a copy of this ad for your reference. Upon receipt of the camera, I went again to your website to print the rebate form. I was very surprised to see on the rebate form that the rebate would only be valid if I also purchased a \$500.00 printer! I went immediately to view the original ad for the camera and found that it had not made any mention of this additional purchase in order to obtain the rebate. On October 23, 2012, I called to speak to a customer service representative from Staples. After explaining the situation to the representative, she said there was nothing she could do and advised that I simply return the camera to a local store for a refund. I then went to the website again to review the ad in detail, and again found no mention of the requirement of purchasing a \$500 printer to fulfill the rebate. After doing some internet research and according to the Federal Trade Commission's website this seemed to be a ?Bait and Switch? violation. I then decided to try calling a Customer Service Supervisor to see if they could be more helpful to my situation. On October 25, 2012 at approximately 2:00pm, I spoke to Supervisor John Waterfield. We both went to the website to revisit the original ad. We noted that not only had the camera been ?Sold Out? but the ad was also changed and no longer made mention of the \$400 rebate! I was glad that I had saved a copy of the ad for reference. John was not interested in seeing a copy of the original ad simply stating that Staples will in no way comply with the original ad. I want staples to honor that advertised price and issue me a refund or rebate card for \$400.00 --- Additional Comments: I think Staples need to honor the advertised price of \$99.99 for the camera and issue a refund or rebate for \$400.00 to me.',</p>
<p>11/04/2012</p>	<p>I purchased a shredder from Staples and was told I would get a rebate in the form of a \$50.00 gift card if I went to their website. I went to the website and had to fill out numerous pages asking me if I wanted any of several offers. When I got to the last screen I was told if I did not sign up for two offers I could not go any further. This is bait and switch. --- Additional Comments: I want the \$50.00 gift card I was promised.',</p>
<p>11/24/2012</p>	<p>Well, it's not a first time I complaining about Sraples, this company just can't operate without scamming its customer, especially when it comes to holiday shopping. Anyway, I bought a downloaded KASPERSKY software (sku 982927) from Staples.com on 11/22 for \$59 it comes with \$59 rebate, so it's free, but you need to pay for the product first. (order (b)(6)). I submitted infamous Staples Easy Rebate as per my receipt, where this rebate is listed rebate offer (b)(6). So, today I got an email from this Staples Rebate Center that my rebate is invalid because of incorrect UPC number, so I guess Staples using its easy online rebate to avoid being prosecuted under Mail Fraud Statue. I will resubmit this rebate via US Mail and if it will be denied again I will file a Mail Fraud Complain against Staples CEO Ronald Sargent, or Staples may avoid this hassle by paying this rebate. Worst of all, I can't return this software since it's downloaded version, I can always</p>

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	contact my Discover Card and dispute as not delivered. --- Additional Comments: I want Staples to send me a check for \$59.99 and \$10 gift card for my timed dealing with it's rebate center.',
11/19/2012	2 (two) rebate failed to honor since march 2012. --- Additional Comments: honor rebate.',
12/12/2012	I brought into the Staples store cartridges for credit. I was told that I would get the certificate of credit in the mail. This did not happen. This information was told to me by the manager of the Delavan store when I gave them the cartridges. As of now the certificate was no longer current and was voided. I went into the store and they called the office to reinstate the certificate. It was done now I have to wait 10 days before I can use the certificate. That's not acceptable as it has to now. With the economy the way it is money is tight and we need it for our business to receive work documents. About a year ago this same thing happened and it was taken care of immediately and instead of receiving 2 dollars per cartridge we received 3 dollars per cartridge as that was the rebate at that time. Running a small business today when business is slow we need all the help as soon as possible. It's not like large corporations like you where the president seems to cater to and not small businesses. --- Additional Comments: release certificate at once and review your policies with your store manager as she told us the certificate would be mailed .
12/19/2012	On 12/18. There was an online ad for a Nook HD tablet for \$149 after instant rebate, and a Nook HD+ tablet for \$199 after instant (not mail in) rebate. The ad said offer good until 12/22. On 12/19 I went to order item and instant rebate was not there. I online chatted with two reps and they denied any other price and denied any specials and would not honor price. Fortunately I printed out ad so I can prove text. --- Additional Comments: I would like product at advertised price.
02/28/2012	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- I would like the case of paper as advertised at \$19.99 plus tax. --- Topic Description: I received an e-mail advertisement from Staples advertising a case of paper (8-1/2" X 11" for an advertised price of \$19.99. The ad read "\$19.99 with this coupon. Staples 8.5" X 11" multipurpose case paper, 10/ream case" When I took the case of paper and the coupon to the register I was told that the ad was deceptive and that it really is only \$19.99 with a "\$24 easy Rebate - \$5" The actual purchase price was \$43.99. The cashier agreed with me but said she could not authorize the purchase so an assistant manager, Jeffrey Paskell, was called. He said that while the ad was not clear, he could not sell the case of paper for the advertised \$19.99. I told him that Staples was committing false advertising and he just shrugged. At that time I left.
01/24/2013	I mailed in a \$25 rebate with Staples for a PC Anti-virus software. I received emails stating my rebate was valid. Since October, I haven't received the rebate check. I tried complaining to them, but they kept emailing me back saying I should wait another 15 days. It has been over three months & no check. I believe this is a scam. The Staples rebate center is rebateHQ.com Parago.
12/21/2012	NOTE: In addition to the consumer's comments immediately below, the Canadian Competition Bureau provided additional information in fields whose header titles are quoted and follow the comments. --- A 500GB external hard drive was one sale for \$59.00 the product was not in any of the boxes on the shelf they were only for advertising. I took the display box to the cashier who said

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	<p>a manager needed to get the product from the back. The cashier motioned towards a woman and said that woman was the manager. I walked over and waited for her to finish with a customer and said I want to purchase the external hard drive that is on sale. She went in the back storage area and I waited but when she came back she said "There aren't any left." I asked if there are none left why is the box still on the shelf and the product still advertised as on sale? She said 'So you know we have them.' I asked for a rain-check, or another product at a reduced price but all she said was 'Sorry.' and turned away from me. At this same store I was sold a 'developers' copy of Windows 7 which was flagged as 'non-genuine' when I tried to install it. I brought it back and was given another copy also a 'developers copy'. I went back a third time and had to wait for a copy to be sent from another store since I had already paid hundreds of dollars for the copy of Windows which they wouldn't return because I opened the package! I finally was given a copy that was genuine. No offers of a rebate, no apology. --- Responsible Branch: Fair Business Practices Branch</p>
<p>01/12/2013</p>	<p>Staples online advertised and promised a free Windows 8 upgrade (when available) to purchasers of a Windows 7 computer after June 1, 2012. I bought a Lenovo computer online from Staples on June 3, 2012 (order #(b)(6) and bought the Windows upgrade when it became available in October. Windows discounted the price to \$14.99 for those who had signed up for the offer. Staples was to rebate the \$14.99 for those who bought their computers. I have proof of purchase for both computer and software, but Staples refuses to honor it. I have fought with their customer service over this issue since October. They come up with one excuse after another for not honoring the agreement. --- Additional Comments: Staples should do as they said and rebate the \$14.99 I paid for the Windows upgrade. They should also apologize for the rude, incompetent and insensitive treatment received from their rebate department.</p>
<p>01/11/2013</p>	<p>After acquiring a cross cut mail-mate paper shredder from our local Staples store there was also an offer to apply for a \$30.00 rebate visa card. This card could be applied for by internet, fax or mail-in, I chose to apply by internet. In a few weeks time I was denied and was told incorrect information was submitted. I resubmitted the info correctly and once again was denied and was told by their chat line to fax all required receipts and additional paperwork info in. I have just received yet a third denial stating to mail this info in to prove that I have bought this shredder. I have no more info to give them, they have more than enough info for the rebate. It seems to me it is more of a tactic to keep denying until I give up. I have now consider this just poor business on their part to make a customer go through this much of a headache with their re-bait process, so much for their 'EASY BUTTON'. The shredder was ordered online in-store due to not being available in the store at the time, then shipped to my home, this they should also have a record of as proof of purchase. rebate tracking number (b)(6) shredder order number (b)(6) rebate offer number (b)(6)</p>

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<p>12/19/2012</p>	<p>I bought an intuit quickbook product on 11/23/2012 online at staples.com. After I received the product I sent away for the rebate using staples mail in rebate form on 11/27/2012. On the rebate form it ask for the payroll service key number which I could not find and so I called the Staples Rebate customer service line. They in turn referred me to Intuit telling me it was a rebate from Intuit so I have to call them to find out that information. When I called Intuit they referred me back to Staples since I bought the product from them. In the end I got tired of the runaround so I just sent in the rebate form with all of the other information requested (eg. original UPC, rebate form,etc) and guessed at what the payroll service key number was. Almost a month later on 12/19/2012 I check the status of my rebate on Staples.com and could not find it on their website. I called Staples rebate center and they told me since Intuit handles the rebate I have to call them. I called them with the phone #given 1800-446-8848 and could not reach anyone live. I also tried to check the status of the rebate on the Intuit website but could not find it. I don't know if my rebate was processed or if I am going to get the \$90 back. Staples advertised on their black friday deal for \$90 back for rebate but they misrepresented who will be processing the rebate. I was under the impression that Staples would be handling the rebate and not be given the runaround. Had I known there was a possibility I would not get my money back I would have never made the purchase. --- Additional Comments: I just want the money I paid to be given back as a rebate as promised.</p>
<p>01/09/2013</p>	<p>On Friday, November 23, 2012 (aka BLACK FRIDAY)...I made a purchase at Staples, valley stream, New York. If you know anything about BLACK FRIDAY, it is usually chaotic and stressful shopping experience. Staples, seemed to have everything under control, handed out tickets for early bird specials without any incident. I got ticket for KINDLE FIRE (2), a seagate external harddrive. I was told to get on line to make purchases of the items i received tickets for. Again, no issues, got on line, approached cashier, handed her my tickets. A helper to the cashier got the 2 KINDLE FIRE and the external hard drive. She proceeded with the transaction, rang me up...then i asked her if there was a GIFT CARD or REBATE for the KINDLES, she said no, (i had misread the advertisement)...I explained to her that at the price i was charged, I didn't want the KINDLE'S...told her I didn't want the merchandise...that I wanted it removed from my card. Now, yes, I had swiped my capital one credit card for the purchase. So, the cashier told the helper, 'Oh, now she doesn't want it, what do i do...and then at least 4 ppl came over, to figure out the best way to handle it. I didn't understand what the issue was at the time. Just take the Kindle's out of the bag, and swipe and send a credit back to my credit card for \$318.00. The line was long, people on the line was getting upset. The staple's cashiers, helpers and whoever the people were, were rushing, and there was confusion.Well, this is supposedly, what was done, my credit card was supposedly to be credited. I was asked to swipe my credit credit card again and sign. They said they were taking everything off including the seagate external hard drive, and they would do another transaction for that.What has me furious is, the fact that now staples is CHARGING ME FOR KINDLE FIRE (2), WHICH I DIDNOT WALK OUT OF THE STORE WITH. Capital One (my credit card company), along with American Express and others can vouch for my always paying for ALL charges made by me. I am a individual who pays my bills, and pays them on time. My past history speaks volumes. I DO NOT TRY TO BEAT ANYONE....and I REFUSE TO ALLOW STAPLES to BEAT ME.This is staples error, and they need to fix this. I cannot help, if they have incompetent staff working for them. I have done business with staples over the years. I have never had a problem like this. I have purchased thousands of dollars of computer merchandise....I have recommended that others buy from them. Unfortunately, that will cease, because this is not the way you do business with a valued customer. It is just an awful way to do business period.I demand that they do something to rectify this, or i will have to take legal</p>

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	<p>action.p.s. I have a receipt that says RETURNED --- Additional Comments: I have no problem paying for what I actually bought, the external hard drive....FOR ANYTHING ELSE, i want a rightfully earned credit card adjustment, immediately.</p>
01/16/2013	<p>(b)(6)
Hamden, CT (b)(6)
January 7, 2013

(b)(6)
Better Business Bureau of Connecticut
94 South Turnpike Road Wallingford, CT 06492
Re: Complaint of misrepresentation by Staples, North Haven
Dear Sirs:
On October 24, 2012 I purchased a personal computer at Staples (copy of receipt enclosed). I was told and the receipt states 'Coupon No. 15631....-20.00. Save \$20 with PC purchase. Expiration Date: 11/30/12.' The computer had Microsoft Windows 7. I was asked if I wanted an upgrade to Microsoft Windows 8 and I told the salesperson I did not.I promptly mailed in the coupon requesting the \$20 rebate and indicated on the coupon that I was not interested in an upgrade to Windows 8.On November 21, 2012 I received an from Staples (copy enclosed). It states 'We have mailed out your rebate so check your mailbox! You should receive it shortly.'When the rebate did not arrive, several days ago I went to Staples and spoke with the manager. He phoned somewhere and informed me that the rebate only applied if I purchased an upgrade to Windows 8. I was offended by this false condition created after the purchase and told him so.This new condition is contrary to all the information I was told and is contrary to the statement on my receipt as well as the E-mail sent me on November 21, 2012.The \$20 owed me is not a large sum, but I believe Staples is carrying out is a form of 'bait and switch' that is clearly deceitful.I hope you will agree and see that Staples lives up to their promises.
Sincerely,
CC: Receipt 10/24/12; E-mail 11/21/12
 --- Additional Comments: See attachment.</p>
01/20/2013	<p>Dear BBB Officer,Staples does not want to honor my rebate even I'm fully qualified. I successfully submit all info Staples needs.Rebate Offer Number(s):(b)(6) Easy Rebates ID number/Order number:(b)(6) Tracking number:(b)(6) Windows 8 ProProduct key:(b)(4) --- Additional Comments: Please honor the rebate as promised. Send me \$15 rebate ASAP. Thanks!</p>

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01/24/2013	<p>In August of 2012, I purchased a laptop computer from the Staples store in Columbia, Missouri while visiting my aunt and uncle. Part of the promotions they were offering was a \$100 VISA card if you showed a Student ID card to them. I submitted the rebate on Staples' Rebate website. They contacted me and asked me to send a copy of my student id to them, so I did so. They approved the deal and said they were sending the card to my home address. However, I never received the card. I contacted Staples through email and told them that I had not received the card. They emailed me back stating that they would cancel the original card and send a new one. Once again, I did not receive the card. This happened 3 times before I finally starting calling and talking to someone on the phone. However, they just gave me the same response.... 'Sorry for your inconvenience sir, we will cancel the card and send a new one.' Here it is January 24, 2013 and I still haven't received the card. Not only have I not received a good card, I haven't even received any of the cancelled cards. I'm not sure how a card that has been mailed never shows up at all. I just spoke with them again today and they again said that all they could do was cancel the card and send a new one. I don't know what their problem is, but this is ridiculous. I have been trying to get this card since August. --- Additional Comments: I would like them to do something else to get me the \$100 that I'm entitled to. Whether it's a check or a direct deposit or whatever, I just want my money and for this all to be over. This has gone on almost 5 months now, and I'm fed up.</p>
01/26/2013	<p>Ordered an item with a rebate promised. Rebate was approved, but I still have not received it, nearly 2 months after having submitted the rebate. Staples customer service has not been helpful. Rebate tracking number is (b)(6) --- Additional Comments: Staples to pay me for the rebate. Apology from Staples.</p>
02/27/2013	<p>February 17, 2013 Better Business Bureau 399 Conklin Street Farmingdale, N.Y. 11735 Attention: Customer Service Dear Sir or Madame: My husband came home with the Sunday Daily News. I saw the various advertisements in it. I noticed that Staples- an office supply store about 3 1/2 blocks away from me- had a special price on paper for the computer. After dropping off something on Ave. J, I took a bus to Staples on Coney Island Ave. between Ave O and Ave. P. At the store, I was about to pay when the cashier said the ream of paper which contained 500 sheets of computer paper was \$6.99. She told me to look below the \$3.99-Which had a bright blue background and was on the top of the box. (I couldn't read the tiny print- I'm almost 61 1/2 years old. I had to take out a small magnifier from my bag in order to read it.) I left the store without buying the paper. I was so upset! It was very windy earlier today - the wind gusts were so strong someone could lose their hat . if I'd know that the package of paper costs \$6.99 and not \$3.99! I'd have been home possible 10-15 minutes sooner ! If I hadn't been so upset and left the advertisement at the register at Staples , you'd have proof of the above . WHY DIDN'T THE AD SAY SAVE \$3.99 AFTER REBATE? OR JUST SAVE \$3.99? WHY COULDN'T THEY EXPLAIN THE TOTAL PRICE- \$6.99 MINUS THE \$3.99 AND GIVE THE BALANCE IN BIG, BOLD LETTERS? I'M NOT 20 YEARS OLD! It seems that they're trying to fool the public by printing \$3.99 and printing the rest of the information in tiny letters. I hope you can do the right thing and tell Staples to print more ethical advertising. They shouldn't fool the public that way ! In today's economy when people don't have jobs or have given up looking for them, it's not fair ! Very truly yours , (b)(6) --- Additional Comments: see Attached document</p>

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02/07/2013	<p>I received an e-mail advertisement for TurboTax and Quicken Starter Edition. If I purchased TurboTax, I would receive a \$40 rebate if I also purchased Quicken Starter Edition. On 2/2/2013 I purchased both products on-line and promptly filled out the on-line rebate form. The programs were downloaded on-line and I received an e-mail notice that my rebate was being processed. On 2/4/2013 I received an e-mail from Staples Easy Rebates stating that the requirements for the promotion were not met and my rebate submission was invalidated because the products I downloaded did not have a UPC. I replied back to their rebate help asking how I am supposed to provide the UPC for products that I downloaded from them on-line. They have not yet replied. If I had known that they would sell a product online offering a \$40 rebate that they knew they would not honor, I would have never purchased Quicken, and I would have purchased TurboTax elsewhere. --- Additional Comments: I would like Staples to honor the advertised rebate and send me the \$40 rebate as advertised.</p>
02/06/2013	<p>On January 20, I purchased 2 reams of Staples pastel copy paper for \$8.99 each (17.98 pretax total) that was advertised as 'Free After EASY Rebate' (with a limit of 2). The advertisement for this rebate is what prompted me to make the purchase, however, after REPEATED attempts to resolve, Staples and its representatives have failed to correct their accounting error and honor the offer. This is either deception or incompetence. I filed the required online rebate information on January 20. The Staples Easy Rebate website subsequently showed the rebate 'in process' for BOTH reams of paper, but only reflected a rebate amount for ONE of the reams (it should have been for BOTH, since rebate offer was limit 2, not limit 1). I contacted the Staples Easy Rebate representative via chat session on January 23, where I was assured it would be corrected and the update would be reflected on the website status 'within 72 hours.' Status was not updated, so I contacted Staples Easy Rebate representative by via chat again on January 28, where the representative was condescending and argumentative, but finally agreed to 'fix' the problem, assuring me that the update would be reflected 'within the next few hours' on the website. As of this morning, February 6, it is STILL not correctly reflecting the amount due me, leading me to the conclusion that Staples 'EASY' Rebate, which has been anything but easy, has no intention to honor their advertised offer. Not only is this disappointing as a Premier customer who spends MANY thousands of dollars with Staples each year, it also seems to be a deceptive act on Staples' part-- to solicit my business with offers it then does not keep. I have full documentation of this issue-- original receipts, rebate offer terms and conditions, rebate submission materials, website screenshots showing that BOTH items are identified in the rebate, but only ONE is schedule for rebate payment, chat sessions, etc. --- Additional Comments: Prompt resolution would be to pay me the money owed, but not reflected on the rebate status page (an additional \$8.99), plus a sincere apology, and other compensation for all of my wasted time as a result, as Staples deems appropriate.</p>
02/23/2013	<p>On 11/5/12 I put in for a \$20 rebate. I did not receive it in the time limit provided and called to let them know. They used a wrong address and said they would reissue. Twice more I did not receive the rebate check. Twice more (three times total) I called and they used a wrong address again. They send a forth rebate check which I finally received. I cashed the check and a few days later, my bank called and said Staples put a 'Stop Payment' on the check. The bank took the \$20 out of my account and charged me \$6.39 for a Stop Payment charge. I still to this date 2/23/13 have not received the rebate check. I spoke with the 'Easy Rebate' Center for Staples and they again said they would 'reissue' a check, but would not reimbursement me for the \$6.39 charge. They would not give me a phone number for their corporate office so I could take this up with them. Their customer service people on the internet just recite 'scripted' responses and are of no help. ---</p>

Staples Rebate Complaints

	<p>Additional Comments: would like a refund check for the \$20 plus the \$6.39 for the stop order payment within 10 days</p>
<p>02/28/2013</p>	<p>I sent a rebate to staples in Aug of 2012, staples told me the check was in the mail for \$38.96. I called in Sep 2012 and they told me the would cancel the check and issue me a new one and wait 15 days to receive it. It is now March of 2013 and I have not received my check after many calls to them they keep telling me they sent it and they will cancel the check and issue me a new one (4 times since Sep 2102). they have advertised this same product to get a rebate 4 times since I have sent mine in. Any help will be appreciated.Thank You, --- Additional Comments: For them to send me my rebate check for #38.96</p>
<p>03/15/2013</p>	<p>I have been trying to settle a problem I have been experiencing with a Staples Easy Rebate since January 8, 2013. Here are the details: January 1-I ordered several items under order (b)(6) One of these items was software for three laptops I had just purchased through Staples a couple of weeks earlier, Norton 360 Premier 2013 totaling \$99.99 with a rebate for a \$45 Symantec Visa Prepaid Card. As instructed on my receipt, I completed the easy rebate application immediately. January 6th, I checked the order status of this software on your website. The delivery information stated that this item was delivered to me on Jan 3, 2013. I never received this item. That same day, I emailed your company and advised them that I have never received this item. I did receive a calendar that I did not order from Staples on the 3rd, but I never received the \$99.99 software I had ordered. Your customer service rep sent out a replacement right away and I did receive this replacement on January 8th. When I checked the status of the \$45 rebate, the website stated that the rebate was canceled because I returned the item. I did not return anything. I never received the first shipment, only the replacement software. January 9th Shelly from your Staples Rebate Customer Service Dept asked me to fax over all documents to her so she could reinstate the rebate. I had done so on 1/9 and 2/19. March 1st, I went on your website and chatted with Chandrani. I explained all of the above and that the error was on the behalf of Staples. She kept repeating and repeating the same, “unable to honor rebate, the system indicates that this purchase was returned.”. After a little back and forth, I finally asked “if Staples says it was returned then how come I did not receive a refund??” The answer is simple, because I did not cancel or return this merchandise! I am still entitled to this \$45 rebate card. This is so black and white, yet I am getting nowhere for a couple of months. It’s almost comical with the exception that this is how the customer service representatives are dealing with your valued customers! It is actually pathetic. --- Additional Comments: I implore you to please research the above information and the attached documentation. If or office still insists that the item was returned, then please refund my original cost of \$99.99. If you find that the above is true and that your office never sent the correct merchandise, then send the \$45 rebate card I was originally entitled to. Thank you for your help in this matter. Hopefully we can put this to rest already. I am sure Staples would hate to lose a valued customer because of an error made in their very own customer service department
03/18/2013
I just received an email from your office stating that I did not want to pursue any action against Staples with my complaint made on March 15th 2013. I assure you I do. I would like the \$45.00 debit card rebate sent to me which I have been entitled to since I purchased</p>

Staples Rebate Complaints

	<p>an item from Staples on January 1st 2013. Please update your records to reflect this information.
</p>
<p>03/11/2013</p>	<p>There were 3 purchases I had done with Staples which had rebates which were denied by their rebate processor, Parago. I called the Office of their President, who refused to help, claiming the rebate processor determined my rebates were fraudulent. I tried reasoning with them I purchased their products, as I had the Staples receipts along with the item license keys, and of the rebate processors' bogus excuses to avoid paying rebates, yet the rep. was just dismissive of my complaint. I discussed this issue with other vendors, such as Office Depot and Fry's, and both vendors interceded with Parago, and made sure I got paid, as they are well aware that the rebate is the focal point in making the purchase. The transaction numbers are as follows (b)(6) and 606012, both of which were \$49 rebates and transaction # (b)(6) for \$54. The rebate tracking numbers are (b)(6)(\$49) (b)(6)(\$49), (b)(6)(\$54) --- Additional Comments: I would like a refund of the rebate total of \$152, and an apology for the callous way they treated the consumer.</p>
<p>03/11/2013</p>	<p>i bought mcafee internet security site from staples nov 23 2012 whcih staples advertised online and in print ads to pay a rebate of \$54 in full if one one bought and downloaded the software - the offer was advertised as a mail in rebate- i dd exactly as the mail in rebate requested i tore off the upc from the mcafee container and mailed in completed rebate form to the address on the rebate and the rebate receipt which staples provided - i b=never to date recieved the rebate as promised in the ads ins tore etc i contacted staples rebate center and thet never received all the item i mailed on nov 24 012 - i dont believe them i think they are liars and dont want to pay the rebate keeping the money for purchased items i calledthe number for rebates spoke with cody and i am sending through email another copy of eevrythoing i sent they told me to fax these but their fax is constantly busy and it is impossible to ax the duplicate copies of the apperwork i sent them cody says there is no record of my rebate at all- because they probably throw out all the mail in rebates</p>

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	<p>--- Additional Comments: i want the full \$54 actualluy plus compensation \$50 for the agravation and extra work i have to do to get the paperwork to them again as their fax doesnt work</p>
<p>02/27/2013</p>	<p>February 17, 2013 Better Business Bureau 399 Conklin Street Farmingdale, N.Y. 11735 Attention: Customer Service Dear Sir or Madame: My husband came home with the Sunday Daily News. I saw the various advertisements in it. I noticed that Staples- an office supply store about 3 1/2 blocks away from me- had a special price on paper for the computer. After dropping off something on Ave. J, I took a bus to Staples on Coney Island Ave. between Ave O and Ave. P. At the store, I was about to pay when the cashier said the ream of paper which contained 500 sheets of computer paper was \$6.99. She told me to look below the \$3.99- Which had a bright blue background and was on the top of the box. (I couldn't read the tiny print- I'm almost 61 1/2 years old. I had to take out a small magnifier from my bag in order to read it.) I left the store without buying the paper. I was so upset! It was very windy earlier today - the wind gusts were so strong someone could lose their hat . if I'd know that the package of paper costs \$6.99 and not \$3.99! I'd have been home possible 10-15 minutes sooner ! If I hadn't been so upset and left the advertisement at the register at Staples , you'd have proof of the above . WHY DIDN'T THE AD SAY SAVE \$3.99 AFTER REBATE? OR JUST SAVE \$3.99? WHY COULDN'T THEY EXPLAIN THE TOTAL PRICE- \$6.99 MINUS THE \$3.99 AND GIVE THE BALANCE IN BIG, BOLD LETTERS? I'M NOT 20 YEARS OLD! It seems that they're trying to fool the public by printing \$3.99 and printing the rest of the information in tiny letters. I hope you can do the right thing and tell Staples to print more ethical advertising. They shouldn't fool the public that way ! In today's economy when people don't have jobs or have given up looking for them, it's not fair ! Very truly yours , (b)(6) --- Additional Comments: see Attached document</p>
<p>03/07/2013</p>	<p>I purchased copies of KASPERSKY ANTI-VIRUS software [Download version] from Staples.com on 3/3/13. The product listing page stated that two rebates were offered with this product (Rebate #13-48586 and #13-49541). Each rebate was for \$20 each, meaning a total of \$40. The product listing page showed the math that the product would therefore be free after rebate. 'FREE' was posted in large bold red letters. I have a screenshot showing the offer and final price. I checked the terms of both rebates and they were both valid for purchases made on 3/3/13 for up to 10 copies each. I proceeded to purchase 10 copies for a total of \$299.90. After I purchased the products, the software codes were emailed to me and my credit card was charged the \$299.90. I then proceeded to submit the rebates. Staples.com chooses to deny one of the \$20 per copy rebates. I spoke with 6 customer representative who each repeatedly told me (some with a rude condescending tone) that it was a typo and they would not honor the second rebate. I then requested that since I had not downloaded the software yet, that the order be canceled and a refund of \$299.90 be processed since they would not honor the deal which would make the product free as advertised. I was then told there will be no refunds on download software and that tough luck on having to pay for the product. So I am now out of pocket for \$99.90 (assuming I get the \$200 rebate currently in process) for software which was advertised as free. --- Additional Comments:</p>

Staples Rebate Complaints

	<p>Staples has to either honor the second rebate for \$200 as advertised or cancel the order and refund my original purchase price of \$299.90</p>
02/28/2013	<p>I purchased Norton Anti-Virus which has a rebate of \$30 and they will not honor it. I asked for a manager to call back and also corporate headquarters which promised to call also . Neither are willing to help and when I checked the reviews for staples was shocked at how many other people are being ripped off also. It say's rebate \$30 right on the sales receipt and in the time limit. --- Additional Comments: I would like my refund as stated</p>
02/21/2013	<p>NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Topic Description: CONSUMER RECEIVED TWO REBATE COUPONS FROM SUPLR. DID NOT UNDERSTAND THE COUPONS HAD TO BE USED BY PHONE OR ON-LINE. THOUGHT THEY COULD BE USED IN THE STORE. WANTS SUPLR TO HELP HER USE THE COUPONS.</p>
03/27/2013	<p>I was looking to purchase a laptop and I came across a Toshiba laptop on Staples.com. On their website it said that there is \$50.00 mail and rebate and it didn't mention anything else. When I bought the laptop, the employee didn't say anything regarding the rebate that this rebate is only a gift card and you will not get a check. So when I came online to fill out the form for rebate I saw that I get the rebate only in the form of gift card. I called the store and all I got was 'sorry'. I think, I should have been informed by their employee that this rebate comes only in the form of gift card and not a check and also they should put it online too. I checked their website, for some other products that they have rebate, if that rebate is in a form of gift card they mentioned it but they didn't mention that about the laptop. I want to know if I can get a check instead of gift card. Thank you so much for your help and concerns. --- Additional Comments: I want to get a check instead of a gift card.</p>

Staples Rebate Complaints

<p>04/12/2013</p>	<p>My daughter bought me a NORTON 360m6.0 201 Viral Protection Disk. I was with her when this was bought on 4-5-2013. The price that was shown for this DISK was 39.99. When we got to the register, a Mr. Charles Trott said there was a \$40.00 rebate on this disk and that the sign stating this was on the price. He went to see if it was there, and the sign was so very small, that it couldn't be seen with the regular price that was displayed in larger writing. The first disk would have been \$80.00 plus tax. As a result, she went back and got another disk with a cheaper value. My complaint is based on the fact that the rebate price was not clearly visible, and she would have paid a much higher price than the visible price that was noted of \$39.99. She got me a disk that came to \$58.29 with the tax included. I do not accept the fact that the rebate wasn't as visible as the \$39.99 that was posted, and, if my daughter did not work with a computer at her desk, she would not have known to search for another disk. If I had gone to get it, since I am not as computer knowledgeable as she is, I would have ended up paying a larger sum of \$80.00 plus tax, then have to mail the Norton Company or main STAPLES to get my refund which would have been at their discretion on the time factor. This is highly unacceptable for people like myself who happens to be a Senior citizen and to others who are not cognizant of the workings of a computer. I would certainly appreciate your looking into this matter and getting something done to help all citizens who buy computer products. The cashier's name was Omprel. Thank you so much for your time and consideration. The store is located at 8861 Branch Avenue, Clinton, Maryland 20735-Phone-301-856-7027 Yours (b)(6) Fort Washington, MD (b)(6) SALE-1608438 5 001 93188 1559 -04/05/13 @ 8:05 p.m. --- Additional Comments: I would certainly appreciate your looking into this matter and getting something done to help all citizens who buy computer products.</p>
<p>04/10/2013</p>	<p>I bought turbo tax. the flyer stated that you will get two software for free after a mail in rebate so i bought all the software that was in the flyer. I proceeded to send the mail in rebates to the addresses that were listed 4-6 weeks it takes to send back the rebate cards. i received one card 39.99 and i never received the other one so i e-mailed them and asked what happened to the other rebate they couldn't tell me they were going around back and fourth with the e-mails and i was going no where I final found my original receipt and and e-mailed them a copy of it and that was the end of the communication its now been over a week since i last got a email from them. --- Additional Comments: I would like my \$39.99 credit/rebate card for the second software that i bought.</p>

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<p>04/13/2013</p>	<p>Hello, On March 3rd, 2013, I placed order # 9237955258. This included 10x (ESD KASPERSKY ANTI-VIRUS) and 9x (ESD KASPRESKY ANTI-VIRUS 3U 1). Please note that both of these items were advertised as Free After Rebate on your webpage (the reason why I bought the products). On March 4th, 2013, I received the following email: _____ 'Valued Staples Customer, Your order from Sunday, March 3, 2013 (Staples order number listed above) for the Kaspersky software, was not able to be fulfilled. We sold out of this product due to high demand before your order could be fulfilled. To make this right, we are working with the vendor to have more of this product replenished today and we will be able to place a new order for you. In addition, we will honor the Easy Rebate offers from March 3, 2013. Once we have your replacement order processed, you will receive a new order confirmation. Please use the new order confirmation to submit your Easy Rebate. We value every order we receive and we apologize with the utmost sincerity for any inconvenience this may caused. If you have further questions regarding your order, please contact us at support@orders.staples.com or 800-333-3330. Please reference your order # and we will be happy to assist you. Thank you for choosing Staples.Sincerely,Staples Customer Service' _____ After receiving this email, while I was disappointed that the item may take longer than expected, I was very happy that you would be honoring the order and also 'honor[ing] the Easy Rebate offers from March 3, 2013', as you stated in the above email.Later that day, I received the Kaspersky codes in my email. Now, it was time to submit the rebates! I submitted all four rebates (Offers #(b)(6) and #(b)(6) for the Kaspersky 1-user, and Offers #(b)(6) and #(b)(6) for the Kaspersky 3 user) using order #(b)(6), and my rebate tracking number was (b)(6) About a week later, on March 10th, 2013, I received an email that said my rebates were invalid. After investigating the situation, it turns out that Staples had not only changed my order number to (b)(6) but also changed the order date to March 4th, 2013. I in no way authorized this, and I don't find it acceptable for you guys to change my order without my consent or the order date. While seemingly unimportant, this change in date was a complete disaster because one of the two rebates for each item expired the day before (March 3rd, 2013). These offers that were now invalid were #(b)(6) and #(b)(6). After contacting Staples Easy Rebates, they told me to submit the Easy Rebates with my new order number. As expected, they all turned up as invalid. I was told to manually submit my rebates by faxing them, but they still turned up as invalid. On March 17th, 2013, I was eventually able to get them to approve two of the rebates (#(b)(6) and #(b)(6))However, I still ha --- Additional Comments: Staples has a responsibility to pay me \$425 (\$200 for Offer #(b)(6) and \$225 for Offer #(b)(6)</p>
<p>04/12/2013</p>	<p>My daughter bought me a NORTON 360m6.0 201 Viral Protection Disk. I was with her when this was bought on 4-5-2013. The price that was shown for this DISK was 39.99. When we got to the register, a Mr. Charles Trott said there was a \$40.00 rebate on this disk and that the sigh stating this was on the price. He went to see if it was there, and the sign was so very small, that it couldn't be seen with the regular price that was displayed in larger writing. The first disk would have been \$80.00 plus tax. As a result, she went back and got another disk with a cheaper value. My complaint is based on the fact that the rebate price was not clearly visible, and she would have paid a much higher price than the visible price that was noted of \$39.99. She got me a disk that came to \$58.29 with the tax included. I do not accept the fact that the rebate wasn't as visible as the \$39.99 that was posted, and, if my daughter did not work with a computer at her desk, she would not have known to search for another disk. If I had gone to get it, since I am not as computer knowledgeable as she is, I would have ended up paying a larger sum of \$80.00 plus tax, then have to mail the Norton Company or main STAPLES to get my refund which would have been at their discretion on the time factor. This is highly unacceptable for people like myself who</p>

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	<p>happens to be a Senior citizen and to others who are not cognizant of the workings of a computer. I would certainly appreciate your looking into this matter and getting something done to help all citizens who buy computer products. The cashier's name was Omprel. Thank you so much for your time and consideration. The store is located at 8861 Branch Avenue, Clinton, Maryland 20735-Phone-301-856-7027 Yours (b)(6)Fort Washington, MD (b)(6) SALE-1608438 5 001 93188 1559 -04/05/13 @ 8:05 p.m. --- Additional Comments: I would certainly appreciate your looking into this matter and getting something done to help all citizens who buy computer products.</p>
05/04/2013	<p>I purchased a computer on Oct 7th 2012. Part of the sales promotion was a free upgrade to windows 8 if I filed the proper paperwork before Nov 17th 2012. I would have to pay Microsoft \$15.00 for the upgrade, but Staples would send me a \$15.00 prepaid Visa card to cover the cost. I submitted all the paper work on Nov 7th 2012. The tracking # is (b)(6) I was told I would receive the rebate in 6-8 weeks. After 10 weeks and no rebate I have sent no less than 10 emails, 3 phone calls including 1 to the store manager where I purchased the product and a registered letter to the CEO of retail operations to no avail. It has been 24 weeks since I filed the paper work and have given-up on trying to get Staples to respond on their own. Thank you in advance for your help. (b)(6) --- Additional Comments: To receive my rebate and a reasonable explanation for not receiving a response from the company</p>
06/03/2013	<p>No hassle rebate no honored, even though I checked on 02112013 and was supposed to be sent two months later and it was rejected without notification.. PS9000: Rebate canceled without notification Other-Other Update</p>
05/14/2013	<p>I completed a purchase that had an advertised rebate but even though I submitted only one rebate I am told 'product limit exceeded:Rebate 1:Rebate Offer: (b)(6)Up to \$6.99 Rebate on a HammerMill 8.5 x 11 Copy Plus Paper Ream (SKU 122408) at Staples Stores ONLY InvalidProduct Limit Exceeded --- Additional Comments: Honor rebate</p>
06/15/2013	<p>On the staples.com website when I bought the Nexus 7, there was a \$20 rebate that I was to qualify for. That rebate request has since been rejected. I would like the rebate as per the website. --- Additional Comments: \$20 cash as promised.</p>
06/20/2013	<p>I purchased an item on the Staples website on 6/9/2013. The product page clearly stated at the time of my order that there was a \$20 'Easy Rebate' on the item, and that rebate was the sole reason I purchased the item from Staples. After receiving the item, I tried to submit the rebate, and was told the rebate offer expired on 6/8/2013. The product page never listed an end date for that rebate, and I believe it is false advertising. I contacted the rebate department and was told there was nothing they could do. --- Additional Comments: I would like to receive the \$20 rebate I was led to believe I would be getting when ordering the item.</p>
07/02/2013	<p>I purchased a Kaspersky Internet Security on 11-23-12 and was suppose to get a rebate for \$59.99 and they sent me a Prepaid card which I wanted a check for that amount and they told me not to use the card and they would send me a check for that amount instead. Every since then I have been calling a few times a month and they keep saying the check is in the mail or it will be here by a certain date which it never is. I call at least 2 times a month with the same replay from them. My last few calls has been to the president office which they said that is where the check comes from. I have talked to Ron Sargent, Richrd Clark & Martha at that office. Lately the dates it was suppose to of been here was 6-28 now they are saying July 5. As I have said this has been going on since Jan, 13. My rebate ID # is (b)(6) Rebate tracking # (b)(6) Date submitted 11-30-12 -- - Additional Comments: To get my refund check for \$59.99 so I can put this to rest. Thank you BBB for your help</p>

Staples Rebate Complaints

07/03/2013	<p>I purchased item # 141488 Lenovo U310 Touch Ultrabook on June 28, 2013 with the expectation that I would get a 'Free [Microsoft] Office 365 University for four years with touch laptop purchase.*' The ad can be found at http://www.staples.com/OfficeUniversity/cat_CL210332The ad indicates certain rules (qualifying touch-screen laptops with a 12' screen or greater; excluded some sku's, indicates eligibility only with .edu emails (have that)). There are no other exclusions. A list of presumably qualifying laptops follows and the one I ordered is sixth on the list. I called customer service (which was escalated to a supervisor on duty) who said that I did not qualify because I had used a Staples coupon which provided a discount on the purchase. The supervisor indicated that other exclusions applied and that the page I referred to was not a part of the www.staples.com website, which I felt nonsensical. I inquired where the specific exclusions might be located on the website and was told that it would have to be researched.I feel that the website was misleading and feel that it is inappropriate for a website and company to accept its own vendor coupons on what appears to be an arbitrary and unpublished basis. It is particularly odd because the coupon was emailed to me as a teacher rewards member along with accompanying links which led to the Microsoft promotion.I note that as the supervisor argued, there appears to be a change of policy at Staples. In the past, I have purchased 4 or 5 printers from Staples with a discount on trade ins, and each time discounts were based on the regularly advertised price as opposed to a current sale price. As an aside, I have purchased 6 computers (2 others from Staples) within the past two years for school use and things like this put a sour taste in my mouth. Generally, I look at different stores with an open mind, although some end up on my list which I refuse to do business with (which currently includes Office Depot for not honoring a large rebate several years back). --- Additional Comments: I would like the product which was refused to me (Free Office 365 University for four years).</p>
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Staples Rebate Complaints

06/29/2013	<p>This week I had a personal need for laser print paper and I had just received a Staples email ad with a promotion for three items I could use at home. (1) Hammermill 8.5x11 paper, (2) Staples Pastels and (3) Staples photo paper. The first trip took me 35 minutes due to difficulties with the advertised items, uninformed employees , no management available to solve the problem and no clear thinking solution oriented person to solve the dilemma. Each item had a coupon for 'easy rebate' and each had a coupon code. My neighborhood Staples store had two of the three items. Upon arriving home I looked at all the receipts and paperwork I had been provided but could not find the rebate for Hammermill paper which they should have checked when they gave me the sales receipts and two foot long rebate which unfortunately was for one item only. The next day I had a meeting in West Los Angeles. I thought I would pick up some large paper clips, canary pads and the third advertised item while asking for the rebate paperwork for Hammermill paper. So I visited the W. Santa Monica Blvd. Store. I was told by the acting store manager I had the wrong paper and no rebate was available for Hammermill. He showed me the 'correct' paper which was a Staples brand and more expensive. After showing him the ad he went on without an apology to experience the same difficulty. This time I asked questions and learned the problem was the coupon code printed in the ad was not accepted by the stores computer. I asked if the manager was available to resolve this issue. Eventually he was convinced to call her but she refused to speak with me, saying she was off the clock and I could return the next day if I wanted to speak with her. Arrogant, pompous, & lazy are no way to run a store. Today, I called Staples Headquarters 'Office of the President' to alert them to the incorrect coupon code. Guillermo had no words of encouragement and offered no apology for the obvious Staples mistake(s). He transferred me to Rebates Dept. for help. I explained to Evon the problem and she responded by asking for the rebate code, which I don't have. I explained my complaint was exactly that, I have no rebate paperwork because the coupon code was not accepted by the in-store computer. She replied that the coupon code did me no good. She needs the rebate number to continue this call. It was clear this call was a catch 22 implemented by the 'Office of the President' to discourage pursuing my complaint. I asked for her supervisor, but after significant time on hold I received another call and hung up. Every business makes a mistake now and then. How you handle the mistake says volumes about the company, and their integrity, honor and intention. When coupled to an experience of unfriendly, unhelpful, unapologetic, arrogance and pomposity and deliberate run-around one can only surmise that this is not their first rodeo. They have a beautifully rehearsed tactic in place to avoid doing the --- Additional Comments: What I do expect at the very least is the rebate, as per the advertisement without the run around and a clear and EASY method for Staples to honor all other customer issues regarding their advertising. Staples must be prevented from repeated the behavior described above. It first appeared to be a mistake but it soon became evident this is a well rehearsed tactic designed to sidestep culpability. Here is the barcode one receipt # (b)(6) The coupon code in the ad for 8.5 x 11? Hammermill: 866957. The ad site address: http://www.staples.com/coupons?PID=552179&storeId=10001&AID=10428703&SID=VWN4N0pBb0JDamdBQUQ3ck9YUUFBQUhj&cm_mmc=CJ-_-552179-_-552179-_-10428703&CID=AFF%253A552179%253A552179%253A10428703 I have copies of all these including screen shots of the Staples ad if you are not able to pull up the website. I filed on line for two of the three items because they had a working code in the ad. I expect I shall receive the two rebates without difficu</p>
07/23/2013	<p>Consumer states that when he gets his Staples Rebate it takes longer than what they tell him it will take. It is averaging about 6 months before he receives the rebate. Rebate tracking #(b)(6).</p>

Staples Rebate Complaints

08/01/2013	<p>I've had this problem with staple easy rebate website before - last time when I entered my address for a rebate (tracking number is (b)(6) on the verification page, everything's correct, but as soon as I hit 'submit', the address changed and I had no control whatsoever! I ended up having to call back after 72 hours to get the address corrected in the system. Then this time when I submitted another rebate (tracking number is (b)(6) this happened again! I took a screen shot of the verification page, which shows my correct current address(b)(6), Central, SC (b)(6) and as soon as I hit 'submit', on the confirmation page the address changed again (to (b)(6), Clemson, SC (b)(6) I've checked my account and my address is correct (at least on my end), so there must be some kind of glitch in Staple's system. Staples needs to fix this issue otherwise I'm going to have a nightmare every time I submit an easy rebate!!! (I don't see a place to attach photos so I'll email it to BBB shortly.) --- Additional Comments: 1. Make sure both rebate checks (b)(6) and (b)(6) arrive to my correct current address: (b)(6), Central, SC (b)(6).2. Fix the glitch somewhere in Staples' system, so this would not happen again.3. Issue a \$25 gift card for the inconvenience (I had to call Staples multiple times regarding this issue and spent hours over the phone but no one was able to help me fix the issue).</p>
08/11/2013	<p>Me and my husband both bought Toshiba C55A5285 156 Laptops and Staples Gift Cards from Staples online. My order number is (b)(6) while my husband's order number is (b)(6) The Toshiba C55A5285 156 Laptop, as posted on Staples official website (http://www.staples.com/Toshiba-C55-A5285-156-Laptop/product_49562), has a \$50 rebate. However, when we tried to get the rebate online, it said that it couldn't find any information regarding to our orders. So we call the Staples Customer Service (800-333-3330). The lady also couldn't locate our order number in their system, which really confused us since after we completed the online purchase, Staples immediately sent us the confirmation email, and also there were packing slips (we still have them) coming together with the shipments, on which it clearly showed all the order information with respect to these two orders (customer number, order number, ship date, item number, item description, quantity, Staples price, etc.). So the lady suggested us to send them an email with the scanned packing lists and see if they could solve this problem and we did. After waiting for one more day, they replied with exactly the instructions online to re-submit the rebate request. We did and it still didn't work. Additionally, we can actually see the orders in our online accounts, but when we click these two orders, it webpage said 'the feature is temporarily unavailable'. But all the previous orders don't have this problem. The above is the first issue we need to file a complaint. The second one comes with the gift cards (\$25 value) we bought together with the laptop. When we tried to use these cards in Staples retailer store, the sales said the cards couldn't be used due to some unclear reason. Since the cards have the same order number with the laptops, we don't want to waste any time by calling Staples customer service or emailing them, just because they couldn't locate the item and have the motivation to literally solve the problem for us. --- Additional Comments: We hope Staples can solve these problems ASAP, since it is unbearable when the Customer Service told us they couldn't locate their own products they sold, and we couldn't use their brand new gift cards in store. That is the most ridiculous thing we have ever heard. So the outcome we wish would be, first, Staples gives us the rebates for these two laptops and second, re-send us two brand new and AVAILABLE gift cards (\$25 each) that we can actually use in store.</p>

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07/28/2013	<p>Staples advertised a Toshiba laptop model # C55-A5285 on sale for \$379.99. Reg. \$549.99 with \$120 instant savings and \$50.00 mail in rebate. When I inquired at the store on Saturday July 27 I was told that there were none in stock and none available. On Sunday I checked on line and then called the Doylestown,Pa store ,opening time, at 10:00 am and was told the item was in stock however they would not honor the sale price because it ended on Saturday. --- Additional Comments: In this day of computer technology I find it hard to believe that a company as big as Staples does not know it's inventory or where that inventory is located! I feel that they were misleading and they should honor the advertised price.</p>
08/17/2013	<p>I placed order on 08/15/2013. Order Number (b)(6) for 902679 HP 61 Black and Tricolor Ink Cartridges CR259FN Combo 2 Pack When I checked to see about delivery information. Web site said that it was delivered on 08/16/2013. The Staples carrier did not deliver to my address. I do not know where my order is located. I called Staples at 1-800-333-3330 and talk to a Staples rep who stated that she would be refunding my purchase price of \$24.18 back to my credit card plus issuing me a new rebate voucher for \$11.50 that I used to apply to purchase. She also said that she would be sending me email confirmation for the refund back to my credit card & a new rebate voucher. I never received any emails concerning my refund back to my credit card. I have contacted Staples twice through email & still have not received any help. There business practice concerning non-delivery & returning monies is not acceptable. --- Additional Comments: I would like a refund of \$24.18 back to my credit card plus issue me a new rebate voucher of \$11.50.</p>
07/29/2013	<p>I am sending you this complaint for your help. The explanation is as follows: Please be advised that on April 30, 2013, I purchased an HP laptop at a Staples store located at 24-41 St Queens NY 11102. I never purchase a computer and/or laptop before at Staples but this laptop has a \$50 rebate and I like it. The following day May 1, 2013 I filled out an online the rebate?s application and received a rebate confirmation. Enclosed please find a copy of the receipt from staples and a copy of the rebate confirmation. On Monday June 10, 2013 I received a letter from HP stating that my rebate?s submission was a duplicate. How it can be a duplicate if I never purchased any laptop before in my life? this is the first one! On June 11, 2013, I personally went to the store where I purchased the laptop and spoke with Team Manager Angel Pabon. He did several phone calls and told me to bring the box of the laptop so he could check out the serial number. I went again on Thursday June 13, 2013 with the box he did a phone call and told me to send a copy of the serial number for you convenience. --- Additional Comments: It has been a month and a half since I purchased the laptop. \$50 means a lot to me since I am a retired person and have a low income. I will appreciate you send the \$50 dollars. I am entitled to by mail within two weeks or I will be forced to put a complaint at Better Business Bureau here in New York, As of today July 15, 2013. I have not received any answer either from Staples and or HP. Any help you can do will be greatly appreciated. I am thanking you in advance for your cooperation in this matter</p>

Staples Rebate Complaints

08/30/2013	<p>2013 Sales Tax Holiday. I purchased a laptop from Staples that qualified as tax exempt and was charged sales tax. They told me it was the register. On 08/04/2013 I went to the Staples store located at 3742 North Federal Hwy, Lighthouse point, FL 33064 to buy a Laptop computer that they advertised on sale. I picked a laptop that qualified for tax exempt if the price was \$750. or less. I picked an HP Pavilion 17-E020US 17.3' item En63895 Laptop. They advised that they did not have it in stock and that I would have to order it and get it shipped to me. The order number was #(b)(6) and was placed on the same day. When I paid with a Visa debit card, The amount was for \$610.99. With an in store coupon -\$61.00 the sub-total was \$549.99. Then the register added \$33.00 in sales tax. Total amount was \$582.99. After payment was made I questioned as to why I was being charged sales tax on the tax holiday that ran from August 2 through August 4, 2013. I was told that I should get the tax refund from www.staples.com within 3 days. I received the computer and the invoice that came with the computer did not show the tax on the purchase. 3 days passed by and I went back to the store and spoke to the manager named 'Nicole'. I explained the problem and she wrote on my customer copy that I will get a credit on my card by 8/11/2013. The day came and went and still no refund. I emailed Staples.com (tax@orders.staples.com) They apologized but advised that the purchase was made at the store level and advised that the store will have to refund the taxes. On 8/12/2013 I went back to the store and spoke to 'Nicole'. This time she said I should get the refund by mail in 7-10 business days from the date of purchase. Today is 8/30/2013. I checked my mailbox and still no refund. I called 'Nicole' again and was told that it should have been mailed to me. I was told that they will call me on Tuesday 9/03/2013 to check if I got it. All I've been getting is the run around from corporate and the store. I will never shop at this store again. they are quick to collect but forget about it if they have to refund you back. I'm also waiting on a rebate for \$50.00 for the same computer that they said would arrive in 4-6 weeks. Let's see how that goes. --- Additional Comments: I am just asking for my tax refund on the item I purchased. They could have avoided all this if they would have given the tax refund to me on the day of purchase. I don't understand as to why such a well known business have an extremely poor customer service. It seems that they don't have an 'EASY' button for that!</p>
09/04/2013	<p>2013 Sales Tax Holiday. I purchased a laptop from Staples that qualified as tax exempt and was charged sales tax. They told me it was the register. On 08/04/2013 I went to the Staples store located at 3742 North Federal Hwy, Lighthouse point, FL 33064 to buy a Laptop computer that they advertised on sale. I picked a laptop that qualified for tax exempt if the price was \$750. or less. I picked an HP Pavilion 17-E020US 17.3' item En63895 Laptop. They advised that they did not have it in stock and that I would have to order it and get it shipped to me. The order number was #(b)(6) and was placed on the same day. When I paid with a Visa debit card, The amount was for \$610.99. With an in store coupon -\$61.00 the sub-total was \$549.99. Then the register added \$33.00 in sales tax. Total amount was \$582.99. After payment was made I questioned as to why I was being charged sales tax on the tax holiday that ran from August 2 through August 4, 2013. I was told that I should get the tax refund from www.staples.com within 3 days. I received the computer and the invoice that came with the computer did not show the tax on the purchase. 3 days passed by and I went back to the store and spoke to the manager named 'Nicole'. I explained the problem and she wrote on my customer copy that I will get a credit on my card by 8/11/2013. The day came and went and still no refund. I emailed Staples.com (tax@orders.staples.com) They apologized but advised that the purchase was made at the store level and advised that the store will have to refund the taxes. On 8/12/2013 I went back to the store and spoke to 'Nicole'. This time she said I should get the refund by mail in 7-10 business days from the date of purchase. Today is 8/30/2013. I checked my mailbox and still no refund. I called 'Nicole' again and was told that it should have been mailed to me. I was told that they will call me on Tuesday 9/03/2013</p>

Staples Rebate Complaints

	<p>to check if I got it. All I've been getting is the run around from corporate and the store. I will never shop at this store again. they are quick to collect but forget about it if they have to refund you back. I'm also waiting on a rebate for \$50.00 for the same computer that they said would arrive in 4-6 weeks. Let's see how that goes. --- Additional Comments: I am just asking for my tax refund on the item I purchased. They could have avoided all this if they would have given the tax refund to me on the day of purchase. I don't understand as to why such a well known business have an extremely poor customer service. It seems that they don't have an 'EASY' button for that!</p>
<p>09/05/2013</p>	<p>I made an order on www.staples.com (Order#(b)(6) item#49562) on 09/01/2013 around 2:00AM which is the staples.com first day of this weekly ad deals. I started to purchasing online since the very beginning of the deal--0:00AM 09/01/2013 because on Thursday night (08/30/2013) I saw the weekly Ad deals of item 49562 (Toshiba laptop) will be \$329.99 starting 09/01/2013 . The detail of the sale is regular price: \$549.99, saving -\$62.50, instant saving -\$107.50, mail-in rebate -\$50.00 Final price \$329.99. And at that time there is staples.com online coupon-- \$100 OFF when you purchase original price \$499 or more Windows 8 computer valid through 09/02/2013. I also have this in-store staples printable \$100 off coupon. After this coupon, the final price will be \$229.99 (after mail-in rebate) I can either choose to buy it from my local staples store or to buy it online with the final price \$229.99 excluding tax. I chose to buy it online because my credit card has some extra cash back reward when I used it online. So I placed the order online when this weekly deals just began within 2 hours. (I could made this order even earlier since I started at 0:00AM but the staples.com was unstable during first two hour of 09/01/2013) And I got the order confirmation email with pre-tax price \$279.99 (after \$50 mail-in rebate will be \$229.99 which is exactly what I want) at 5:22AM 09/01/2013. So I was very happy at that time. But on the 09/03/2013 afternoon, I got the email that this item is out of stock and staples.com cannot ship it anymore. So I called the staples.com customer service to ask if I can get back order when the item is in stock again. Or I can pick it from my local staples store with this order confirmation. The representative told me he had to cancel the order but I can get it from local staples store with the same price. Then he sent me official order cancellation email which said 'This communication is to confirm the cancelation of your order'. But I think staples.com cannot cancel the order due to temporary out of stock. They should ship it when the item is in stock unless Toshiba stop supplying this item any more. Or at least ask the customer's permission if he or she agrees to cancel the order. They cancel the order which means I had already locked the low sale price never exists. But this is staples.com's fault to cause that I can never purchase the item with that price I locked on 09/01/2013 (I didn't not sleep the whole night for getting this low price). Because staples.com website server did not told me it was out of stock and I cannot buy it at the time I placed the order. Instead the website still let me complete the order and give me the order confirmation which made me believe I have purchased and locked the low sale price. And it is staples.com's fault that they did not tell me the item was out of stock before the end of 09/02/2103 when the \$100 off in-store coupon is still valid. If they noticed me that 'they cannot not ship to me --- Additional Comments: I want staples.com either to sell me the item 49562 when it is in stock again with price pre-tax price \$229.99 and make this order still valid with 5% staples reward on everything on my staples reward card (I know all the sale discounts and mail-in rebate will expire 09/07/2013, I think staples.com should sell me this item with exact pre-tax price \$229.99 regardless all discounts and rebates which I don't care). If staples.com do not agree this settlement or Toshiba indeed stop supplying it to staples.com anymore (people can check if item 49562 resume stock or not online), I propose another one: Give me a at least \$100 staples gift card or staples credit (works both online and in-store never expires) to compensate staples.com's fault</p>

Staples Rebate Complaints

	<p>which let me miss the \$100 discount price and my time and gas to visit different my local staples stores.</p>
08/31/2013	<p>Staples is deliberately misleading public just before school start and entice them about the rebates only not to honor t later by which time we cannot return the product. Staples had advertised about \$5.00 rebate for Pilot B2P assorted 5 pack promotion but later did not honor due to flimsy and dumb reason saying product limit exceeded which is out right lie because one cannot exceed the limit if I bought just one of the said product. If anything should be less than one then it means zero and don't buy. So Staples is deliberately doing this to trap consumers and so should be banned from doing business in Edmond Oklahoma due to such practices. --- Additional Comments: First of all Staples should apologize to the public for such illegal practices.Second re-imburse me my full amount of purchase without return.Third close their business at Edmond Oklahoma and stop fleecing and cheating customers.</p>
08/22/2013	<p>I have purchased several ink cartridges for my printer.Staples offers a \$2 per cartridge rebate for each empty returned. I was told it would automatically show as a credit on my reward account (b)(6) but it doesn't. Each sales clerk has a different story - I should receive emails with the credit (none ever received) or they would mail me a voucher (none ever received.) On 3/14/13 a clerk actually took the time to check the records and that showed 3 cartridges recycling credit (there should be more). On 8/20/13 I purchased 2 more cartridges and there still was no \$6 credit. That clerk couldn't be bothered and was quite flippant - he said I should read my emails. I believe Staples is running a scam and has no intention of honoring their recycling credit commitment --- Additional Comments: I want the \$6 representing the 3 cartridge recycling credits although there should be more. I have sent 2 emails, with no response. I have called their customer service number and was automatically cut-off 3 times in a row. I won't be shopping at Staples again.</p>
09/15/2013	<p>I ordered a laptop off the staples.com website that was advertised at \$236.99 after a \$50 rebate. I placed my order as a guest since I did not have an account and was not presented with any terms or conditions upon placing my order. After the order was processed I attempted to click on the link to obtain the rebate form at which point I received an error stating that the rebate form could not be found. At this point I called the customer service number at 1-800-378-2753, and was told by the representative that they were having technical issues and that I should check back in a few hours and the rebate form would be posted. I checked back and still was unable to access the rebate form. When I called the staples customer service number again, I was then told that the advertised price was a mistake and that staples is not responsible for typographical errors on their website. Consequently they would not be honoring the sale price. Unfortunately, this is not a typographical error. The website lists the price, minus discounts and the \$50 rebate giving a total price of \$236.99. This was not a 'typographical error,' the advertisement clearly had a whole separate line item listing the \$50 rebate and subsequently giving a sub-total price before tax. --- Additional Comments: Honor the advertised price, and take the loss if there is no applicable rebate. This was more than just a typographical error. Its your responsibility to have systems in</p>

Staples Rebate Complaints

	<p>place to avoid publishing the wrong information that consumers rely on to make their purchasing decisions.</p>
<p>09/06/2013</p>	<p>I ordered a laptop from Staples on September 1st. Staples cancelled the order 2 days later on the grounds that the item was out of stock. I was able to obtain the tracking number for my order which shows that the laptop shipped but Staples put in an intercept request to UPS to stop delivery. I called Staples to complain and was offered a different laptop at an equally good price after I stated that I had proof the laptop shipped. I kept checking my order for the second laptop which eventually disappeared from my order list. I never received any written reason. I called Staples to ask about the second laptop. I was then told that the laptop was also out of stock. When that order was placed, the customer service representative said there were 100 in stock when I placed that order and that I wouldn't have another issue. I have documentation for everything. Staples eventually offered a somewhat similar (lower spec'd) laptop which would have ended up costing me \$100 more. Had I not been lied to, I would have never complained --- Additional Comments: I want what I ordered at the price offered to me. This includes the \$50 rebate that will have expired.</p>
<p>08/28/2013</p>	<p>I received rebate checks in June. I received one for \$5.00 and then another for \$16.98. When I received the \$5.00 I called to find out approximately when I would receive the other ones and update my address since I had moved since applying for the rebates. I talked to a very rude person and asked for a supervisor. I was told by the supervisor a check would be issued for \$16.98 for the remaining amount due. I deposited the \$5.00 check into my bank account and it bounced and I was charged \$12.00 in bank fees. I bank at Wells Fargo and they did credit \$6.00 of the fee charged. When I received the \$16.98 and deposited/cashed the check it also bounced and I was charged another \$12.00 fee from Wells Fargo. I have since received a check for \$21.98 and have not cashed or deposited it. Wells Fargo said it is up to Staples to reimburse for the fees. I called Wells Fargo on 8/27 and they said they can not reverse any more fees since it has been more than thirty days. Staples rebates said they would not reimburse me. I have Legal Shield service and a few weeks ago they sent a letter to Staples asking if the current check is ok to cash or deposit and to have the fees reimbursed. I have not received a response from them. However, I have not further retained an attorney to pursue a small claims suit. I have also filed a complaint with the PA Attorney Generals office. --- Additional Comments: I am seeking an apology, a reimbursement for the \$18.00 in bank fees and would like to know if I can cash or deposit the check for \$21.98.</p>

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09/10/2013	<p>Saw a posted rebate promotion at the Staples in Lake Stevens, WA: '8.5' X 11' Copy Paper 5 Ream Case', rebate offer #: (b)(6), in which a 5 ream case of Staples copy paper (normally priced at \$24.99) was advertised to get a \$20.00 rebate (gift card). I made the purchase at the register and was given a 'rebate receipt' in which to complete the rebate either on line, or mail. I completed the required information on line for the rebate and received an email from Staples stating: 'Trouble is, there aren't any rebate offers associated with the Easy Rebate ID number/Order number you provided. We hope it was a typo. If so, please click below to correct it: http://www.stapleseeasyrebates.com'. The rebate I.D. and offer # I provided were correct, but, I went to the link provided to me to see if there was anything else missing and was not allowed to proceed because of error messages. I then submitted the original purchase and rebate receipts to the mailing address provided and received a post card from Staples stating once again they would not honor the rebate. ***This is false and deceptive advertising, I don't appreciate being lied to and having to jump through endless hoops in order to make Staples comply with their own freely advertised promotion... even as little or insignificant as it may seem.*** --- Additional Comments: At this point, I am so disgusted with Staples, I just want my money back never to return to this store. Staples should also reconsider it's false and deceptive advertising promotions.</p>
09/19/2013	<p>I submitted the rebate request to STAPLES and they said it been sent, but I have never received it. Only corresponding with them is on-line chat and I have 3 session on-line chat with 3 different agents, they include the number of the rebate card being sent to me, since 05/08/13 but I have not received the rebate card from them.
Product_Or_Service: Laptop PC
Order_Number: (b)(6)
Account_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Other (requires explanation)
I need them to send me the rebate card as their promised.</p>
10/03/2013	<p>Staples.com failed to issue mail in rebate even though mail in rebate was submitted within the timeframe from when product was received. --- Additional Comments: Please complete and fulfill my mail in rebate. Please email me for rebate number.</p>
10/07/2013	<p>I purchased one NIS 1 User 3 PC 2013 (Norton Virus Protection for up to 3 Users) on August 12, 2013 that had a Staples Reward of \$40.00 upon purchase if you submit the rebate through Staples. The Rebate offer was 13-74382. The product was shipped to me at my home with a form that did not have a submission due date on it to redeem the rebate. When I tried to redeem my rebate with Staples the person I talked to told me that the rebate had expired and I couldn't redeem it. When I told the person that there was no information on the paperwork that I received with the product, she told me there was nothing she could do. There was no expiration date for redeeming the rebate on the paperwork I received. The customer number on my order is (b)(6) and the order number is (b)(6). I believe that Staples should have honored the rebate because there was no expiration date for the rebate on the paperwork I received. --- Additional Comments: Debit card rebate for the amount of the rebate for the product purchased.</p>
12/17/2013	<p>I purchased 2 HP Pavillon Laptop computers (item #286737) each with a \$50 rebate, and I specifically asked the sales rep if the rebate program is working better that a few years ago and that I will be able to get these rebates with no problem. In the past I had purchased items with a rebate and online rebate process would never work. The sales represent said he has not had any complaints. Low and behold I am having trouble with their online rebate redemption. I entered my rebate information and the site said 'We have not received the information from the store yet'. Now this is approximately 3-4 hours after the purchase. I can get an email e-receipt from Sears before I leave the building so this is a no an realistic excuse. --- Additional Comments: I want them to apologize to me and credit me the \$100 rebate immediately, they can fill out their own rebate forms. Their business practice (in this regard) is highly suspect and I believe meant to discourage customers from getting their rebates.</p>

Staples Rebate Complaints

<p>01/24/2014</p>	<p>Why can't anyone do anything about Staples Rebate fraud? The internet shows that there are a large number of people with complaints against the Staples rebate program over the last several years, but Staples continues their Rebate scam. Staples has owed me an \$18.00 Rebate since Nov 4, 13. They say (in fine print) that it takes them up to 10 weeks to deliver a rebate during the holiday season. It has been over 11 weeks, and I still have not received the rebate. I sent Staples an email via the www.stapleseasyrebate.com site on Jan 13, 14 (10 weeks after they received my rebate request) demanding that they send me my rebate via FedEx Overnight delivery service. They responded by email saying I should contact their web Chat service. When I tried to do this, multiple times, their site indicated that "Chat was Not Available". It is ridiculous that it takes them 10 weeks to process rebates. It is pure Fraud when they just do not pay rebates. There is no question that they owe me the \$18.00 rebate, they sent me an email on Dec 4, 13 with the "Subj: The check is in the mail! (Really)". I would greatly appreciate it if you could suggest to Staples that it would be a good idea to fix their Rebate system so that it actually delivers the Rebates that they advertise. I will be happy to Fax my documentation of this issue to you. Other-Other Update</p>
<p>02/11/2014</p>	<p>A LOCAL STAPLES OFFICE STORE HAD A CARTON OF 10 REAMS OF ORDINARY COMPUTER PRINTER PAPER ON SALE WITH THE MONEY SAVED (BY ME) TO BE REFUNDED BY MAIL OR BY USING THEIR WEBSITE WWW.STAPLESEASYREBATES.COM - I DID THE LATTER ON THE SAME DAY I BOUGHT THE PAPER (01/08/2014) AND ALSO REQUESTED A PASSWORD THAT WAS SET UP THE SAME DAY (I HAVE EMAIL VERIFICATION OF THIS) - THE ONLY WAY TO DO THIS WHEN SUBMITTING A REBATE ONLINE IS TO REQUEST A PASSWORD IN THE SAME FORM THAT THE REBATE REQUEST IS A PART OF - THIS IS THE FATAL FLAW IN THEIR REBATE SUBMISSION FORM AS I WAS TOLD BY CUSTOMER SERVICE TODAY, THE 11TH OF FEBRUARY, 2014, (4 WEEKS AND 6 DAYS AFTER THE FIRST SUBMISSION) - BEFORE CALLING CUSTOMER SERVICE AT 877-266-6483 TONIGHT I WENT TO THE STAPLESEASYREBATES.COM WEB SITE AND TRIED TO CHECK THE STATUS OF MY REBATE (A PREPAID VISA CARD FROM CHASE) - I COULD NOT FIND HIDE NOR HAIR OF MY SUBMISSION 5 WEEKS AGO SO I CALLED CUSTOMER SERVICE ONLY TO BE TOLD THAT I WAS NOT IN THE SYSTEM, ETC. AND WOULD HAVE TO SUBMIT MY REBATE CLAIM (I HAVE 60 DAYS FROM THE PURCHASE DATE (01/08/2014) TO SUBMIT MY REBATE CLAIM) (60 DAYS WOULD BE 7 MARCH 2014) - SO I RESUBMITTED THE CLAIM EARLIER TONIGHT AND ENTERED THE PASSWORD BOTH PARTIES HAD AGREED UPON ONLY TO BE GIVEN AN ERROR MESSAGE THAT I HAD SPENT TOO LONG ON THE COMPUTER DOING THIS ENTRY AND THEN I WAS KICKED OUT OF THE WEBSITE - I CALLED CUSTOMER SERVICE AGAIN AND EMPHASIZED THAT I WAS CERTAIN THAT I HAD SUBMITTED A CLAIM ON 08 JANUARY 2014 AND WENT OVER THE FACT THAT I HAD A PASSWORD THAT WAS VERIFIED BY EMAIL FROM STAPLES, AT 5 P.M. ON 08 JANUARY 2014 - AT THIS POINT THE SERVICE AGENT LET THE CAT OUT OF THE BAG AND TOLD ME NOT TO ENTER ANYTHING IN THE PASSWORD FIELDS (THE 2ND ONE TO ENSURE THE 2 ENTRIES MATCHED) - HE SAID IN NO UNCERTAIN TERMS THAT "THEY" HAD A LOT OF PROBLEMS WITH REBATE ENTRIES WHERE PEOPLE HAD REQUESTED PASSWORDS OR ENTERED PASSWORDS AND THAT I ABSOLUTELY MUST IGNORE THIS VERY LAST STEP OF THE REBATE SUBMISSION PROCESS ONLINE OR I WOULD NOT GET A REBATE - THIS IS THE RUB - THE SERVICE AGENT SAID THEY WERE AWARE OF THIS PROBLEM BUT MADE NO COMMENT ABOUT FIXING IT OR CONTACTING PEOPLE LIKE ME WHO FILLED OUT THE REBATE REQUEST</p>

Staples Rebate Complaints

CORRECTLY AND ALSO REQUESTED A PASSWORD TO "MAKE THINGS EASIER" NEXT TIME I NEEDED TO FILE A REBATE - THIS IS WHERE I FAULT THEM NO END SINCE IF I (OR HOW MANY THOUSANDS OF OTHER PEOPLE) HAD NOT CONTACTED THEM AND RAKED THEM OVER THE COALS I NEVER WOULD HAVE KNOWN THAT THERE WAS A PROBLEM - WHICH I'M ASSUMING IS STILL UNFIXED - I FILED THE REBATE REQUEST FOR THE THIRD TIME ABOUT AN HOUR AGO AN NOW HAVE SOME EMAIL RESPONSE FROM THEM: Thank you for submitting your rebate request(s) through Staples Easy Rebates! We have received rebate information for this/these product(s): "SPLS 8.5X11 MULTIUSE 20/96 CS We'll begin processing your request(s) shortly...claimNumber=(b)(6)&email=(b)(6) For easy reference, here's the information you submitted: Rebate Offer Number(s):(b)(6) Easy Rebates ID number/Order number:(b)(6) Tracking number:(b)(6)" THIS IS ALL GOOD AND WELL BUT THE PROBLEM WITH ONLINE REBATE SUBMISSION REMAINS AND MANY PEOPLE WILL BE HUNG OUT TO DRY - BLAMING IT ALL THE WHILE ON "COMPUTERS" - AND THEY WILL BE RIGHT AND \$37 THE POORER. SINCERELY, (b)(6)

Staples Rebate Complaints

01/03/2014	<p>Staples advertised that Staples would give a customer \$25 back if the customer spent more than \$75 on HP inks on the weekly ad during the week from May 26th to June 1st 2013. I purchased HP inks that costed me \$84.96 on May 31st, 2013. I didn't receive any rebate forms after I paid the money and there was no any instruction how to get money back. I asked the salesman how to get the money back and where to get the rebate form. The salesman told me that Staples would send me reward money to my home when they see the purchase and I have to wait for a couple of months. I waited until November and still didn't receive any reward money from Staples. I went to the Store on 113 Mill Plain road Danbury CT and asked a salesman how to get reward money back and showed him the receipt and reward number printed on the receipt. He told me to call 1-800-793-3320 since he did not know how to deal with the process. On Dec. 8th, 2013 I called the phone number (800-793-3320) and talked to a lady for more than an hour. I told her the Reward and Receipt numbers, and she agreed that I made the ink purchase and should've got the money back. However, she was not able to send the reward money to me because she didn't know how to do it. She told me that she was going to contact the store manager and ask the store manager to call me. On Dec. 9th 2013 the store manager called me in the morning and left a message. The message was blurry and couldn't hear clear message. I went to the store and talked to Store manager. The store manager told me that he couldn't solve the problem and asked me to call a different number (800-338-0252). The manager said that the phone number is called 'Presidents Office' number and this phone number is the higher level number. I should get an answer from this phone number. On Dec. 24th 2013 I called the phone number of 800-338-0252 and the 1st person talked me for just less than 5 minutes and hung the phone without any notice. I called the phone number again and another Staples' person answered me. I ask him the extension. He told me a wrong phone extension number and the phone disconnected again in the middle of the talk. I could never reconnect to the 2nd Staples? person. I made the 3rd call and was able to talk to a lady. She told me that the phone number I called was not the phone number for 'reward' and she couldn't do anything. On Dec. 27th I went to the store again and talked to a store manager called Mr. Jim Kodz. I showed him what I did. I called both phone number fail to resolve the issue. The store manager asked me to log into my Staples account and checked my account. He failed to resolve the problem as well. I asked him 'Are the receipt and Reward number real?' He answered 'Yes'. However, he was still not able to resolve the problem. I don't understand that Staples promised the money back for purchasing HP inks on the weekly ad but Staples did not want to keep the promise and send the reward money to customers. This was bad b --- Additional Comments: I want to get the reward money back because I made the purchase and the reward number was printed on the receipt.</p>
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Staples Rebate Complaints

12/31/2013	<p>My items I purchase went back on the store shelves! I came there to buy an ink cartilage printer and tax software. I went to look for a 2 drawer file cabinet, after viewing the the cabinet as I walk back I stop by the computers display! I looked at 4 different ones ! I inquired about the Toshiba professional, the price were \$699.00 advertise, I asked does this include the computer price, the answer I got was yes! I was told at that point that everything in the store was 20% off what ever you drop in the bag! It was for today only and last day for the 20% off. I chose to purchase the computer! When the attendant ran it through the cash register the amount was \$749.00, \$50.00 more, the attendant say you will have fill out from to get the rebate \$ 50.00, Where were the 20% off! I was told then it didn't include the computer and a couple other items. one of the store managers ms Joyce . said I will provide some discount about 10% first she said \$40.00, that was 10% , \$ 75.00 is 10% she work it down to \$64.00. I agreed but not happy! Ms Joyce was very helpful in setting me up with and rewards cards, She asked me to go with her to another part of the store to complete the action! I asked should I take the bag with me? She told me i can leave it at the counter! I followed her to the other location! She went to a computer to input my information! After which we went to the post office area to mail the rebate form and rewards point for purchase! It took about minutes to do! I walk back to the counter to get my items ink cartilage, tax software, and computer! It was not at the counter! I asked the first salesperson where are my items! Asked me who was the attendant I call a name Shyanna, i was told she was on break, I went to the main counter and pulled out my receipts! Where are my purchases, I was told by another salesperson I don't know! Could I get some help! Would some one tell me something! I describe that bag know one seen it. 45 minutes later, Ms Joyce came over , she look again and was confused and puzzled. She went in to see the store general Manager Mr John Skeen, Later he appeared with the computer, I was frustrated he gave it to ms Joyce and then went to get my items again from the shelves! Mr John Skeen came over to me and assume I left the item by my own choice! I told him no I didn't if I didn't go with my joyce I would left the store! He said it was my fought! I was very disappointed in how he resolved the matter plus cause me to waste 1 hour 30 minutes of my time for Mr John Sheen putting my items away and didn't let nobody aware of it! That just not right! The date was 28 Dec 2013 --- Additional Comments: I want an written apology from Staple Corporation, and a personal hand written apology from Mr John Skeen, Plus I want Staple to honor the 20% off that I was told!</p>
12/26/2013	<p>I bought a Intuit Quickbooks software in Staples (20830 Stevens Creek Blvd, Cupertino, CA 95014 408.252.1019, the addresss was not on the complaint form) on 3/11/13, saying I could get \$90.00 mail-in rebarte. However, after I filled out the rebate form and mailed the form with UPC and receipt to Staples Rebate Center (Staples Rebate Center, Intuit Promotion # 13-48641, PO Box 540050, El Paso, TX 88554-0050), I never got the rebate yet. Hence I fill out this complaint. Please help me get my rebate. Thank you very much. --- Additional Comments: Staples rebate center to issue me a check of \$90.00.</p>
01/06/2014	<p>I bought a computer - Toshiba, at Staples in July 2012 and I was informed that my window 7 would be upgraded to window 8 for free when it become available. Window 8 was coming out and I should not be paying for an outdated product. Mr. Tran helped me with my paper work and I waited, then decided to inquire at the store and Mr. Tran informed me that I would me contacted by someone in charge. I waited again and Called and I was asked to contact rebate center, I did and re-submitted the rebate. I later contacted a representative who informed me that I should be getting a code in the mail by February 2013. I waited again and they claimed that they emailed me and I told them that I have been on the lookout and nothing came. they kept transferring me around and I requested for a supervisor, a female voice came on and I was told that the time frame has passed and that they would have a meeting and see if committee would approve it and after</p>

Staples Rebate Complaints

	that, they never got back to me and my effort to resolve this matter was no availed. --- Additional Comments: I would like them to replace window 7 with window 8 as contracted.
12/24/2013	I bought an HP laptop from staples.Staples claimed to offer 50\$ rebate (by manufacturer) and the rebate would be eligible for staples online easy rebate submission. Its clearly printed in the purchase receipt.When i went online to submit my rebate, i got an error that rebate is NOT eligible for online submission. The help line suggested me to mail it to HP directly. But unfortunately by then i had thrown away the packaging box which had UPC code required and was also traveling out of USA. Hence i was not in position anymore to claim rebate by mail.If it wasn't for easyrebate online submission claim , i would not have bought that laptop. CSR refused to help me.Don't believe in Staples rebate offers.
01/17/2014	Well, there we go again with Staples.On January 05, 2014 I bought 10 Avery Heavy Duty Bindrs at 8.49 each at Staples.com (order (b)(6)As per Staples advertizing, those binders were free after easy rebate (rebate offer (b)(6) with limit 2 per SKU/Name/Address.I submitted an easy rebate on January 05, 2014 and as of now tmy rebate is not approved, actually it's invalid (missing transaction data, not sure what does it means). I contacted Staples Customer Service several time but it didn't help, as my rebate is still not approved.Not sure why Staples is trying to commit a mail fraud, which is a Federal Crime, but I have no choice but to file a mail fraud complaint against Staples CEO Ronald Sargent, as I belive he should be responcible for his company fraudulent business practice. --- Additional Comments: I want Staples send me my rebate check for \$84.99
01/09/2014	I purchased a QB 2012 BOX SIMPLE START from Staples on 9/3/2012 (Order No.: (b)(6) The product has a \$90 rebate. I submitted the rebate on the same day. Since then, I didn't receive any response from Staples. I called Staples several time, 2/5/2013, 9/7/2013. I was told that they would send me the rebate card. But I didn't receive it. On 1/8/2014, when I called then again, they said first lady who handled the phone called told me they had sent me the card, but the card had only \$15 on it. When I talked to the manager about the issue, he said the rebate program was gone and they can't issue any card. --- Additional Comments: Please let Staples issue me \$90 rebate. Thank you so much.
01/24/2014	Company is not honoring Advertised Rebate after several calls and chat to rebate customer service.Order #: 9703951612 Order Date: 01/07/2014, Rebate Tracking# 604793373I purchased 9 Binders within 5 different SKUs which were advertised as 'Free After Rebate, limit 2 PER SKUs'. I met all T&C of rebates and submitted immediately after purchase via 'Staples Easy Rebate'. Since then I am having issue my rebate getting validated even after spending several hours, emails, phone call and chats with staples CSR. Total Rebate that should be approved for my 9 binders should be \$76.41 but rebate status still shows invalid in one system (stapleasyrebates.com) and only \$16.98 (rebateshq.com) in other. Here is Rebate T&C:Product: Avery Heavy Duty View Binders Rebate reward: \$8.49 Check Purchase dates: 01-05-2014 through 01-11-2014 Postmark date: Purchase Date Plus 30 Days Promotion: \$8.49 Rebate on Avery 1.5 inch Heavy Duty View Binders at Staples.com Promotion details: Purchase must be made between 01/05/14 and 01/11/14. Requests MUST be submitted online or

Staples Rebate Complaints

	<p>postmarked within 30 days from date of purchase. To submit online go to www.stapleseyebates.com and follow the instructions. To mail rebate: Staples.COM/CATALOG PURCHASE: Send the ORIGINAL completed rebate redemption form with the ORIGINAL or a COPY of a packing slip. Offer valid in US only. Good for actual purchases by end users; excludes resellers and distributors of products and their families. You should receive your rebate within 4-6 weeks after claim is received. All rebates will be made in US dollars. We are not responsible for lost or misdirected mail and illegible entries. Staples logo and product names are trademarks of Staples and their respective companies. Limit 2 rebates per SKU/name/address/household. For questions about your rebate call 1-877-266-6483. Fraudulent submissions could result in federal prosecution under the U.S. Mail Fraud Statutes (18 USC, Section 1341 & 1342). Keep a copy of your documents for future reference. What's strange is that on two chats (I have transcripts attached) CSR accepted error and promised that the rebate for \$76.41 is valid and will go out, but rebate status still shows invalid --- Additional Comments: Send me my rebate for \$76.41 as advertised and promised. In addition I I need to be compensated for the aggravation and time wasted.</p>
01/24/2014	<p>I ordered a Laptop from staples on line, and was promised a \$50 rebate on their 'easy rebates' offer- I never received the rebate a now they say that 'there's no rebate on my product' BUT I have saved all transactions- and have proof that there was a rebate offer. I also found out that this happens frequently! --- Additional Comments: I desire that they send me the \$50 rebate visa card that they promised as part of our deal</p>
01/23/2014	<p>Sales person encouraged me to purchase a laptop with a 'sale' price of less than \$400 with a mail-in rebate offer of \$50. With all the add-ons that he stated were necessary, purchase price exceeded \$800. The mailed-in rebate offer with extensive documentation was sent in but not honored. Salesman had offered me (1) free tutorial regarding the features of new computer, but this was never done and salesman (2) offered to purge the hard-drive of my old laptop free of charge so I could donate it to charity, but this was not done either. I sent a well-documented letter to the Store Manager and received no response. --- Additional Comments: I want what I was told I would receive: (1) \$50 rebate, (2) tutorial of this computer, (3) secure erasing of hard drive on previous computer (which they had repaired multiple times for hundreds of dollars!) I also expect an apology for their lack of responsiveness and overselling to me.</p>
02/26/2014	<p>I purchased a product at Staples with an advertised Easy Rebate. For the past few years, there was an option to select a 'check' instead of a VISA rebate card. Suddenly, this option stopped with no change in the advertisements of the rebates, so that now, there are no options other than the VISA card. I hate these things. It's difficult to keep track of how much money is left on them, in many instances, stores often cannot figure out how to split transactions, and they make us ineligible for the warranty extension periods we often get through ordinary credit cards. Further, Staples does not allow a PIN to be set (even though it clearly says DEBIT on the front), so that they cannot be used at ATMs or stores that accept debit cards only. --- Additional Comments: I want a return to the old rebate system, where a check was provided as an option. In the alternative, I want the ability to set a PIN (which is arguably required under the new Federal Reserve guidelines), or a check issued without the \$2.50 fee advertised. Thank you.</p>

Staples Rebate Complaints

02/23/2014	<p>I purchased a laptop that was shipped on 12/02/13. The laptop came with a \$50.00 Staples rebate. I have submitted proper documentation. Also, the laptop was suppose to arrive by 12/4/2013 but did not show up until 12/6/2013. I missed 2 days of work and now I have a headache of trying to get the rebate credit back. HP Notebook Model # 15-N066USHP Notebook Serial #5CD3420YNT Order Number: (b)(6) Rebate Offer Number: (b)(6) Submit by 01/13/2014: \$50 (U.S) easy/mail-in rebate when you purchase a qualifying HP Notebook PC ending with the suffix 'US'. I mailed the above rebate on 12/30/13. I still have not heard back. I have called the rebate center several times and they state it is still processing. Also, regarding receiving the packaging late. I missed two days of work because staples did not ship the laptop out on time. I called Staples twice on 12/5 and 12/6 both days trying to get it rescheduled but after holding for 30min the line disconnected. So, in order to get the package I had to take time off. --- Additional Comments: I am requesting Staples to provide me my \$50 rebate also to provide some sort of credit for not sending the package on time.</p>
03/11/2014	<p>The problem is Staples offers rebates on empty ink cartridges, I needed to buy more ink, so I brought my 2 empty cartridges with me knowing I would get a \$2 rebate for each thus, \$4, which in turn would be applied to my transaction for the new ink cartridge, which it wasnt. The person at the register, I questioned why it wasnt applied and she responded by telling me I would get a coupon in the mail, which I was not happy with as I really needed it to be applied now, but what could I do. She said it would be 2 weeks, that was Feb 12 and it is now March 12 and nothing has come in the mail. I have also contacted Staples about the whole situation and have yet to get any kind of response. So part of my complaint is not just to get the dollars I am suppose to get, but the principle of the whole transaction and the no response to my e-mails. I will not enter a Staples store anymore and on top of that I have meet someone else who told me they too are waiting for their rebate coupon and it s been even longer for them. Lies its all just to get you in the store, I hate that! --- Additional Comments: I would like not only the refund due me, I would also like an a explanation to their no response to my e-mails and a apology for having to make me go through this just to get \$4 which for me right now means alot</p>
04/02/2014	<p>I purchased a box of printing paper that cost \$39.99, by purchasing this item I was supposed to get a Rebate of \$18. To date I have not received my Rebate. This is not the 1st time this has happened. I chatted with the Rebate people, I've called them, sent them e-mails and even went to the store. The Manager at the store did not even know the phone # to the Rebate people. I left because it took him to long and I was on my lunch break. I submitted 11/7/13, and was told other times that the Rebate went out in 12/13, then 12/18/13. I was told 4x's that the 'Rebate was in the mail.' --- Additional Comments: I would like to receive my Rebate money along with a refund due to all I had to do to contact the Rebate customer service and having to waste my time and gas and still did not get results. Thank you for your response.</p>

Staples Rebate Complaints

03/22/2014	<p>I purchased two Staples® 8.5' x 11' Copy Paper, 5-ream case, item no. 990176 based on their coupon offer from their website. The website coupon (which I printed 2 of) said 'FREE' after coupon and 'easy rebate.' Disclosures included: Valid in U.S. stores only. Expires March 22, 2014 Free with coupon and after easy rebate. Staples® 8.5' x 11' Copy Paper, 5-ream case. In-Store Coupon Code: 13345; Valid in Staples® U.S. stores only. Discount applies to Staples® 8.5' x 11' Copy Paper, 5-ream case, item no. 990176. Limit two coupons per customer. While supplies last. Plus tax where applicable. Each item purchased can only be discounted by one coupon, applied by cashier in order received and prior to tax. Coupon not valid if purchased or sold and must be surrendered. No cash/credit back. Not valid on prior purchases or purchases made with Staples® Procurement or Convenience Cards. However, when sitting down to submit my rebates online I noticed that my purchase price was \$21.99 and my rebate was for \$17 (per case). This leaves a balance of \$4.99 per case in order to make it 'FREE.' Upon further review I noticed that the offer is printed on the store receipt for '\$4.99 after coupon and easy rebate,' and it has the same In-Store Coupon Code of (b)(6) After trying to address this issue with Staples live chat, there was no resolution. --- Additional Comments: I want Staples to honor their 'Free after coupon and easy rebate,' which would require a payment to me in the amount of \$43.98 for two Staples® 8.5' x 11' Copy Paper, 5-ream case, item no. 990176 based on their coupon offer from their website.</p>
04/10/2014	<p>Rebates are not being fulfilled. I filed a rebate claim on March 6, 2014. On April 1, 2014 I received an email from Staples telling me that my rebate check had been mailed. Since I had not received the rebate check by April 9, 2014, I called Staples to inquire about my rebate. The first representative I spoke to told me that the check was mailed on April 2, 2014--one day later than the email had indicated. The second representative, a supervisor told me that the check was mailed on April 3, 2014. Neither could explain why the email stated April 1, 2014. The third representative, a manager named Eric, employee number 2915, told me that the check was first printed on April 2, 2014. Clearly, the email was deceptive, at best, and fraudulent at worst. --- Additional Comments: Staples should be prevented from making false claim about rebates, and when problems occur, they should be forthright in acknowledging the problems, not providing excuses for their failures. A full product refund is in order..</p>
03/12/2014	<p>Staples has a bug and uses an old address for my rebate mailing address. I have updated my address on their application to: Jon Blatt 302 14th Ave Belmar, NJ 07719 After I login and this information propagates on their web page I click submit. After I submit Staples propagates the confirmation page with: Jon Blatt 300 Emory St #508 Asbury Park, NJ 07712 I have spoken with employees who work in Staples 'President's Office.' I have been advised this issue is fixed. I tried it with Rebate offer number (b)(6) about 10 minutes ago and the problem is still not resolved. --- Additional Comments: 1) Send me the two gift cards to Belmar, NJ - where I now live. 2) Provide a contact person at Staples with direct contact information for follow up. 2) Fix the problem.</p>
03/10/2014	<p>I made a reservation to purchase some items at Staples.com and pick them up at one of the local stores. I received a confirmation e-mail that I'd be contacted to pick up the items. According to the disclosure: 'Please don't come to the store just yet. We'll notify you once an associate confirms the availability of your item. Please take a minute to learn what will happen next: 1. Within the next 2 hours*, our associates will make sure they have your item(s) in stock. 2. Once confirmed, you will receive an email letting you know that your item(s) is ready to be picked up. 3. Then, you will have until the next day to pick up your item(s) in store. Disclosures* Reserved items will be available for pickup within 2 hours of the store receiving your reservation request. If reservation is submitted within 2 hours of the store's closing time your item(s) will be available within 2 hours of the store's opening time on the next day. Tax is not included in quoted price. Staples Rewards®, Easy Rebate and mail-in rebate savings are not included. Additional coupons must be presented</p>

Staples Rebate Complaints

	<p>Staples card and account. The next time I went to buy ink and turn in cartridges I asked why I had never received any notification of my rewards for my ink cartridges as I wished to use them against my purchase. The clerk looked up name and said he found no record of cartridge turned in for rebates. I turned in my cartridges, paid for the ink and left. A third time I went to Staples to buy ink. This time I took no cartridges as I had no faith that I would ever see my rebates. The clerk looked up my account and again found no record of any cartridge credits. I have never received notification by email or otherwise that my rebates are available. No one seemed to be able to explain to me where my half dozen or more cartridges had gone and why no credit to use on my ink cartridges. I started to purchase the ink I had come for and was told by my the clerk that I only needed to purchase \$6.00 more in ink to be able to use my rebates. I tried to explain to her-as she tried to sell me a card for discounts on ink-that I didn't know where the rebates were that I could use if I bought \$6.00 more. At that point the manager interrupted to tell me not to ask the clerk about the missing cartridges as she (the manager) had already answered me. I explained that I was responding to the offer of a discount card for ink upon which I never get any rebates and why did I have to spend more money to buy ink to use rebates that no one could find. I was told I had to buy \$30.00 worth of ink in a three month period or my rebate on returned cartridges would be forfeit. Since no one knows where my rebates are why should I buy more ink on the off chance they can be found and I can use them? I asked the question: What about the customer who doesn't use \$30.00 worth of ink in three months, and was told, "Well, they can never use their ink rebate credits." The clerk gave me some story about people bringing in cartridges to Staples but not buying ink there and that is why there is a dollar requirement. Well, I was trying to buy ink, was never before told that I couldn't use my rebates until I spend \$30.00 (which I had exceeded with my original purchase). I chose to cancel the purchase and left without the ink. This is how it works at Officemax. You turn in your empty ink cartridges and after a few weeks you get an email to go to your account at their website and get your rebate coupon. You take it to the store before the deadline and purchase whatever you want-they don't care if it's ink or paper...you are spending at their store. I always used mine on ink. I will not go back to staples for ink or anything. I should get my rebates in an open and honest fashion. I should be welcome to spend the credit in the store for more than ink or any other produ --- Additional Comments: I am requesting that you either send me my ink cartridges back so I can turn them in somewhere else, or the equivalent in money. Seven cartridges would be \$14.00.</p>
04/24/2014	<p>Staples had printer paper on the shelf with a price tag of \$3.99 each. I bought two of them. When I went to the register to check out the clerk rang up \$7.79 each. I questioned the price and found that there was a mail in rebate I had to send in for a rebate of \$3.80 each. I did not see anything on the shelf that was large enough to read about this. It seems to me that this practice is something akin to false advertising or bate and switch and is at least inconvenient. Product_Or_Service: printer paper --- Additional Comments: DesiredSettlementID: No settlement requested - for I would like to see this practice eliminated altogether. The price advertised is the price, period.</p>

Staples Rebate Complaints

04/10/2014	<p>I purchased 2 items with rebates on December 13, 2013. I went to their Rebate Center and entered the required information and completed the process for each rebate on December 14, 2014 (I had made a notation on the receipt the day I entered the information). I never received a conformation or any communication from them either by email or otherwise. NOTHING. I totally forgot about it until the other day. Where are my rebates? So I went online to the Staples Rebate Center to check the status 'No record found'. Tried their on line chat, nobody ever answered. Looked and looked for a phone number on their website, nothing. Finally decided to 'google' the phone number. Found the number, gave them a call. Was advised that both my offers were still open, not to worry, just go online and re-submit my request for rebate. Tried to submit for both items and both came up 'Something wrong'; offer no longer good (or something to that effect)'. The customer service representative advised me that if I had a problem to mail it in and they would process my rebate. I am doubtful but the two rebates total \$62.00. I really feel ripped off. I never would have purchased these items if didn't think I was going to receive the rebate. After doing some research, I am seeing that others have had problems with the rebate center and Staples. I probably won't shop there again if I don't receive the rebate. I think they are doing this on purpose so they don't have to pay the rebates! --- Additional Comments: I believe I am entitled to my rebate!</p>
04/22/2014	<p>Staples is refusing to honor the advertised price of Toshiba laptop C55-A5281. This advertisement can be found on Staples.com, in the weekly circular in my newspaper, and in the flyer at my local Staples store. The advertisement gives the price as follows: \$499.99 Regular Price, \$100 Instant Savings, \$50 Rebate = \$349.99 Final Price. However, when one attempts to order the item from Staples.com the price is as follows: \$524.99 Regular Price, \$75 Instant Savings, \$50 Rebate = \$399.99 Final Price. I attempted to get Staples to honor the advertised price through numerous Live Chats with their Customer Service Representatives (names: Aditya, Vinod, Akansha, Amanda, Kendra, & Ashish) but was given a variety of reasons why they would not. --- Additional Comments: I expect Staples to give me the \$50 difference between the Advertised price and Online price. It can come in the form of Staples Rebate card or Check.</p>
04/16/2014	<p>I purchased a HP laptop in early January. When I purchased it, there was a \$50.00 'easy rebate' That came as a promotion with the product.I submitted the 'easy rebate' online 01/12/2014. With a projected 6-8 week processing time. Today's date: 04/16/14. Over three months later, and I have yet to see my rebate. I contacted Staples Help Center in late February, and informed them that my rebate had not come. They told my they were waiting on HP to 'issue' the rebate and they had no way to 'track' the rebate, or give me an estimated time of when i would receive it.I don't care who is at fault, Staples advertised and processed the rebate so I am holding them accountable. How Staples goes about processing all of their rebates is none of my concern. I expect a \$50.00 rebate, and will not be satisfied until my rebate is in my hands. --- Additional Comments: \$50.00 Mailed (check or 'pre-paid visa debit card')</p>
05/01/2014	<p>Issued a rebate card of \$15. Called 5/1/14 for balance. Says no expiration date, however fees after first six months. Balance is \$9. Go to store and would not accept. says card is expired 2/14. First they took \$6 off and then I cannot get the other \$9. I called the customer service number on the back 866-923-0052 and could not get a person. All digital and never offered a live person. Hung up on me. Went online - says to call customer service number on card. --- Additional Comments: \$15</p>

Staples Rebate Complaints

04/28/2014	<p>Staples had printer paper on the shelf with a price tag of \$3.99 each. I bought two of them. When I went to the register to check out the clerk rang up \$7.79 each. I questioned the price and found that there was a mail in rebate I had to send in for a rebate of \$3.80 each. I did not see anything on the shelf that was large enough to read about this. It seems to me that this practice is something akin to false advertising or bait and switch and is at least inconvenient.
Product_Or_Service: printer paper --- Additional Comments: DesiredSettlementID: No settlement requested - for
I would like to see this practice eliminated altogether. The price advertised is the price, period.</p>
05/12/2014	<p>At Christmas time my husband and I ordered an Omnitech cross cut shredder for our home while we were purchasing a gift from Staples on-line. The main reason we bought the shredder was for the rebate offer of \$35 off the original price of \$54.99. We were under the impression it was an instant rebate but that was our mistake for not reading the details carefully. When the item was shipped to us we did not instantly open the box since it was Christmas and there was too much happening at the time. A few weeks later, in January we finally got around to setting up the shredder in the office and then the receipt went into our budget pile. Another week or so went by and I entered the total into the budget on our computer and in fine print I read, 'Get a \$35 VISA (R) Prepaid Card...'. I went on-line to get the rebate info and realized you could enter it via their web site. I tried. I tried again. The invoice they sent me did not have ANY information that was needed to receive the rebate. I called them. I called again. I probably called and emailed them a dozen or more times. (I have a copy of the emails that went back and forth for weeks as well as the invoice.) They have sent me from phone to internet to phone and around in circles. They have assured me there is a rebate, and that the numbers they gave me (MUCH LATER) would work. They never did. Finally they told me to send it all in with copies of our communications and they would take care of it. Guess what? I got denied the rebate due to length of time and missing information. There was a SKU number on the receipt reading '(b)(6)' however the number code '13-81704' is found NOWHERE on the receipt but that is the number you supposedly had to enter in order to have a valid rebate accepted either on-line or through mail! That number given to me during one phone conversation never worked after at least a half dozen tries. Much later they told me there was never a rebate offered at that time. But it does state on the invoice it was being offered! --- Additional Comments: As a consumer all I ask for is honesty and clear communication. Spending hours trying to solve problems that should not have happened in the first place is frustrating beyond words! If there had been ANY numbers on the invoice that would have been accepted for the rebate, I would have my small amount of money and continued to shop at Staples. Instead I have spent HOURS trying to resolve this and I am not interested in shopping at Staples again. (Nor do I enjoy seeing the shredder in the office every day!) All I am asking for is my \$35 in rebate money. If Staples does not want to do that, they can return the overpriced shredder for \$59.11, the total price I paid for the product. It would have been nice if they had stayed true to their word and 'taken care of me'.</p>
05/23/2014	<p>I have been dropping off used ink cartridges (Brother) each time I visit Staples for a purchase. I drop it off and give the cashier my rewards information so that I can get credit. Recently, it appears that I have received zero credit. I have been dropping off the ink for the past year and half without getting any credit. At least a dozen drop offs. Is an employee or management taking credit for the used ink because I have not received any credit under my account??In addition, I have made a customer complaint to Staples and they have failed to respond to me. I included my complaint and an inquiry to get an update on a rebate submitted in March. They told me a response will be provided in two days, but I have received zero response. --- Additional Comments: I wish and demand to be made whole on my credits and an update to one of my submitted rebates and whether I had received it or not.</p>

Staples Rebate Complaints

06/05/2014	<p>We purchased multiple items from from Staples in 2011, 2012,2013 and were supposed to receive mail-in rebates from them. My staples-easy-rebates rewards account initially used to show the pending mail-in rebate, but I have not received any rebate yet. Every time, I called them at their customer service number, I was told that they would look into it and next I see that they have removed that item's rebate record from my account. I called up the Frisco Staples store Manager, Mr.Daniel (3333 Preston Rd, Frisco, TX 75034) and they they gave me a list of numbers none of which helped. The numbers were provided by an Associate in the same store, his name is Hunter and the numbers are : Staples Corporate Rebate Headquarters - (877)-266-6483 ; Corporate Cross Channel Help Desk - (700)-222-8392 ; President's Office - (800)-338-0252. None of these numbers helped.This is going on for the last 2 to 3 years. Please help.Note : -- I have print outs from the websites stapleseasyrebates.com, which I can furnish as proofs of my purchase. --- Additional Comments: I expect cash /check or at least in-store credit in-lieu for all the mail-in-rebates.</p>
06/29/2014	<p>I submitted a rebate form on line for paper that I purchased and the status says that it is pending. I have an Easy Rebate number (b)(6) There is no record of this to provide the \$3.80 refund. This is proable a prime example of the &quot;marketing slippage&quot;. When this was printed there was a submitt button - which may not have been selected. However, beacuse of the process - I feel that there is a deliberate attemp to make the process difficult so the consumer will never get the rebate. If this is the process I am sure there are millions of dollars that is being promised to consumers through rebates that are not being delivered. The cost of the paper was 7.79 and the rebate amount was to be \$3.80 - I paid about ~40% more than anticipated or promised to pay. I welcome how you can assist with getting the rebate. Other-Other Update</p>
07/12/2014	<p>I was about to pay for copy paper at Staples when the sales clerk told me if I bought Staples brand copy paper I'd get a \$4 mail-in rebate. I said sure and bought the Staples copy paper. The clerk did not give me a receipt. He said it would be emailed to me. The email receipt came and had a link on the receipt to file for the rebate. I clicked on the link provided and I was asked to fill out information from my receipt. Although I copied and pasted directly from the receipt, the site said my information was invalid. So I contacted Staples customer service and they sent me a different link to send my rebate information to. I did as they instructed but now the rebate site asked me for information that was not on my email receipt at all. I believe Staples fraudulently offered me a non-existant rebate in order to get me to purchase their brand of copy paper. It's not the fact that I can get no rebate that bothers me. It's that they lied to get me to buy their product. Other-Other Update</p>

Staples Rebate Complaints

<p>06/23/2014</p>	<p>I received in the mail today a quaint postcard telling me I was not receiving the rebate (s) I requested on a couple of reams of Hammermill copy paper because of the following reasons: 1 Missing Staples Easy Rebate ID a. The receipt and rebate notification with whatever numbers I received from the store were enclosed in each request for the \$4 rebate/per ream. 2 No CPU a. There is nothing on any of the original rebate information that tells me that the UPCs from the product are necessary as part of the submission process 3 Submission Invalid - Duplicate Submissiona. Yes, I did submit two rebate request because your instructions indicate that only one request can be submitted in any one envelope and to submit all requests separately. It also stressed that up to 4 rebates for this particular product could be submitted from any one address/household. I submitted 2. 4 Invalid postmark date or online submission datea. Product was purchased within the dates the rebate was being offered and request was submitted within the (60-day period after the purchase was made so I?m not sure what this is referring to. 5 Missing receipta. The receipt and rebate notification with whatever numbers I received from the store were enclosed in each request for the \$4 rebate/per ream.I have enclosed copies of everything I originally submitted in my two separate rebate requests as outlined on the PDFs I printed from the computer to fill out and mail to you. I tried to submit these online by. 'clicking' on the link as indicated in the rebate info, but i got nowhere fast on two separate browsers.If you don't want to give people rebates on your products, then don't offer them. Otherwise, please send me the \$8 I have requested through the channels you outlined to the best of my ability with what was given me at the point of sale. If there is some obscure number I have missed in all the directions, please let your marketing department know they need to be more clear in what they are requesting of customers.Thank you for your consideration in this matter as I did purchase the product in question within the timeframe of the offer presented.Respectfully,(b)(6)Provo UT (b)(6)Enclosures: Email product receipt, Rebate request forms, Rebate information receipt from point of saleCopy to: Better Business Bureau, 550 E Paísano Dr, El Paso TX 79901 --- Additional Comments: \$8.00 rebate</p>
<p>06/18/2014</p>	<p>I went into Staples in Port Chester, NY with the intention of recycling 7 ink cartridges for \$2 a piece (as advertised) and purchasing new ink. When I walked into the store it was difficult to find a sales person and most of the shelves were bare. Once I finally found someone, who happened to be the manager, he brought me over to the customer service desk and signed me up for your rewards program and told me that I would not get the \$2 per cartridge today, but i would get it via email in a couple of weeks. I was a little disappointed, but I accepted that and went and purchased the over priced ink that I intended on buying. There was no documentation or additional information on this program, just flyers hanging from the ceiling stating 'Recycle your used ink cartridges here and get a \$2 store credit per cartridge' without any small print. I never received anything from Staples, at all.Today I logged onto my staples account to see what was going on with it and hoping to use the \$14 credit that should have been applied to my account plus the 5% that I was told I would get on all purchases in the store, and it wasn't there. It did not even show that I have ever recycled ink. So I spoke with someone named Chris online who informed me that I had to buy \$30 in ink first before they would allow me to recycle my ink there. When I asked why the manager did not inform me of this, he told me that it was not his job. I asked him how I would know that, since there was no additional documentation about this program and I don't shop at staples. He said he called their rebate program and they refused to honor their program. I have the receipt for the 7 ink cartridges right in front of me that I cant even get back. I could have refilled those ink cartridges or brought them to another store that has a similar program, but they were basically stolen from me. Had I known how this program worked, if there had been documentation anywhere in the store that was accessible to the customer, I would not have purchased my ink there. I would've purchased it off of amazon like I usually do. --- Additional</p>

Staples Rebate Complaints

	<p>Comments: I would like them to honor the policy that they advertised. With the \$2 off per cartridge, plus the additional 5% off they said I was going to get, which I didn't see on my account summary, it would have been about the same price as amazon. Without those discounts, it's not worth it. If they cannot honor their policy, then I want my empty cartridges back. You are not the only store that gives credit for them, or I can refill them.</p>
<p>07/09/2014</p>	<p>The amount in question is very small but as a matter of principle, I am filing a complaint against Staples. Last 4/28/14, I deposited 7 (cash back value of \$14) empty ink cartridges (transaction # (b)(6) for recycling at formerly Staples Anaheim, CA. I was told by the associate that my cash back certificate will be send to me by mail. It has been more than 2 months and I have not received my cash back rebate. Therefore today (7/9/14), I called up Staples customer service and I spoke to Kim. She then informed me that their ink recycling policy has changed since last year and that I will have to first purchase \$30 worth of ink cartridges from Staples before I will receive the \$14 ink recycling rebate from Staples. I told her that I wasn't informed about this change and furthermore, the Staples sales associate didn't tell me this?instead, he told me to expect the rebate from the mail. Nevertheless, Kim insisted that I buy \$30 worth of ink from Staples before they will issue me the \$14 rebate. Since Kim is not able to provide satisfactory resolution to the problem, I requested to talk to her supervisor. Catherine, the Staples supervisor, picked up the call and basically said the same thing. Catherine is insisting that I have to buy at least \$30 worth of ink before they will send me the \$14 ink recycling rebate. I told her that I have no need for buying new ink cartridge as they can easily dry up if not used and I usually just have my empty cartridge refilled. Furthermore, I protested that I was not informed on the new policy change and that the Staples sales associate didn't even tell me that?instead, the sales associate just told me to expect the rebate in the mail. Had I known about this new policy, I would have deposited the 7 empty cartridges with their competitors. There was no resolution in sight in discussing this further with the supervisor so I requested to talk to the manager. The call was escalated to Sylvia Murphy, who claimed to be the customer service manager. The situation escalated with her. Not only did she maintain the same position as Kim and Catherine, she now said it is my fault for not reading the notices! She insisted I buy the \$30 ink from Staples; otherwise, I can not get my \$14 ink recycling rebate. I told her I don't buy the ink from Staples but I bought other stuffs like laptop computer, printer, etc. from Staples. She brushed them aside and said but ?you don't buy ink from us?. She was argumentative and confrontational! I find it very frustrating dealing with unprofessional people with this kind of mentality and who lacks proper customer service orientation therefore I requested to end the call. --- Additional Comments: Either issue me the \$14.00 ink recycling rebate or give me back 7 pcs. of empty cartridges.</p>
<p>07/21/2014</p>	<p>(b)(6)BAYSHORE, NEW YORK i(b)(6)July 15, 2014Better Business Bureau 399 Conklin Street Farmingdale, New York 11735RE: StaplesDear Sir:On July 14, 2014 I went to the Staples store located at 854 Sunrise Highway, West Bayshore, New York 11706. My purpose was to secure copy paper. One of the clerks on the floor advised me that there was a sale where if you bought one ream of copy paper, you would get two free. He pointed out where the counter where the paper was located. I picked up three reams, went to the checkout counter and was advised by the checkout person that I would have to pay for three reams but I could go online and/or send a letter to get a refund. Quite frankly, I never saw any language to suggest this possible exception. I suffer from macular degeneration in both eyes.I then spoke to the manager of the store and he said there is language on the sign saying "easy rebate". I never saw that language. In any event, I find nothing easy about going online or sending a letter to get the refund. I just wanted to report this situation to you because it seems to be somewhat ambiguous as far as the interest of the customer</p>

Staples Rebate Complaints

	<p>is concerned. Respectfully submitted, (b)(6): Manager Staples 854 Sunrise Highway West Bayshore, New York 11706 --- Additional Comments: see Attached document</p>
<p>04/02/2014</p>	<p>NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Wants 30.00 rebate, Rebate# (b)(6) --- Topic Description: She is supposed to be receiving a rebate from Staples but has not received it. Bought Norton Security System for her computer in April and still has not received her rebate.</p>
<p>09/05/2014</p>	<p>August 28, 2014 Better Business Bureau 7 West 7th St. Ste. 1600 Cincinnati, OH 45202 I dropped off 10 ink cartridges on May 22, 2014. The day I dropped off the cartridges, the cashier never mentioned one word that I would not receive a rebate check until I purchased \$30 worth of items from Staples. She only specified that I would be receiving a check to cash at Staples through my Staples Reward website at the end of June, 2014. If she had told me that, I would not have left the 10 cartridges because I did not know if I would need \$30 worth of items by the end of June, 2014. I feel Staples should give me back my 10 cartridges or give me the \$20 that the girl said I would get by the end of June, 2014. I have a copy of the receipt she gave me for the 10 cartridges and no where on the receipt does it say I have to purchase \$30 worth of items from Staples before I get the \$20 rebate on my 10 cartridges. Staples "screwed" me out of the money for 3 cartridges one time when I gave them 13 cartridges and when I got the money for 10 cartridges, I asked them where the money was for the other 3 and she said you have to turn them in 10 increments. So I lost the money on those 3 cartridges. I feel Staples owes me back my 10 cartridges or the \$20 for them. I can take them somewhere else and get money for them. Is this how Staples runs their business, by cheating people. I appreciate your attention to this matter. Thank you so much. Sincerely, (b)(6). Harrison, OH (b)(6) Cc: Staples --- Additional Comments: see Attached document</p>
<p>08/16/2014</p>	<p>I bought reams of paper at a high price to get a super rebate at a Staples store. I sent in the rebate with the purchase receipt. I just received a Rewards card with all kinds of fees instead of the rebate. I called and called and called them. I was on hold so long, my phone went dead. I finally called the online purchase phone number, but they couldn't help me with it. I did the online chat thing, but they kept referring me to the number that there was no answer at. I do not want this Reward Card with all the fees attached and I cannot get hold of anyone to cancel it or fix it, and cannot find out why I have not received my rebate check. --- Additional Comments: I would like to receive my rebate check for the reams of paper purchased.</p>

Staples Rebate Complaints

09/05/2014	<p>August 28, 2014 Better Business Bureau 7 West 7th St. Ste. 1600 Cincinnati, OH 45202 I dropped off 10 ink cartridges on May 22, 2014. The day I dropped off the cartridges, the cashier never mentioned one word that I would not receive a rebate check until I purchased \$30 worth of items from Staples. She only specified that I would be receiving a check to cash at Staples through my Staples Reward website at the end of June, 2014. If she had told me that, I would not have left the 10 cartridges because I did not know if I would need \$30 worth of items by the end of June, 2014. I feel Staples should give me back my 10 cartridges or give me the \$20 that the girl said I would get by the end of June, 2014. I have a copy of the receipt she gave me for the 10 cartridges and no where on the receipt does it say I have to purchase \$30 worth of items from Staples before I get the \$20 rebate on my 10 cartridges. Staples "screwed" me out of the money for 3 cartridges one time when I gave them 13 cartridges and when I got the money for 10 cartridges, I asked them where the money was for the other 3 and she said you have to turn them in 10 increments. So I lost the money on those 3 cartridges. I feel Staples owes me back my 10 cartridges or the \$20 for them. I can take them somewhere else and get money for them. Is this how Staples runs their business, by cheating people. I appreciate your attention to this matter. Thank you so much. Sincerely, (b)(6). Harrison, OH (b)(6) Cc: Staples --- Additional Comments: see Attached document</p>
09/17/2014	<p>I received a coupon in my email from Staples for a Staples brand 10-ream case of paper for \$9.99 (with coupon and rebate). I printed the coupon, complete with the coupon number, scan field, and the Staples logo, and I drove to the Forestville Staples. When I got in line to purchase the paper (and a few other items), the coupon did not scan correctly. The cashier immediately asked his manager for help. The manager simply stated that the coupon was invalid, without providing any explanation. I told him that I had received the coupon directly from Staples. He merely repeated, 'the coupon is invalid' and refused to offer any explanation as to why it might be invalid or to attempt to scan the coupon himself or enter the numbers manually. I asked why the coupon was invalid, and he still refused to offer any explanation or give any assistance. I have written to Staples concerning this matter and they have not responded to my email. --- Additional Comments: I would like an apology from Staples for our wasted time and gas money. I also believe that it would be a gesture of good faith on the part of Staples to grant us an additional (working) coupon for a 10-ream case of Staples paper for \$9.99 or a Staples gift card in an amount that it would allow us to buy a 10-ream case of paper for \$9.99. In the future, I hope that Staples will not send coupons that it is unwilling to honor, or, if this was a mistake on the part of the manager, to train their employees to better handle coupons.</p>
09/15/2014	<p>I bought a Toshiba Laptop from Staples late in 2013 for \$650 or so. It had an advertised (in store at least) rebate of \$50. The salesperson was very nice, knowledgeable and helpful. I even bought a \$40 laptop pad (that I never use) to sit it on at the employee's recommendation. My complaint is that I never received the \$50 refund. I sent in all the information that was requested at the time (and on time). All I received back was a postcard that said six words, 'All required products were not submitted'. I was too busy at the time to follow-up on. I was very irritated though, and felt I had been taken advantage of by a process that was set up to not pay out rebates. I was going through my 'to-do' list of paperwork recently and found the postcard that Staples sent me in rejecting my rebate request. I decided to follow up with them and called them today. They were not interested in honoring my rebate and had some confusing story about my method of purchase (I bought in store but it was out of stock so I had to return to pick it up) meant that I had to do this or the other thing to get a rebate. If true, I was never told this by the employee at the time of purchase. Further, their six word reply to my rebate submission. 'All required products were not submitted' was laughably inadequate and clearly designed to discourage people from following up on. The</p>

Staples Rebate Complaints

	<p>tracking number of my claim on the postcard was (b)(6) --- Additional Comments: I chose 'Refund-cash' above, but what I want is a rebate of the \$50 that was promised as a condition of this sale.</p>
10/14/2014	<p>On October 12, I tried to purchase item number 1065195, an HP Pavilion 17" laptop. It was advertised on the Staples.com website for \$429.99 after a \$50 easy rebate. Included under the description was, "Order in store or online for fast and FREE delivery." When I clicked on "Add to Cart" the item description said \$519.99 each after rebate. This was clearly a mistake, so I called the toll-free Staples number to discuss this with a Staples Customer Service person. I told the representative (Tom) the problem, and was placed on hold for a very long time. When he returned I was told that the advertised price is only for an in-store purchase and he couldn't honor the \$429.99 after rebate price, but I could purchase it for \$519.99 if I bought it at the store for the advertised price. I invested a lot of time on hold and retrying the purchase throughout the day, as well as travelled to a store that was not local to me. I have printouts of the advertised computer. I believe that this is completely a false advertising issue, and notified Staples. They responded with this, "TYPOGRAPHICAL ERRORS While we make every effort to provide accurate information, inaccuracies or errors may occur, including price information and product specifications" and said that they could not honor the price. The advertisement has since changed to say that the computer had to be purchased in the store. I was not able to purchase the computer for the advertised price online, as described.</p>
09/19/2014	<p>Staples advertised a rebate with a computer purchase. I filled out the Easy Rebates application online and received confirmation that my rebate would be processed. I never heard from Staples or the manufacturer Hewlett Packard. Easy rebate id#(b)(6) Tracking#(b)(6) submitted 10/8/2010. Personnel states it is too old and cannot be looked up. I do not believe a financial purchase record is destroyed under 7 years. --- Additional Comments: The rebate was for \$50.</p>

Staples Rebate Complaints

10/12/2014	<p>I continue to receive rebates to the wrong address, which delays their arrival to me and risks them being lost in the mail as they are rerouted to me. I have had this problem since late May, and it has occurred dozens of times. I have contacted the Staples Easy Rebates team several times (09/10/2014, 09/20/2014 x2, and 09/26), and each time, their response has been a painfully obvious lack of understanding of their own rebate website functionality. On my last contact, I told them I would address the issue with the Staples Office of the President. I initially contacted them on 09/26 with an explanation of BOTH the underlying problem of improperly mailed rebate payments AND the lack of resolution from their Staples Easy Rebates team. Receiving NO RESPONSE AT ALL from the Staples Office of the President, I again contacted them on 10/01/2014, 10/02/2014) to which they finally responded with a simple reply asking for me to send them an attachment I had previously provided. I responded with a second copy of the attachment, and have not heard from them since. I emailed them on 10/06/2014, 10/08/2014, and 10/10/2014 without response. I am extremely disappointed that Staples has so little regard for its customer that an incredibly 'simple' problem requires so much effort from the customer. Not only have I clearly explained the effects of the problem of them SENDING MY MONEY TO THE WRONG ADDRESS, but I have provided them VERY DETAILED explanation, including screenshots, of exactly what is happening to cause it. I have no access to their backend systems, but it is clearly a problem with their programming when I provide them a CURRENT/CORRECT address, and AFTER I submit a rebate, it reverts back to an OLD/INCORRECT address in their system. I have clearly documented this step-by-step to Staples, but they haven't bothered to fix the problem OR respond to me to discuss/apologize/whatever. I am extremely disappointed in this lack of consideration... it is NOT what I had come to expect as a VERY LONG TIME Staples customer. --- Additional Comments: Fix the problem.</p>
10/18/2014	<p>I purchase somethings from Staples online with rebate involved this Jan. I noticed the rebate was rejected. I contacted customer services a couple of times. The issue was not solved. --- Additional Comments: Please valid the rebate.</p>
05/01/2012	<p>NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- They have made the rebate process difficult to use. I would appreciate a \$50 check instead of this unusable rebate card. --- Topic Description: Purchased a Epson Printer with a \$50 rebate. Received a rebate Debit card for \$50. They stated charging a monthly fee after 6 months. I thought Ohio Law was there were no fees for the first two years? Debit card does not function at gas pumps and self pay lines in stores because there is no PIN number on the card.</p>
11/18/2014	<p>After online purchase of Norton Security, 2014-Nov-08, I requested a rebate using online form and data pasted from my online purchase documents. Reference: Rebate Offer Number(s):(b)(6)Easy Rebates ID number/Order number:(b)(6)Tracking number:(b)(6) 10-November, Staples, e-msg advised: "Unfortunately, the requirements for the promotion(s) were not met, and your rebate submission(s) were invalidated. We're sorry about that.Here is/are the specific reason(s): Invalid UPC Number." I saw msg, inquired in online chat 18-Nov., was told they fixed the error, and would release the \$20 rebate. I expect that they will complete their obligation.Asked for the reason for error, second agent Cody advised, "When the information was updated from the online submission the UPC was invalid." Pressed, agent wrote "the data entry was in Staples processing ... Nothing is entered manually from those online submissions, everything transfers over automatically ... We wouldn't see the invalid notification until you contact us. ... That is why an email or postcard is sent to you when this is invalid so you can contact us so we can look into that for you." My concern is that faulty Staples processing invalidates legitimate rebate requests. Customers may get an email advising of the rebate-process</p>

Staples Rebate Complaints

	<p>failure, but many customers are too lazy to follow up on the error. That process is not fair to customers, I believe.</p>
<p>11/02/2014</p>	<p>Have not received \$50 rebate .ID (b)(6)-Purchased an HP laptop. 5/31/14-filed a \$50 'Easy Rebate'; 7/26/14-Emailed Staples and was told to contact HP.-- HP directed me to website. Frustrated...I didn't pursue for a bit. Tried again on 8/23/14-HP website still didn't have record and phone call was very frustrating because person did not know the difference between a refund and a rebate. Emailed Staples again. Was told to call office of the president or try a different number at HP. Finally reached a PERSON! Angel informed me there were problems receiving HP rebates from Staples Easy Rebate site. He put in a request to send me paperwork and I would have to apply for the rebate through the mail. I never received the paperwork. I called again on 10/7/14 & 10/31/14--each time being told that the issue had been escalated. Although I am as disgruntled with HP...the only recourse from Staples was to call the office of the President at 800-338-0252. Which I tried on 10/31/14...the result was infuriating. Two options on this number once you get through to Rebate issues. Press 1 for HP/Compaq or 2 for all others. Pressing 1 resulted in a continuous loop...press 1, press 1, press 1. I attempted to press 2--only to be told the person couldn't help me. She gave me a number to call. Guess what...It's the same number I've been talking to Angel on. So ultimately I feel it's Staples issue with their 'Easy Rebates' --- Additional Comments: I would like my \$50 rebate processed immediately without having to send my original receipts to HP or waiting for the issue to be resolved through the mail. Staples needs to honor its' Easy Rebates. This has been far from easy. Although I would like to note that many other rebates have been honored without any issues.</p>
<p>12/03/2014</p>	<p>On Thursday, November 27, 2014, I went to Staples in Downey, CA for the opening of their &quot;Black Friday&quot; sale. At the entrance of the store there were stacks of paper advertisements for that day's sales. One of these advertisements claimed that I would get a \$25 rebate in the form of a Visa Prepaid Card if i purchased any &quot;wearable technology&quot; item. I purchased a Samsung HM1300 Bluetooth headset for \$9.99 with my debit card. I used to work for the Staples store in Whittier, CA, and I know from experience that when a customer purchases an item eligible for a rebate, a &quot;rebate form&quot; is printed along with the receipt. I was disappointed when I purchased my item and the rebate form did not print. The cashier asked her manager why I did not get the rebate, and he told her my item did not qualify for that promotion. Again, based on my experience as a Staples employee, I was aware that, unfortunately, nothing could be done at the store level to resolve this particular issue. I would have to contact Staples' Rebate Department. I places a phone call to the Rebate Department the following Sunday, November 30, at approximately 12:00 PM. I spoke to a department supervisor named Allie. I explained the situation to her, and she told me that my purchase did not qualify for the rebate. She said she had a list of qualifying items and that my item was not on that list. However, the advertisement did not list any exclusions to the promotion, nor did it require a specific minimum purchase amount. It simply said &quot;Get a \$25 Visa Prepaid Card after easy rebate with the purchase of any wearable technology item.&quot; The key word here is &quot;any.&quot; A Bluetooth headset is, after all, a wearable technology item, so I did in fact meet the requirement for this promotion. However, even after speaking to then on the phone, as well as sending an email to the corporate complaint department, they have continued to tell me that my purchase does not qualify and that there is nothing they can do. They have failed to follow through with what was advertised. The list of qualifying items that Allie claimed to have was not,</p>

Staples Rebate Complaints

	<p>at any time or in any way, included in the ad or otherwise indicated or made available to me, the customer. Not only do i feel cheated out of my rebate, but I also feel a company has taken advantage of my by means of false advertising, and has done nothing at all to follow through with what their customer deserves. I am submitting this complaint to the FTC because I feel my rights as a consumer have been violated and I need help. If necessary, I can provide copies of my receipt and the advertisement. Thank you. Other-Other Update</p>
12/04/2014	<p>Stapes.com is advertising products for less than their actual sale price. I purchased Turbo Tax for Corporations, advertised on the Staples.com website for "Final Price \$109.99". Upon adding the item to the cart, the price jumped to \$149.99, and it was determined that the Final Price was after a rebate. The website also claimed I would receive rebate information after checkout. After checking out, I received no rebate information, and upon further investigation, the rebate was only valid when purchasing other Intuit products. I have a screen shot from the Staples.com website clearly showing a "Final Price" of \$109.99. My primary concern is that this method of sale causes the product to show up in search engines such as Google at a price of \$109.99, when in fact the actual price is \$149.99. This unfairly directs web traffic to Staples.com for a product sold at, ultimately, the same price as all other retailers. This practice is deceptive and is lacking in business ethics. I would also like to challenge the legality of advertising a product at a different price than it is intended to be sold at, without full rebate disclosure being visible on the web page without the user needing to click for more information. The price before rebate was not shown.</p>
12/10/2014	<p>i applied for a rebate on time and never recieved my pre-paid visa card. They told me that they set me a post card needing additional information that I never got...</p>
12/30/2014	<p>In the Staples store, the display said that reams of all purpose paper were \$7.99 each with a \$3.00 "Easy Rebate." I bought two. It was a little difficult figuring out how to request the "Easy Rebate," but once I did, it really was quick. All I had to do was enter one 17-digit number from my receipt at the web site, and the rebate was initiated. No complaint about that. However, the screen said the rebate might not come for 11 weeks. That sounds like an outrageously long time having nothing to do with the time it takes to process. In fact, the rebate could have been immediate, or credited to my Staples account immediately. Holding the money for 11 weeks is just borrowing the money from me without interest. Not a big deal for me and my \$6.00, but Staples is doing this for everybody, and it adds up!. Other-Other Update</p>
12/03/2014	<p>I purchased an item and got a debit card for a rebate. The card specifically says on it that the funds do not expire but fees do apply. I have no problems with the fees but the card prevents you from using since September so now the funds have expired but yet there is still money on the card. I cannot use it but the money is just going to fees now. I want all the money back. --- Additional Comments: I want a full refund of the 9.72 that is on the card since I can't get it off the card even though the funds do not expire.</p>
01/28/2014	<p>Note: C is for consumer and R is for merchant. --- I made an online purchase with this retailer on 12-4-13. There was a rebate promised within 15 days. I have contacted them by email, chat and phone, and have been given the run around. I have been made many false promises about a delivery date for the rebate card and they do not respond promptly when I attempt to contact them. Two of their representatives have actually disconnected me in chat and on the phone, when I made it clear that I would no longer accept their stall tactics and delays after they made promises to have the card here by a certain time. They ignored all good faith attempts to resolve the matter. END 1/30/2014 forwarding to LCP for mediation.AA 3/5/14 Header 2/3/14 KB 9/30/14 CLOSER 2/24/14 DM --- Complaint Status: Closed</p>

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12/19/2014	<p>I submitted correct rebate information on Jan 1,2014. Rebate center made a mistake and invalidated it. I do not check my rebate status very often. So today(12/19/2014) I checked it and found my rebate is invalid. So I did an online chat. I was told that it is too long to check/valid it. Is it right?You made a mistake, If someone finds it later, can you say 'sorry, it is too long to correct it'?It is a small amount of rebate but I want them to make thing right.My rebate tracking number is (b)(6)</p>
12/04/2014	<p>On Thursday, November 27, 2014, I went to a Staples office supply store in Downey, California, for the opening of their 'Black Friday' sale. I picked up a copy of the in-store advertisement that said 'Get a \$25 Visa Prepaid Card after Easy Rebate when you purchase any wearable technology item.' I then purchased a Samsung Bluetooth headset, thinking I would get the rebate. However, after my purchase, the cashier and manager told me my purchase did not qualify for this promotion. I then called the Staples customer service line and spoke to a supervisor in the rebate department, named Allie. She told me that my purchase did not qualify for the rebate, and that there was nothing they could do. She told me that she had a list of qualifying items, and the headset I purchased was not on that list.I am contacting the Better Business Bureau because Staples is guilty of false advertising. The exact word on the advertisement was 'any' wearable technology. Of course, a Bluetooth headset, which is made to be WORN, should fall into this category. The advertisement did not include any exclusions, or any minimum purchase requirement. As for the list of qualifying products, that was not indicated on the advertisement, nor was it in any way made available to myself, the customer, at any time. I even read through all the footnotes at the bottom of the advertisement, and there was still nothing that would have excluded my purchase.I sent an email to Staples customer requesting that this issue be taken care of, and they responded that the Bluetooth headset is considered 'technology, not wearable.' That is a direct quote from the email they sent me back. To me, that is not an acceptable response. How can Staples argue that a Bluetooth Headset is NOT a wearable item? If necessary, I can provide copies of the advertisement, my receipt, and the email I received back from Staples. --- Additional Comments: First and foremost, I want the \$25 rebate, in the form of a Visa Prepaid Card or Cash.Also, I was treated very poorly by every Staples employee I interacted with. Because of Staples incredibly poor customer service, I am requesting a handwritten apology letter, and a \$25 store credit.</p>
02/22/2015	<p>Deceptive/false advertising on rebate: Rebate terms and conditions stated &quot;4-6 weeks after receiving rebate&quot;, I should receive my \$20 visa gift card rebate in the mail. After receiving an email stating they have started processing it, I added 6 weeks to that date before inquiring about the whereabouts to my rebate. After checking the rebate website, it states it has been shipped out (before the 6 week period) but I still haven't received it. Spoke with rep via chat and was told to wait an ADDITIONAL 15 days (on top of the 6 weeks that was stated). I have documentation and emails to prove that it is 4-6 weeks AND that they received it for that stated period of time. Other-Other Update</p>
01/11/2015	<p>I received the following e-mail from Staples on Saturday, 11/29/14 when I asked where my rebate was:----- -----Dear (b)(6), Tracking Number: (b)(6) Sorry for any confusion or inconvenience this caused. I was able to locate your rebate submission for the purchase of the Multipurpose Paper. Our records show a \$31.12 check will be processed and mailed to you within the next 15 days. Please note, the check will be printed on a postcard and will not arrive in an envelope. Be sure to visit our web site at www.StaplesEasyRebates.com to find current and future rebate offers, or to track the status of your rebate requests.If you have any other questions or concerns, feel free to contact us by phone, e-mail or chat. Have a great day, (b)(6)! KevinCStaples Rebate Customer</p>

Staples Rebate Complaints

	<p>Service-----I never got my rebate and I have been ignored when I've asked where it's at since then. The website says that my rebate is 'pending verification.' --- Additional Comments: I'd like my rebate, an apology, and a gift card for the trouble... otherwise you can expect me to file a small claims court case and slam you mercilessly on my Twitter feed.</p>
01/07/2015	<p>The Staples.com advertises a discount (\$30 off \$150) for the VISA checkout. The discount did not honored for my order. I chated with one online agent and she or he told me that it is not honored since there is a rebate offer in my order. However, I carefully read the terms for the discount Staples.com advertised. There is nothing regarding the rebate offer on the term. It is the fraud of the advertisement. The online advertisement is available at http://www.staples.com/sbd/cre/marketing/visa-checkout/?icid=INST:HP:HWOW:VISACHECKOUT::PROMO:20140104:2. I also have a copy of that advertisement in case that staples.com changes the advertisement after my report. --- Additional Comments: I definitely need the reasonable explanation for that. Why the discount does not applied my order?</p>
01/06/2015	<p>On 12/21/14 I ordered a Kindle reader, order number (b)(6) This was supposed to qualify for a \$30.00 rebate offer, 14-15163. I received a post card saying the Kindle UPC is required for the rebate. I have a printed copy of the rebate and it states that the rebated can be submitted online with out a UPC at stapleseeasyrebates.com. I feel that I am eligible for the \$30.00 rebate. --- Additional Comments: Please approve \$30.00 rebate</p>
01/23/2015	<p>On 12/17/14, I placed order #(b)(6) at Staples.com. Before I placed the purchase, I spoke with Angelle in customer service. She said Rebate Offer # (b)(6) applied to the order. This rebate was for two \$34.00 pre-paid Visa cards. She instructed me how to do the online Staples EZ Rebate process. Angelle informed me there was nothing else I needed to do since the online EZ Rebate was linked to my order number. I did that process, believing in good faith that everything was fine. However, I received a notice in the mail, stating that the rebate could not be honored because the rebate was missing the purchase date (which it clearly wasn't because that was something that was asked for online), missing the Staples EZ Rebate ID, and that there was an invalid postmark, even though the terms said I had 60 days after the purchase date to file for the rebate. --- Additional Comments: Two Visa pre-paid credit cards for \$34.00 each. That's \$68.00 total.</p>
01/01/2015	<p>Staples sent me an email stating that I can go into the store and pickup 5 reams of paper for \$1 after an 'Easy Rebate' and asking me to print out a coupon to do this and take into the store. Few conditions were on the coupon, none of which involved not buying 5 reams of paper for a total of \$1 after applying the rebate. We went to the store and purchased the paper, paying \$26.00. Staples added a condition after the sale via the rebate paperwork, a condition not embodied in the coupon terms on the coupon itself. New condition involves them keeping all the money above the \$1 but allowing us to buy things in the future at the store (only) via a prepaid visa card. This is both fraudulent and underhanded and it is necessary for them to disclose the full conditions of the sale at a time prior to accepting the money. New conditions after the sale are unacceptable. The are essentially saying we will refund the purchase price minus \$1 and then immediately turning around after that sale (via rebate paperwork additional conditions) and saying - no, we won't. This is highly deceptive. The coupon has no such condition and they systematically fail to honor that through the rebate process which immediately thwarts the coupon. --- Additional Comments: II'd like a discontinuance of the fraudulent business practices that causes this situation and a thorough review of the rebate process that is in direct conflict with their advertisements via emailed coupons. I also want a refund of the \$26.00 minus \$1.00.</p>

Staples Rebate Complaints

01/24/2015	<p>Good Afternoon, I'd like to begin by stating that I am extremely upset by the way in which Staples has not been able to resolve my issue and that I've had to go through this means to possibly speak with someone that can help me. I purchased over \$1000 on black Friday at the Salem, NH store #0047. Within my purchases I had a laptop and a kindle, for which I was supposed to receive a \$50 rebate for both (totaling \$100.) I have my receipts and the mail in rebate information that the employee gave me in store. Long story short, I submitted my rebates online as I was suggested by the store associate. A few days later I received an email stating that I did not have the correct easy rebate ID. I called the rebate center and spoke with a woman who was able to decipher what the ID number would be through the information on my receipt (that call was over an hour.) I then received an email stating that the rebate was invalid. Today, I went to the store location to speak with a manager as I thought ***** would be able to resolve my concern. I was met by Christine, the Asst. Store Manager who insisted that I call the rebate center again because the store had nothing to do with it. I told her that I was very frustrated and I did not want to be rude, but at that point I just wanted to speak with someone that could resolve my issue and provide me even a store credit. Christine was not able to do that, instead she continued to tell me that the store was not responsible and that I should call the office of the President on Monday. I told her that I could not waste any more time calling Staples and that I wanted the matter resolved in the store, so that I could move on with this issue. Needless to say, Christine just let me walk out the door upset and even more angry. I then called the Andover, MA store and spoke with Asst mgr. Ricki, as maybe they had more common sense and customer service skills to assist, but again, I was told that the store was not responsible for that. I asked Ricki to please provide my information to the District Manager so that ***** could call me. Ricki stated that he was unable to call the DM and there was no way for me to speak with him. I then called the rebate center and spoke with Tara, who told me that the rebate was not eligible because it was an in-store only offer. I explained that I DID make the purchase in store! Tara stated that they have this issue with the store all the time and that unfortunately she could do nothing for me. As you can imagine, I am LIVID. I can't understand how a loyal customer for many years is treated this way nor can I understand how the store associates are not able to resolve customer issues in store. Additionally, I can not believe that Staples is lying to customers and misleading us. I would very much appreciate if someone in management can call me, not email, and please resolve my concern. I would not like to take this further, however, I feel that I am not being listened to or --- Additional Comments: I would like Staples to honor their agreement and provide me the (2) \$50 rebates.</p>
02/17/2015	<p>I submitted a rebate via the Staples Easy Rebates website. I have waited the FULL 4-6 weeks as stated on the website. It says that you've mailed out the item, but I have yet to receive it. I followed up via chat a few days ago, but the girl said it would take '15 days'If this is not resolved and I will notify my credit card company for a chargeback and cite the appropriate documentation. --- Additional Comments: Please deliver the product in a traceable manner (ie, USPS signature tracking confirmation) to guarantee I have received it; alternatively \$20 cash would be fine (for pick up at the same store I purchased the gift cards at)</p>

Staples Rebate Complaints

01/21/2015	<p>Rebates / Advertising policy This complaint is re Corporate policy, not the store. I bought 3 products offering mail-in rebates. I chose to have the receipt emailed to me. The emailed receipt had a link to the web to file the rebate. The directions to file were wrong. The form required a 17 digit number, but the website image showing the location of the number was wrong. My receipt did not match. The link could have gone directly to the rebate, and, since I am a 'rewards' member, they already have 100% of the information they ask for. There is no reason to make this complex, or to provide false or incorrect information on the website. I am distressed by recent changes in Staples couponing, pricing, advertising, and junk emails policy. I plan to try other numbers to see if I can 'crack the code' and receive the \$15 they owe me. Very frustrated. Thanks to BBB for taking this info. Maybe they will change their practices back. --- Additional Comments: rebates owed me on purchase id:SALE (b)(6) 01/19/15 03:06 ALSO: FIX the website so the images truthfully reflect receipts and identify the number to be entered. Actually, the link should directly go to a page already filled in with 'rewards' info, requiring no further complex steps for the customer to receive the refund due.</p>
01/29/2015	<p>I have had several issues with Staples and Staples.com over the last several months. I have contacted Staples but nothing has been done to rectify my issues. In July and August, I recycled empty ink cartridges at a local Staples store in the hopes of using them in September to buy school supplies to donate to a local supply drive (I bought school supplies from Staples in 2012 and 2013). But I realized the issue when I never received any rewards in August or September. When I called, I was told by a Staples representative that the threshold of \$25.00 and I wouldn't have to buy additional ink that day. The last purchase made for ink was of 59.39, \$25.39 of which came out of pocket on March 31, 2014. After not receiving anything in September, I was told over-the-phone that the rewards were accredited to a business account (which was supposed to be merged with my personal account (b)(6) The representative said that they would fix it and award me the \$80.00 in October, which never happened. Weeks later, I called and was told that the threshold \$30.00 to receive \$2.00 cash back in rewards per ink cartridge. When I told the representative that I would buy \$60.00 in ink that day just to make up for the miscommunication, she responded that it had to be up to 180 days prior. Yet in September 2014, I only spent under \$10.00 on ink and I was rewarded \$40.00 in ink for the next month. If this is the case then why was I rewarded for ink? It is downright confusing. And for a representative in an email to tell me that I cannot receive the rewards, a coupon, or my ink cartridges back. Staples does not do anyone favors. To tell me that recycling my ink was a favor and/or service is downright ridiculous, especially being that I could switch my loyalty to Office Depot. \$80.00 in minute in comparison to the \$1500.00+ I've spent in 2015 alone. Moreover, in October I took advantage of the 40% cash back rewards for a purchase of \$75.00 or more in ink. I spent \$79.18 out of pocket on ink would I get \$30.00-31.67 in rewards but received significantly less? There are many other issues that I can outline and prove as well. --- Additional Comments: \$80.00 in cashback rewards. \$12.00 refund on Seagate harddrive price match. Additional cashback on rewards \$45.00 Kaspersky rebate.</p>
03/27/2015	<p>On December 1, I purchased an Omnittech shredder online from Staples.com. It had a \$35 gift card for a rebate, which is submitted automatically through the purchase process online. I was supposed to receive the card within 8-11 weeks. That would put it at January 26-February 16. No card. I've since spoken with them twice via chat, where I was *assured* each time the card would be cancelled and reissued, and I would receive it in two weeks. It's now March 27, and I still haven't received my rebate card.</p>

Staples Rebate Complaints

02/25/2015	<p>this is in regards to the Staples not so 'Easy Rebates' program, tracking id (b)(6) - for \$20 Visa gift card. The submission was made on Jan 6, 2015. They ask to allow 4-6 weeks to receive the rebate. About 2 weeks ago, I saw that the submission status online said 'Sent'. I contacte them thru chat after few days and was told that it was mailed on Feb 6 and I should allow few days to receive it, and if I do not get it 15 days from Feb 6 - to contact them again. Which I did - on Feb 20 I contacted them again. I was told that I should, again, allow more time for it to arrive , and if not - contact them today, Feb 25. Since it never arrived, I contacted them today. Today, I was told to, again, allow more time. When I referenced my previous chats, and asked when it was mailed, I was told that it 'has not been mailed, it was printed on Feb 6'. They have no info as to where it is sitting and why it is not being mailed for the past 20 days. I asked for a number to call, was connected to Louis, who told me to , again, allow more time, refusing to give me any actual timeframe. Every time I have contacted them I was given a runaround, they never provided any real info as to the dates, tracking, etc. The gift card has been sitting somewhere since Feb 6 (supposedly), and nobody seems to know where it is, or when it will be mailed (if ever) - I cannot get anywhere with them. This experience is just unbelievably upsetting. --- Additional Comments: immediate payment of \$20 I am owed - in any form</p>
03/30/2015	<p>Staples e-mailed to me coupons that stated a half case of copy paper would be \$1.00 after coupon and rebate and that a single pack of copy paper would be 1 cent after coupon and rebate. In reality, the final costs are: for the half case, \$8.00 and for the cost of the single pack of paper, \$2.00. The refund is for substantially less than advertised. The rebate, as advertised, is a scam. --- Additional Comments: \$8.99 that was promised in the refund should be paid to me.</p>
04/01/2015	<p>I wanted to purchase three products online and get the amountd rebatesI also did a price match with these productsBefore during and after completing the price match with the online agent I asked them would I get the rebates for all three items which were \$25.00, \$35.00, and \$40.00. The person said yes, and I asked in many different ways on more than one occasion. I shipped the order to that different of the billing address. The order was received and I was satisfied with it. I have applied for rebates before, but this was my first online order, doing a rebate. So I had two orders and applied for the rebate. One day later I received an email saying only one of the rebates had been accepted. The \$25.00 rebate had been accepted. The one for \$35.00 had to be mailed in and the \$40.00 one I had to purchase an additional product. So I said to them I am in another state, I can't get the product from this person and if I do, I would have burnt up the \$35.00 card in gasoline. So they denied the \$35.00 one. Then I moved to the \$40.00 one, I told the rep that in the cart, it didn't say anything about additional products needed, it say you will receive rebates for \$25.00, \$35.00 and \$40.00 VISA cards. They said I had to purchase Turbo Tax and it had to be in the same order. I couldn't do that now because I had already opened the software and staples doesn't take returns on open software. And I wasn't paying twice for the same software that I only need one of. So I contacted the presidential office. They got the \$25.00 rebate processed without me doing the mail in. But the \$40 rebate they said I would have to purchase the eligible items which means placing a new order for Turbo tax and Quiken. So I contacted customer service chat. And she/he said I qualify for the rebate and I said I don't according to the rebate department presidential department. They said I do to apply for it, and receive it within 6-10 weeks. They put me on hold and checked with their supervisors and said the same thing again. I contacted the presidential team back again and this time spoke with a Kirk, before I spoke with an Anthony. He said that his department is above customer service. They could not honor the \$40 and even though on multiple occasions I had been offered it and had documentary proof, I was not eligible for it. I told him that I would not have purchased it, if I wouldn't have been able to get the rebate. And I can't return it, since it is open software. So he offered me a courtesy \$15 coupon for the</p>

Staples Rebate Complaints

	<p>inconvenience. These are my order numbers: (b)(6)The first order number is the one where the rebate has been denied. --- Additional Comments: I believe customers are being misled by the online chat reps. I would either like a \$40 visa card sent to my home, \$40 check sent to my home or the entire order to be refunded. I WILL NOT be returning this item, since I would not have been if I had completed the rebate offer. I would also like a coupon 25 percent off my next order and or \$25 off my next order of any amount, for the inconvenience, confusion, multiple lies, and time wasted. Thank you for your time, cooperation and understanding.</p>
04/15/2015	<p>On March 15, 2015, I purchased an HP Pavilion 15-p066us for 599.99. I was aware that it had been on sale for less in February, and asked the sales person about a refund if it goes on sale again. He told me that if it goes on sale within 30 days of the date of purchase, the amount would be refunded. I went in April 4th, and showed them the advertisement for 'Reg 599.99, Save 23.00, Now 576.99, Instant Savings 127.00, Rebate 50.00 for 399.99 ea' They agreed that it was the same computer, but said that I only had 14 days and that time had passed. I told them that had specifically asked the 'Tech', what their refund policy was, and he had told me 30 days. They looked to see who had sold it to me, and said that they would be sure to let him know that their policy was only 14 days. The manager that the checker had called up said there was nothing that they could do, sorry... --- Additional Comments: I have applied for the rebate of 50.00, but I would like to have the refund of 150.00, the difference of the sale price and what I paid on the 15th of March and was told that if it went on sale in the next 30 days, I would get that refund.</p>
04/23/2015	<p>recent email to staples...update as of april 23, 2015... I have not received my staples rebate card in the amount of \$115 which I requested on feb 22 and which was processed on march 22....could you follow up again and give me some hope....see last email below...Topic: Payment/CreditCategory: Refund StatusOrder Number: incident #(b)(6)First Name: (b)(6)HLast Name: (b)(6)Email Address:Email Address * (b)(6)Phone Number: (b)(6)Staples Customer Number: incident # very poor customer service...still have not received rebate that i requested on feb 22, 2015>>>February 22, 2015FEDERAL WARRANTYPO BOX 2957ALBANY OREGON 97321 re:request for \$115 cash card as a result of not using insurance for 2 years on purchase of laptop..incident #(b)(6) To whom it may concern...see attached receipt of my purchase of an hp laptop on feb 21, 2013 which included no risk protection plan...as of today it has been 2 years and I request the cash card in the amount of \$115 sincerely, (b)(6)san diego ca (b)(6) --- Additional Comments: just get me the cash card they promised in the amount of \$115</p>
04/12/2015	<p>My rebate of (b)(6) is getting denied as a returned item. I bought 2 of the same items on the same day - one in store and the other online. Both rebates are getting denied with the message that I have returned the item. I spoke with the customer service, and faxed my receipts - useless team. They don't try to understand the issue on their behalf and keep repeating the same message.I need to be paid of my \$25 rebate which is due. I returned only one item and not both. --- Additional Comments: \$25 payment of the valid rebate amount.</p>
05/15/2015	<p>Bought a tablet from staples that was clearly advertised with a \$50 rebate. After sending in the rebate the claimed purchase didnt qualify for rebate because I bought it from their on line store. I saved a screenshot of the ad and no where does it say that. This is fraud.</p>
05/04/2015	<p>The Staples store was running an ad to get Staples 8.5 x 11in Multipurpose paper, 5-ream case, and offering a \$16.00 Rebate Visa Prepaid Card. I filled out the long tape form given at the store and mailed it to the Staples Easy Rebates address with proof of purchase. I just received a card from Staples saying that they would not honor the request because 'All required products were not submitted.' I followed the instructions on the Rebate application form. I believe that Staples is running deceptive ads or engaging in price deception. I do not have anything left to mail to them. -</p>

Staples Rebate Complaints

	-- Additional Comments: I want the \$16.00 Rebate visa prepaid card as offered in the ad. I would not have purchased the Staples paper brand if I knew they would not honor their words.
05/27/2015	On 5/26 I came to Staples store in order to make a purchase. Two days earlier I was sent a text message by Staples with \$5 off 30 purchase coupon code. As I attempted to purchase 3 box of software and price match it with Amazon as per Staples offer, it was denied stating that the item has outstanding manufacturer rebate on the item. I stated I am not interested in rebate for the software and they can keep the rebate form the store person Steven refused to price match it. Next I attempted to purchase a \$300 Visa cards. The store personnel refused to activate it and instead offering to activate cards of lower face value resulting in higher activation cost. Since Staples probably shares activation fee revenue it is in its interest to have customers buy the lowest face value cards possible in order to gain more in fees. Furthermore the code provided to the clerk did not work giving an impression that Staples just sends the offers to consumers to get them into the stores and not honor what it sends. I was told : if it doesn't work it is corporate problem not ours. Staples proposed merger with Office Depot is going to be a complete disaster for consumers as this type of practices at Staples are the NORM rather than exception. It will not only dramatically diminish the competition but it will migrate ethically and morally bankrupt culture of Staples into the overall merged structure resulting in complete breakdown of any type of business standards. When I asked the Staples office manager about ethics and morality of this way of doing business I was told to leave the store. I think this speaks louder than words. Other-Other Update
05/26/2015	Purchased HP Laptop from Staples Mount Holly via Staples.com. Employee submitted purchase and rebate for me, and promised 3.5% sales tax if purchased through their location. Staples Service Center denied rebate even though I sent them a scanned copy of the online ad via email. Charged 7% sales tax rather than 3.5%. Ad promised free download of Dragon Advisor voice recognition software, but when that failed to download, Staples.com said it's not available. --- Additional Comments: Want my \$50 rebate and Dragon software promised in the online ad.
05/26/2015	Purchased HP Laptop from Staples Mount Holly via Staples.com. Employee submitted purchase and rebate for me, and promised 3.5% sales tax if purchased through their location. Staples Service Center denied rebate even though I sent them a scanned copy of the online ad via email. Charged 7% sales tax rather than 3.5%. Ad promised free download of Dragon Advisor voice recognition software, but when that failed to download, Staples.com said it's not available. --- Additional Comments: Want my \$50 rebate and Dragon software promised in the online ad.

Staples Rebate Complaints

<p>06/08/2015</p>	<p>(b)(6)Springfield, NJ (b)(6)June 5, 2015Staples Corporate Office & Headquarters 508.253.5000500 Staples Dr.Framingham MA 01702 To Whom It May Concern:On June 1, 2015 I purchased an HP Pavilion lap top from Staples, Route 22, Springfield, NJ 07081 for a ticketed sale price of \$316.99. At the register price rang up for \$429.00, was adjusted with a credit of \$63.00 bringing the purchase price down to \$366.99 with a mail in rebate for \$50.00 which would meet the ticketed price of \$316.00. See attached receipts.Laptop was serviced by Staples for the addition of Office Home and Student and for data transfer. Work was completed on Thursday, June 4, 2015 and computer was picked up that day.On Friday, June 5, 2015 I returned to Staples at the Springfield location to purchase another HP Pavilion lap top for \$316.00. None were available at that location but a tech located one at the Iselin, NJ store, called the location to put a hold on one for me. When I went to pick it up, the price had jumped to \$379.00 after the \$50.00 rebate. After some prompting the manager of the Iselin agreed to contact the Springfield store. After speaking with someone there, we were told the one we bought in Springfield was bought in an open box meaning someone bought it and returned it. If this is the case, the store should have notified us of this prior to purchase. I asked the Iselin Manager to have the Springfield tech send a photo of the tag but this was not done.Within the hour, I returned to the Springfield store, to speak with the manager and take a photo of the tag. However, the tag was removed, the tech said he told the Iselin tech that it may have been an open box. When we questioned the Springfield tech, he said he couldnt remember if it was an open box and he told us that the \$316.00 was last weeks price. All this was done from a Monday to a Friday in the same week.Staple failed to stand behind their motto that they will match any price when they wont even match their own price. Needless to say, this is poor customer relations and the 2nd computer was not purchased.All paperwork is attached.(b)(6)Cc: Better Business BureauStaples, Rt. 22, Springfield, NJ 07081Staples, 801 Route 1 & Green Street, Iselin, NJ 08830 --- Additional Comments: to purchase the computer ticketed for \$316.00 after \$50.00 rebate</p>
<p>05/23/2015</p>	<p>On May 3, 2015 I purchased Avery labels and other items from the Staples store in Jacksonville Beach, Florida. The label's price tag had a sticker that I took to mean that the price was reduced by \$5. When I checked out, the cashier told me to receive the \$5, I had to submit a request to Staples using the form she would provide with my receipt. She did provide both a receipt and a rebate form generated by the cash register. The form has the Staples logo and is not a form provided by the manufacturer. She highlighted the information I needed to provide to Staples and told me I could apply for the rebate either by mail or via internet. I chose to apply via internet.Although I submitted the information required within the stated timeframe Staples has consistently refused to honor the rebate. Several times I have resubmitted information as requested by Staples via e-mail. I spoke on the phone with someone who identified himself as the manager of the store where I purchased the labels and he said there was no reason for Staples not to honor my request. He offered to provide me with a \$5 store credit, but I declined his offer. Most recently, at their request, I scanned both the receipt and the rebate form and e-mailed the information to Staples. This week I received a post card stating my request for the rebate would not be honored because 'all required products were not submitted'. --- Additional Comments: I would like for Staples to honor the \$5 rebate and send me a check for that amount.Since I feel this may indicate a pattern of the Company failing to honor rebates/refunds as advertised, I would like for BBB to investigate or to forward a request for an investigation of business practices to the proper authorities.</p>

Staples Rebate Complaints

<p>06/08/2015</p>	<p>(b)(6)Springfield, NJ (b)(6)June 5, 2015Staples Corporate Office & Headquarters 508.253.5000500 Staples Dr.Framingham MA 01702 To Whom It May Concern:On June 1, 2015 I purchased an HP Pavilion lap top from Staples, Route 22, Springfield, NJ 07081 for a ticketed sale price of \$316.99. At the register price rang up for \$429.00, was adjusted with a credit of \$63.00 bringing the purchase price down to \$366.99 with a mail in rebate for \$50.00 which would meet the ticketed price of \$316.00. See attached receipts.Laptop was serviced by Staples for the addition of Office Home and Student and for data transfer. Work was completed on Thursday, June 4, 2015 and computer was picked up that day.On Friday, June 5, 2015 I returned to Staples at the Springfield location to purchase another HP Pavilion lap top for \$316.00. None were available at that location but a tech located one at the Iselin, NJ store, called the location to put a hold on one for me. When I went to pick it up, the price had jumped to \$379.00 after the \$50.00 rebate. After some prompting the manager of the Iselin agreed to contact the Springfield store. After speaking with someone there, we were told the one we bought in Springfield was bought in an open box meaning someone bought it and returned it. If this is the case, the store should have notified us of this prior to purchase. I asked the Iselin Manager to have the Springfield tech send a photo of the tag but this was not done.Within the hour, I returned to the Springfield store, to speak with the manager and take a photo of the tag. However, the tag was removed, the tech said he told the Iselin tech that it may have been an open box. When we questioned the Springfield tech, he said he couldnt remember if it was an open box and he told us that the \$316.00 was last weeks price. All this was done from a Monday to a Friday in the same week.Staple failed to stand behind their motto that they will match any price when they wont even match their own price. Needless to say, this is poor customer relations and the 2nd computer was not purchased.All paperwork is attached.(b)(6)Cc: Better Business BureauStaples, Rt. 22, Springfield, NJ 07081Staples, 801 Route 1 & Green Street, Iselin, NJ 08830 --- Additional Comments: to purchase the computer ticketed for \$316.00 after \$50.00 rebate</p>
<p>06/14/2015</p>	<p>STAPLES HAS A POLICY TO OFFER \$2 REBATE IN REWARDS DOLLARS SPENDABLE IN THEIR STORES FOR EACH INK CARTRIDGE YOU RETURN WITH A MAXIMUM OF 20 PER MONTH OR A \$40 REWARDS CREDIT EACH MONTH OF RETURNING THE FULL NUMBER OF INK CARTRIDGES. YOU MUST, HOWEVER, PURCHASDE AT LEAST \$30 WORTH OF INK WITHIN THE PRIOR 180 DAYS OR 6 MONTHS AND THEN YOU CAN RECEIVE THE CREDIT FOR THE FOLLOWING 6 MONTHS . IF YOU BUY \$30 WORTH OF INK YOU ARE GOOD FOR 6 MONTHS OF RETURNING SPENT CARTRIDGES FOR \$2 EACH MAXIMUM FOR ME IS 20 PERMONTH. IF YOU DO NOT PURCHASE THE INK THEY WILL KEEP ANY CARTRIDGES YOU HAVE SENT THEM AND WILL NOT RETURN THEM OR GIVE YOU CREDIT. IF YOU HAVE A DISPUTE, AS I DO WITH THEM ABOUT THE INK PURCHASES FOR WHICH I BELIEVE I DID PURCHASE THE CORRECT AMOUNT, ACTUALLY MORE THAN \$30 (\$29.99 ON APRIL 2, 2015, AND \$13.99 ON MAY 4, 2015 BUT THEY WILL NOT GICVE ME MY REWARDS FOR THE CARTRIDGES RETURNED TO THEM IN APRIL AND WILL NOT RETURN THE CARTRIDGES OR ACKNOWLEDGE THAT I HAVE SPENT THE \$30 OR MORE. --- Additional Comments: I WOULD LIKE THE CREDIT FOR \$40 I AM DUE AND THE SIX MONTHS FROM MAY 4 , 2015 TO RETURNOTHER INK CARTRIDGES TO THE MAXIMUM OF 20 PER MONTH FOR APRIL WHICH WOULD HAVE BEENSENT IN MAY AND FOR MAY CARTRIDGES I SHOULD HAVE BEEN ABLE TO DEPOSIT FOR CREDIT IN MAY AND \$40 CREDIT IN JUNE FOR THE 20 CARTRIDGES I SHOULD HAVE BEEN ABLE TO DEPOSIT IN MAY. I WOULD OWE THEM 60 CARTRIDGES, FOR WHICH I HAVE AND THEY WOULD OWE ME 3X \$40 CREDIT IN REWARD DOLLARS.</p>

Staples Rebate Complaints

07/14/2015	<p>For the past 3 weeks Staples Office Supplies has run a weekly ad that is in the Sunday Newspaper. It advertises a Toshiba Satellite computer (c55-B5170) for \$599.99 with a \$200.00 instant savings and a \$50.00 easy rebate for a net price advertised at \$349.99. All 3 weeks I have gone to the store as soon as it opens and get the same story which is they don't have it. Checked with 9 other stores in the market and they don't have it. I wrote to the Staples site and was very explicit on the situation and the story they gave me back is that it is an internet special only and only for specific period of time. The ad specifically says store purchase only. They did not even respond as to how I can buy it and it is on sale until July 18th. Basically deceptive advertising to get me into the store and sell something else. Please help shut down this type of advertising from this national company that is taking advantage of the consumer. Thanks. Other-Other Update</p>
07/09/2015	<p>I purchased a BrotherM-CM-^BM-BM-. P-touchM-CM-^BM-BM-. PT-D200 Label Maker on 6/20/2015. http://www.staples.com/Brother-P-touch-PT-D200-Label-Maker/product_637689. It has a \$30 rebate. Rebate: Brother PTD200 Details: \$30.00 Rebate Visa Prepaid Card Learn more about the Rebate Visa Prepaid Card Purchase dates: 06-14-2015 through 06-20-2015 Postmark date: Purchase Date Plus 60 Days Promotion: Get a \$30 Visa (R) Prepaid Card on a Brother P-Touch PT-D200 Labeler (SKU 637689) at Staples. Rebate offer number: (b)(6) I purchased 2 of these and they allow up to 10 rebates. Order Number: (b)(6) Order Date: 06/20/2015 Order Total: \$68.46 But when I want to claim my rebate through Staples easy rebate center it cannot be found. Moreover, I received an email from Staples claiming that they couldn't find a rebate for this order. But as of this minute, that rebate is still posted and valid online. I had 4-5 different chat session with Staples reps, called them 3 times, and had several email conversations and still no luck. This is one of their emails: 'Staples Hello, We're sorry, but we are unable to match the Easy Rebate ID number/order number you provided with a current rebate offer. Here is the information you provided with your original submission. Please check it carefully: Easy Rebate ID number/order number: (b)(6) If any of the above information is incorrect, you may resubmit your rebate here. If the above information is correct, however, your rebate submission is invalid. You can find additional information here. If you have questions about Easy Rebates or this email, please see our Frequently Asked Questions. Still need help? Send us an email or chat with a live agent. Please do not reply to this email. Since this is an automated email system, we can't respond to replies sent to this address. As always, thanks for shopping Staples. Your Easy Rebates team Easy Rebates is a registered service mark of Staples the Office Superstore, LLC 'I kindly ask my refunds to be honored. --- Additional Comments: I kindly ask my refunds to be honored. (2x\$30)</p>
07/21/2015	<p><p>The following rebates by Staples were not honored despite purchase and all requirements were met: Please refer to separate email for transaction details as the system would not process the numbers, a BBB site flaw as it sees the numbers (18 digit long) as SS#.</p><p>The following rebates by Staples were not honored despite purchase and all requirements were met:

Trans (b)(6) x 1 user Kaspersky Anti-Virus received only only rebate \$20, two outstanding
(b)(6) (- 3 x 1 user Kaspersky Anti-Virus)
(b)(6) 2 (3 x 3 user Kaspersky Anti-Virus) received only two rebates \$25, one outstanding
Grand Total outstanding: 2 x 20 1x25 = \$65
(b)(6) paper \$34, Kaspersky Anti-Virus 2 x 20, paper \$4.79,
(b)(6) (the wrong item charged and then returned and re-charged at higher price resulting in overcharge of \$3.28</p> --- Additional Comments: The outstanding balance (transactions above not processed received) is \$147.07</p>

Staples Rebate Complaints

<p>08/04/2015</p>	<p>On July 31, 2015, I visited two different Staples stores (Downey, CA and Huntington Park, CA), wishing to purchase a computer. First I visited the Downey, CA store. Seeing an in-store advertisement (in the form of a display) next to a corresponding floor model for a Toshiba C55-B5270 computer (Hot Deal price of \$349.99 after rebate and instant savings), I asked to purchase the item. The clerk advised me that they did not have this computer in stock. I asked why the floor model and ticket were still advertising this computer on the floor as 'for sale,' if they did not have the computer. She did not have an answer. I suggested that they remove the ticket to avoid confusion with any other potential customers. Next, I visited the Staples store in Huntington Park, CA. There, again, I found the same floor model and advertisement for the Toshiba C55-B5270. Once again, I asked for assistance and was advised that they did not have this item in stock. After a quick search for the computer online, the clerk advised me that this computer was now out of stock and unavailable. The sale had begun on 7/25, and he was not aware that they had any left after the first day. I asked whether it was common practice for Staples to leave product tickets and advertisements for out of stock and unavailable products on their sales floor. The clerk advised that the individual stores were not responsible for setting up displays and that it was outside of their individual control. I asked to speak with a manager, and barring the availability of a manager, I spoke with a supervisor named Ana. She advised that the item was no longer available, and that Staples stores did not actually carry computers in their store inventory; computers came from a distributor and were either sent to the stores or to the consumer directly. I found this difficult to believe having purchased a computer at this Staples in 2013: I walked out the door with my product and did not wait to have one delivered nor sent to me. Ana told me that sale items were limited to stock on hand and subject to availability. She showed me a disclaimer for the item I wanted to purchase posted on their website at Staples.com. I walked back to the kiosk, and took photos of the in-store advertisement and display, and showed them to Ana; no such disclaimer was posted in their store. I asked Ana to have Staples honor their in-store advertisement and provide me with either a rain-check for the computer or to make an equivalent model available at this price. She advised that it was Staples' policy to not offer rain-checks. I was thoroughly confused by this decision, shared that I was a long-time customer. With regret, she advised that there was nothing she could do. I asked for the advertising ticket for the computer they no longer had, and told her that I would be taking it so that no other person could repeat my mistake. --- Additional Comments: Staples needs to stop what I perceive as an unfair business practice. To advertise items in their stores that are no longer available, and by failing to remove sales tickets for those items, is either an intentional or unintentional bait and switch to the consumer. Disclaimers that are stated online need to be equally visible and comprehensible in the language(s) predominant in the community where the store is located.</p>
<p>08/24/2015</p>	<p>I ordered a \$50 Microsoft Xbox gift card on August 5th from Staples website, my expected delivery date was said to be August 19th. It was shipped on the 12th, my Visa has been charged for it, and it is now August 24th and I have yet to receive it and the site won't let me track it. I have even received an email asking for a review for the order that I never got. So where is my gift card? I've been having a lot of problems with this order for some reason regarding both the gift card and the \$10 rebate accompanying it. My problems started the first day when they called me saying they put my order on hold for some strange reason surrounding my email name and it's been issue after issue ever since. This is the fourth or fifth time I've had to contact Staples about problems with this order each time Staples falsely claiming to have fixed it and I keep getting emails saying my problem is still unresolved (for the rebate, the order itself is just missing). I'm not happy with the very poor service I've been receiving for the past three weeks surrounding this and I don't want to be jerked around anymore. \$50 is a lot of money to get ripped off on. Now</p>

Staples Rebate Complaints

	<p>they're making me deal with another company, Gift Card Mall for some reason and I'm done jumping through hoops. I'm really tired of all of this and have given up on the idea that I'll ever get my rebate but I just want the gift card I bought from them or a refund. I'm getting nowhere with them. --- Additional Comments: They need to either give me my order, the \$50 Microsoft Xbox gift card (at least) with my \$10 rebate (preferable) as what was supposed to happen, or give me a complete \$50 refund.</p>
<p>09/24/2015</p>	<p>MAIL: Copy of consumer's letter to Staples concerning the poor customer service she received at a local store. Consumer states that there were no cashiers when she was ready to check out, only a hidden one in the corner whose cashier was on a cell phone. Also he purchased a "sale" item only to find it was a rebate. When he tried to get his rebate thru the easy rebate site, he was turned down multiple times saying he was not eligible of the rebate. Consumer feels that this poor service will get worse if Staples and Office Depot combine.UPDATE:10/7/15 Consumer sent additional information. SHarewood</p>
<p>09/11/2015</p>	<p>Deceptive practice. Their website and practice to date has been to issue \$2 rebate/coupon for each ink cartridge that you recycle at their store. Can recycle up to 10 in a month. I did so in early summer. I was told to check their Rewards Center online mid-July and download my \$20 coupon. There was no coupon issued. I checked again this month - nothing. I went into the store today and was told that I needed to buy \$30 in ink in order to participate in this program. That has never been the case before; never stated to me before; never been a part of the practice before. And is not what is represented on their website at this address: http://www.staples.com/sbd/cre/products/100606/merch7423/ --- Additional Comments: I would like the \$20 coupon from Staples to be used like cash in their store.</p>
<p>09/23/2015</p>	<p>We purchased 2 packages of paper on 8/17/2015 and we told that we qualified for a rebate for each package. We filed the rebate request (as instructed) online but were then a week later we were told that our submitted number was incorrect and then we were instructed to refile online but we could not submit the info online. Then we were told to send in the information via mail, which I did but it was rejected because they said via post card that 'all required products were not submitted.' So we sent the info in again but we were told via post that the next submission was invalid because it was a duplicate submission.' So Staples has created a hoax to convince customers to make purchases and then waste hours to submit the required information just to have the rebate request rejected.Product_Or_Service: rebateAccount_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Contact by the BusinessI called the Staples Rebate Center but my concerns were dismissed. I followed all the instructions from the retailer at Staples but the Rebate Center customer service reps were rude and found numerous ways to not fulfill the rebate request.Rebate Offer (b)(6)I would like the rebate refund (16.99 times 2 packages of paper) be sent to me immediately.</p>

Staples Rebate Complaints

09/23/2015	<p>I contacted the Staples store in Dubuque, Iowa via phone in August of 2015, inquiring about the reward/rebate program in place for ink cartridges. The person on the phone indicated that you can turn in ink cartridges and receive \$2.00 in rewards per cartridge. I also specifically asked if there were any requirements of the program in order to receive that \$2.00 back per cartridge and they indicated there was not. They explained that, at the beginning of the month, I would receive a rewards check to use on items in the store. Later that day, I took in 12 cartridges to recycle. They indicated I could only recycle 10 at a time so I recycled 10. I again asked if there were any requirements or anything I have to purchase in order to receive this rebate. They once again told me No, and continued to explain that I would receive \$2.00 per cartridge in the form of a rebate to use towards future purchases at Staples. A few days later, I brought in my additional 2 cartridges. I again asked a Staples employee if there were any other requirements in turning in the ink cartridges for the rebate and she replied again No. I was told by three different Staples employees that I would automatically receive \$2.00 back in rebates for each cartridge I recycled and that there were no purchase requirements associated with this rebate. On 9/23/15, I contacted Staples customer service (corporate office) as I had not yet received my rebate check. I was then informed that I had to make a \$30.00 purchase prior to receiving any rebate money for my ink cartridges. When I explained to this person that I was told on three different occasions that this was NOT a requirement and that I would automatically receive the rebate check, he referred me back to the fine print on their website explaining the process. I explained to him that three different STAPLES employees told me differently and that I expected Staples to honor what their hired employees verbally told me. He said he would not.</p> <p>Product_Or_Service: N/A --- Additional Comments: DesiredSettlementID: Store Credit</p> <p>As of now, Staples has benefited from receiving 12 of my ink cartridges while providing me with no reimbursement that three employees had promised me. I am expecting from Staples a \$24.00 rebate check to use in purchasing items in their store, as promised by three of their employees. I will consider this problem rectified when Staples honors their promises and I receive this compensation.</p>
09/23/2015	<p>We purchased 2 packages of paper on 8/17/2015 and we told that we qualified for a rebate for each package. We filed the rebate request (as instructed) online but were then a week later we were told that our submitted number was incorrect and then we were instructed to refile online but we could not submit the info online. Then we were told to send in the information via mail, which I did but it was rejected because they said via post card that 'all required products were not submitted.' So we sent the info in again but we were told via post that the next submission was invalid because it was a duplicate submission.' So Staples has created a hoax to convince customers to make purchases and then waste hours to submit the required information just to have the rebate request rejected.</p> <p>Product_Or_Service: rebate Account_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Contact by the Business</p> <p>I called the Staples Rebate Center but my concerns were dismissed. I followed all the instructions from the retailer at Staples but the Rebate Center customer service reps were rude and found numerous ways to not fulfill the rebate request. Rebate Offer (b)(6) I would like the rebate refund (16.99 times 2 packages of paper) be sent to me immediately.</p>
10/29/2015	<p>During the week of Oct 11-17 the weekly add had the Kaspersky antivirus boxed 'Item: 1809295 Model: 8130097' was advertised as free after rebate. However it was unavailable online (they said that they did not stock it) and was also not stocked at the 5 nearest stores. Requesting help through online chat got no solution and the online response did not arrive until Thursday Oct 22 at which time it was priced at 44.44. How can they advertise a product which they do not stock?</p> <p>Product_Or_Service: kaspersky antivirus boxed --- Additional Comments: DesiredSettlementID: Modification/discontinuance of This item was available as a downloadable</p>

Staples Rebate Complaints

	<p>item also free after rebate.Staples should not be advertising the boxed version if it does not stock it.</p>
11/12/2015	<p>Staples.com advertised paper on their website for \$29.99 (marked down from \$53.99). The advertised order says "Special buy: price \$53.99 - Instant Savings of \$24.00") When I ordered it, however, they changed the price to \$46.99 and said that I would be receiving a rebate. When the item came I did not receive a rebate. I called up and was told that the rebate form was being mailed. This is not an instant rebate. This is Staples doing everything it can to increase the chance that I will not go through their "rebate center" and get my \$24.</p>
10/31/2015	<p>Hi, I bought a paper shredder from Staples.com which was offered with easy rebates. I bought the shredder for \$38.07 inclusive of taxes on July 31, 2015. Staples offered a rebate of \$25 in the form of Visa (R) Prepaid Card.This order was placed with pickup at store. So initially Staples sent the Visa prepaid card at Staples store: STAPLES STORE #0395, 10815 N TATUM BLVDPHOENIX, AZ 85028, I called several times to follow up and local store confirmed they never received it.Then finally I called Easy Rebates a firm of Staples, they said ok let's reissue it to your home address, it was August 2015, I don't remember exact dates, I gave my address and since then I am chasing and each time they say lets reissue and the card has never arrived. When I chat/call/email them they say they can't do anything else apart from just reissuing the card. But god only knows if they really issuing it or not. But i never get it. So therefore thought to file my complaint here. Please help!Thanks! --- Additional Comments: It would be great if you can check with Staples and ask them to fix this issue and get my card delivered to me. Thanks!</p>
10/29/2015	<p>During the week of Oct 11-17 the weekly add had the Kaspersky antivirus boxed 'Item: 1809295 Model: 8130097' was advertised as free after rebate. However it was unavailable online (they said that they did not stock it) and was also not stocked at the 5 nearest stores. Requesting help through online chat got no solution and the online response did not arrive until Thursday Oct 22 at which time it was priced at 44.44. How can they advertise a product which they do not stock?
Product_Or_Service: kaspersky antivirus boxed --- Additional Comments: DesiredSettlementID: Modification/discontinuance of
This item was available as a downloadable item also free after rebate.Staples should not be advertising the boxed version if it does not stock it.</p>
08/07/2015	<p>Note: C is for consumer and R is for merchant. --- I made several purchases for items with rebates for multiple family members living in different addresses (including different states). I submitted rebates for each family member, and some of the rebates were under my name to keep track when they arrived in the mail. I have done this for many years and never had an issue until now, when Staples denied several rebates claiming that I exceeded rebate limits. When I inquired further, they stated that the rebates were denied solely because the same name was on submissions for different addresses. They would not let me resubmit under my family member's names. The typical rebate form at Staples states that limits are based on name/address/household. I inquired what their policy is if two people named John Doe live at different addresses but submit the same rebate, and the representative was unable to provide a response. They also would not provide contact information for those responsible for the making the final decision. Please help. END 8/10/15 Sent C LCP referral letter - Metro West. CDL 9/3/15 HEADER 8/10/15 DM 9/3/15 CLOSER 8/20/15 DM --- Complaint Status: Closed</p>

Staples Rebate Complaints

11/07/2015	<p>On October31,2015, I went to Staples store in San Rafael, CA to buy a computer. I bought a Toshiba c555268 which was on sale for \$299.00 after \$50 rebate. The sale man 'Ara' swiped my credit card. For some reason, it did not go through. I asked him to hold it for me, I left another credit card at home. He agreed to hold it for me. Then I had to leave to LA for very important conference. On wednesday Nov.4, 2015, after I returned I immediately went to Staple to pick up this computer. The sale man and the manager insisted that I pay for the new price which is \$499.00. I asked why? He said that Toshiba co. does not allow to sell for the sale price(\$299). In fact, Toshiba did not even know I had it on hold. Then Ara tried to talk me into buy a lower grade Toshiba. I refused to buy. If Staple did not want to sell at \$299 why would they advertised this price and why they agreed to hold it for me from the first time. It definitely violated professional business practice and lack of integrity. --- Additional Comments: I accept the same computer with same price as I agreed to purchase only.</p>
12/12/2015	<p>I am accusing Parago of 8 counts of \$20 mail-in rebate fraud, related to 4 purchases I made from Staples (Waltham, MA) on October 11, 2015 and 4 made on October 25, 2015. Staples/Staples Easy Rebates has illegally withheld 8 \$20 mail-in rebates, 4 belonging to offer number (b)(6) and the other 4 belonging to offer 15-41807. Each offer has a maximum of 4 rebates per household. The (b)(6) rebates were submitted on 10/11/15 and the 15-41807 rebates were submitted on 10/25/15. These 8 purchases were identical purchases of the same item, 5-ream box of paper, for \$22.31 (including tax), each of which comes with a \$20.00 mail-in rebate. Staples Easy Rebates owes me 8 \$20 visa prepaid cards, 1 for each of these transactions. I am filing this letter on grounds that both Staples and Parago are cheating me of my money. Staples misled me by promising that the final price would only be "\$1 after rebate" and the fact that the rebate was advertised at the time of sale, rendering the vender also liable for the rebate company's actions. I have also engaged in many good-faith attempts with both the vender and the rebate company to recoup the money that is owed me, only to be deliberately stood up each time. As of today, I have not received my 8 \$20 mail-in rebates pertaining to the above 8 transactions. The Staples Easy Rebates tracking numbers are as follows: for (b)(6). For (b)(6), the numbers are (b)(6). All 4 rebates are due within 4-6 weeks from the date of online submission. I submitted all rebates on the website on the day that I bought them, using the address at the top of this report, the number ----- and the email -----@gmail.com. Therefore, the 4 (b)(6) rebates that I submitted on 10/11/15 were due on 11/22/15 and the 4 belonging to (b)(6) that I submitted on 10/25/15 were due on 12/6/15. The (b)(6) rebates were listed as "Validation Complete" on 10/26/15 and "Your reward has been sent" on 11/9/15. The 4 15-41807 rebates were listed as "Validation Complete" on 11/9/15 and "Your reward has been sent" on 11/23/15. These statuses were listed on www.stapleseeasyrebates.com. I had 4 automated emails for the 4 (b)(6) rebates on 11/18/15 that said that "Your rebate is in the mail! (Really.)". The same 4 emails for (b)(6) "Your rebate is in the mail! (Really.)" came on 11/25/15. At the end of the report I have attached copies of these emails proving date of submission and alleged date rebates were "processed". Note that Blackhawk/Parago is situated in Lewisville, TX and under Texas law, rebate companies are required to deliver rebates within the promised time frame, which in this case is 6 weeks, or 42 days according to the form that printed out at the Staples Store. Therefore, for me to contact them that many times (via chat, email, phone) between the 42nd day and now and yet to be kept in the dark, except to be told that the prepaid cards have not even been physically mailed, I believe is enough evidence of deliberate fraud. Other-Other Update</p>
11/26/2015	<p>Staples falsely advertises a product with a rebate, i purchased this item, then could not find the rebate form. Here is a link of said item:http://i.imgur.com/RJ0K1W9.jpgI contacted the support team at which time they claim there is no rebate for this item. This item has been advertised for</p>

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	<p>weeks as having a rebate, and only once someone purchases the item do they find out there is no rebate offered. They are lying to sell an item where no rebate exists. This cant be legal... --- Additional Comments: They wasted over an hour of my time on something that does not exist. If i was billing a client I would ask for \$125 an hour. This is ridiculous that they do this and refuse to fix it....I can't imagine how many people won't notice that the rebate doesn't exist until it is too late.</p>
12/08/2015	<p>We participated in a rebate offer for which we never received the promised rebate card. We contacted Staples and they verified our rebate was processed and we were qualified. They want to replace the rebate card, but deduct \$6 (out of \$35) in 'maintenance fees' for a rebate card we never received and was never used. --- Additional Comments: We will accept \$6 in Staples store credit or a gift card for use at Staples to cover the missing funds -OR- a replacement of the full value \$35 Visa rebate card.</p>
12/01/2015	<p>ADVERTISE MULTI PURPOSE PAPPER \$5.00 AD DOES NOT STATE GIFT CARD FOR \$20.00 ALL IT STATES REBATE PAPER WILL COST \$5.00 WRONG. I CAN NOT USE THIS CARD TO PAY BACK THE \$20.00 THAT I WAS CHARGE. HAS TO BE FOR SOMETHING ELSE IN THE STORE TO BUY. SO THE PAPER IS NOT \$5.00 IS COST ME \$25.00 THIS IS WRONG. FRAUD I ASK CASHIER WHERE IS THE \$5.00 SHE TOLD ME IN A REBATE. GOT HOME NOTICE IS A STAPLES GIFT CARD TO BUY OTHER MDSE IN THEIR STORE. I AM ANGRY AND I HAVE TO RETURN THIS PAPER AND GO TO ANOTHER STORE CHEAPER. THE ADD IS A FRAUD. I EVEN HURT MY HAND TRYING TO OPEN A SHOPPING CART TO PUT THE PAPER IN THE CART. NOW I HAVE TO RETURN IT ANOTHER TRIP FOR NO REASON. I AM ANGRY , WHY IS THE AD DECEIVING WHEN I SHOP BY STAPLES IN BROOKLYN ALL THE TIME. --- Additional Comments: EITHER CHARGE MY STAPLES CC TO \$5.00 OR GIFT CARD FOR #50.00 SINCE THIS IS 2 TRIPS TO THE STORE AND GAS IS EXPENSIVE SINCE I USE PREMIUM. OR CREDIT MY CC TO 0.</p>
03/12/2015	<p>Rebate submission confirmed received by Staples on January 9, 2015. Rebate was stated by Staples to be received in 6 weeks, has not been received. Rebate of \$88 was submitted to Staples online and confirmed by their system to have been received and approved January 9, 2015. Was stated in advertising that it would be received in 6 weeks. That would be February 23, 2015. Rebate has not been received as of today, March 5, 2015 and has shown in their system to have been sent over two weeks ago. Contact with their customer service results in NO response, they have never responded to any inquiry about the rebate. Apparently their rebates are nothing but a scam. --- Additional Comments: Send my \$88 rebate.</p>
12/02/2015	<p>I have been a Staples customer for several years. As we are a New York State School, we purchase substantial quantities of printing paper among other products . Normally, Staples paper qualifies for 'rewards' and 'rebates'. (Such as -I buy for \$50 and staples refunds \$25 after a few months). I buy the paper at Staples stores, and after verifying and accepting the coupons I have, the Staples store issues 'rebates' or 'rewards' that I submit online. normally we purchase for around \$400 and expect about \$200 back. Over the past year around 4-5 of these submissions have been rejected as incorrectly submitted. As this was being routinely happening, I contacted Liz Gaillard - a Staples Sr Account Manager (1-888-224-3684 Ext. 1206/ elizabeth.gaillard@staples.com) who is the school Account manager. Ms. Gillard advised me that I may have given the wrong coupon (staples coupon for Hammer mill paper). I explained to Ms Gillard that (1) I purchased at the store (2) a Staples staff looks at the coupon and then accepts the coupon (3) the staples automated cash scanner scans the coupon and then issues the rebate form - which is submitted online correctly. (the Staples online software does not allow incorrect submissions). I believe that this recurring</p>

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	<p>occurrences are more of a scam. My account number is (b)(6) Products are purchased either on my account, the school account or (b)(6) account. Phone numbers associated are (b)(6). I am providing these numbers so that Staples could retrieve the accounts linked with the Phone numbers. I request that the rebates/ rewards be given to me. --- Additional Comments: I request that the rebates/ rewards that have been incorrectly held back be refunded to me</p>
<p>11/19/2015</p>	<p>The company offers reward for cartridge returns on each cartridge that is turned in. I have turned in 4 since July 2015 and have not received any credit. I have also bought over \$40 in ink and have not received a rebate check for it. I have called the store and they cannot help me. I have spoken with customer service and they have entered my information, I have sent them copies and still no credit, credit and I have entered it myself and it is not showing. I have never received any credit. July 31st - 3 ink recycling cartridges and bought ink for \$40.90 September 2nd - 1 ink recycling cartridge and bought ink for 24.75 --- Additional Comments: I am asking for the \$16 in credit of the cartridges I have turned in and the \$10 rewards from buying ink. I have provided the receipts more than enough and should not have to keep doing this.</p>
<p>12/10/2015</p>	<p>I received a Staples Easy Rebate Rewards card with a value of \$44.00. The card clearly states that it is good thru 11/15. I used the card to make an online purchase at Bed, Bath & Beyond on 11/30/15. The order was placed and I received an order confirmation on 11/30/15. On 12/10/15 I received a call from the Customer Service Department at the Bed, Bath & Beyond Store in Totowa, NJ (973-826-6518). They could not fill my order because the payment will not go through. I went to the www.StaplesEasyRebates.com website and looked up my balance and transaction history. I verified that my transaction with Bed, Bath and Beyond was authorized on 11/30/15, and it was. I called Staples Customer Service to find out what happened. I spoke to Wes. He looked up my account. He told me that the balance on the card was \$0.38 (\$44.00 - \$3.00 maintenance fee) and said the payment could not be made because it is after the 11/15 expiration, and the magnetic strip will not work after that. I explained to him that I was not at a store, and that I had placed an order online on 11/30/15 and that the order was confirmed, but the store could not get authorization for payment. He told me that the cards do not work on the last day of the month that they expire. He told me that I would have to give the system some time to put the \$40.62 back on a new card, and I would have to call back to request a new card. He did not give me a specific time period, just some time. What does that mean? If the card says it is good thru 11/15, that means it should be good on the last day too. Additionally, on the back of the card, it states that after the 6-month grace period, a fee of \$3.00 will be charged monthly until the balance is \$0. This implies that the card will have funds on it after the expiration date unless the transactions and fees have brought the balance to \$0. How can my card have the \$0.38 balance if the \$40.62 payment did not go through, as Staples has said. It can't be both ways. This is not the first time that I have had issues with Staples being tricky. I have had problems with their Rebates before. I placed my order online and within the 11/15 expiration. The retailer should not be having any problems getting the payment they are owed. Even with the \$3.00 monthly maintenance fee, there is still enough funds to pay the retailer after the 11/15 expiration, hence the \$0.38 remaining balance. I was able to get many discounts on the products that I ordered, because of when I ordered them (Black Friday weekend deals). If this order does not go through, I will have missed out, all because Staples is not honoring their promise. What good does it do to get a rebate, if the rebate is not worth anything but my time and frustration? --- Additional Comments: I would like Staples to honor their promises. They advertised a special that included receiving an easy rebates rewards card. I expect the card to work as advertised and it has not. As a result, my order with an online retailer has not been filled and it may have even been cancelled as a result of the problem. I would</p>

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	<p>like payment to be made as promised, to the retailer, and I would like to receive my order asap. I also expect some compensation for my time involved in fixing this mess. Thank you.</p>
02/04/2016	<p>End of 2015 received email ad for case of paper with rebate & free shipping. I am a regular/returning customer. Ending price of case for the paper to be around \$15.00 which is a great price. Easy rebate to be processed in approx. 6 weeks. Submitted directly online when paper was ordered and paid for. Received confirmation rebate was successfully submitted. A few weeks later, late January, received email.. "You'll be happy to know we are processing your rebate" Approx. 2-3 days later received card "We could not honor your request due to the following reason(s): "All required products were not submitted" To resubmit must return card by about 7 days from the day it was received. This was an entirely electronic submission directly from the Staples website. (Easy Rebates program) I believe this happened last year as well. It is a continuing practice done so that most people/businesses won't follow up on it or overlook it. I thought that the FTC should be made aware so that it can be monitored as a deceptive practice and/or Staples should be notified that the continued practice is deceptive and/or just plain wrong.</p>
01/13/2016	<p>On December 16, 2015, I purchased a Dell Computer from Staples store #0909 at the advertised price with the promise of a \$100 recycling credit for trading in an old computer. I asked the sales person if I could bring the old computer in after I had transferred all of my files to the computer I purchased, and he assured me that I could do that, as long as I produced the sales receipt. When I returned to the store on January 7, 2016 with the old computer and the sales receipt, the same sales person informed me that the trade-in credit program had expired on January 1 and offered me a \$20 rebate under the trade-in program that was then in effect. I declined the offered rebate, retained the old computer and contacted Staples via its Customer Service website to request the rebate that I had been wrongly denied. Today I received a response from a Ms. Rosemary Stigier of Staples' Office of the President denying my rebate request on the grounds that the program had expired. I responded that I would be filing this complaint because I had taken the trouble to ask the salesperson if I could return the old computer at a later date and his affirmative response made no mention of an expiration date for the program or any other deadline for the return. I am not technology proficient and had to wait for a proficient acquaintance to return from a holiday vacation to complete the file transfer. --- Additional Comments: I want to receive the full \$100 recycling credit upon presentation of my old computer and the sales receipt, which were the only two conditions identified by the sales person, and upon which I relied in making my decision to buy the new computer.</p>
01/25/2016	<p>On 11-30-15 I purchased a HP laptop from staples online for \$349.99. It also came with a \$50 VISA rebate card. I filed the rebate on line with staples . See Exhibit 1 attached. Then on 12-18-15, I got a letter from HP stating that Staples failed tom provide them with the correct model # and serial # for the laptop so the rebate is being held up. See Exhibit 2 + 3 attached. I sent them the information requested via certified mail on 1-9-16 and they received it on 1-12-16. When I call HP they claim that they never received it. When I call staples about it, they say there is nothing they can do since its up to HP. I believe that Staples and HP are in collusion by faking that they do</p>

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	<p>have the correct information so they both can avoid paying advertised rebates. --- Additional Comments: I want the \$50 VISA gift card that I was promised immediately.</p>
<p>01/11/2016</p>	<p>Staples store denied to honor \$100 coupon of a laptop the coupon attached and the customer service at Staples assured that the coupon qualify for the discount and it should be honored!!, I am attaching the complaint that I sent to the CEO and a copy of the coupon.The laptop qualify (not HP)the laptop not on clearance coupon states ADDITIONAL (MEANS IN TOP OF ANY REBATES OR INSTANT SAVINGS)CUSTOMER SERVICE CHECKED THE ITEM AND THE COUPON AND SAYS IT SHOULD BE HONORED AND THE SYSTEMS ACCEPT THE COUPONFINAL PRICE SHOULD BE INCLUDE COUPON AND SAVINGS \$499+ TAXCOPY OF THE LETTER (b)(6) (b)(6), Staten Island, NY (b)(6) Cell: (b)(6)Dear Mr. Sargent,Hope all is well and happy holidays; I have recently faced a pushback from honoring a coupon at Staples stores (1520 Forest Ave, Staten Island NY 10302).Facts:Coupon at store: 65316 (Additional \$100 on top of any savings exclude HP computers and \$499 and up)Coupon at Online: 78011 (Additional \$100 on top of any savings exclude HP computers and \$499 and up)Item: 1674133Model: S55-C274 Brand: Toshiba LaptopPrice: \$599 with instant savings and rebate 12/12/2015Final price with coupon= \$599-\$100 (coupon either online or store)= \$499+taxI called the 1-888 number and spoke to sales they validate the coupons and they said the coupon should be honored and that laptop is not a clearance laptop and she applied the item number and coupon and I asked her to forward my complaint to the office of the president.I got a respond basically saying you cannot combine!!, itM-CM-'M-BM-^@M-BM-^Ys a false advertising and the sales over the phone confirmed to me on 12/15/2015 that item # 1674133 is eligible for the ADDITIONL \$100 OFF with either coupons. And I tried the coupon online after the price has changed and it took off the \$100 with 2 instant savings but the price went up \$50 from the day I went to the store 12/12/2015.I went to the store before the expiration date of the sale price \$599 and the additional coupon for \$100 off.Desired Resolution:I would like the store to honor the price and the coupon that was sent to my email stating its additional \$100 (means on top of any instant savings). My final cost for the laptop should be \$599-\$100=\$499+tax.Again, I would appreciate your help and I thank you for taking the time out of your busy schedule.Thank you and happy holidays.(b)(6)COUPON COPY --- Additional Comments: STAPLES SHOULD HONOR THE COUPON AND SELL THE LAPTOP FOR \$499+ TAX (PRICE AT THE TIME I WENT TO THE STORE AND BEFORE THE PRICE WENT UP AND THE COUPON EXPIRED.THANK YOU(b)(6)</p>

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01/11/2016	<p>On Black Friday, I purchased one package of paper from Staples which was advertised for one penny after mail in rebate. As I was checking out, I received the a separate slip from the cashier and she explained how to do the mail in rebate. That night I filled everything out and checked to make sure everything was submitted correctly and mailed it the next day. About 2 weeks ago, the very end of December I receive a post card stating that, the refund was denied based on incorrect date (what?! it was on the day of the promotion), they didn't receive a UPC (why? the receipt proves the paper was purchased and now it's too late as the paper has been used and the packaging throw away) and another reason. They stated on the post card that I had to provide those three things or my refund would not be given. They gave me roughly 48 hours which is absolutely unacceptable and said it had to be postmarked for 1/1/16. Staples also expected me to pay the price for another stamp which has not created a cost of the paper to be almost \$1.00. The first letter and the first stamp is understandable but when I read the slip initially, there was nothing on that slip about all this information needing to be included. I tried reaching out to customer services at the beginning of last week and have heard nothing. All I want is my \$8-9.00 refund... that's it. I've had problems in the past with other refunds so now I am definitely staying away from Staples. Poor service, and disappointing service. --- Additional Comments: Refund what the price of the paper was... it's not that difficult. It was within the promotion time and is the only reason why I purchased the paper.</p>
02/25/2016	<p>Staples offered a rebate (mail in) for the purchase of Hammermill 8.5x11 Copy Plus Copy Paper 5 Ream Case. The purchase price was \$29.99 with the rebate of \$20.00. The rebate stated item(s) must be purchased between 10/11/15 and 10/17/15, then submit online or mail to receive a Visa Prepaid Card. Limit 4 rebates per name/address/household. I purchased two cartons on 10/16/15. I completed and submitted all information and paperwork on 10/16/2015. Received confirmation that they rec'd my submission the same day. On 02/08/2016, I had not received my rebate cards as promised, so I inquired. I was told that my \$40 rebate card had been printed on 11/09/2015 and that if I hadn't received it to phone an 800#, which I did, only to be told that there was an issue and that the cards did not actually get printed but if I were to email the rebate center they could take care of this. I have emailed the rebate center several times. I am now told that they could not honor my request due to "duplicate staples easy rebate ID" - the ID that THEY issued. I have emailed them at least 5x's, receiving an automated response that they will respond in 2 days. I have never gotten a response. I purchased the product the advertised, follow the guidelines to submit for the rebate and should receive the rebate(s) they promised, yet I have not. Other-Other Update</p>
02/04/2016	<p>Staples advertised a promo around buying anti-virus licenses from them and redeeming rebates on the same. The limit for the rebates was 4 per household.I purchased 4 such antiviruses and immediately filed for the rebate. Order is attached at the end.Easy Rebate ID number/order number: (b)(6)Tracking number: (b)(6)Staples has been making my rebate applications disappear. Customer care chooses not to respond despite multiple emails to staples and their rebate partners.Order Number: (b)(6)Order Date:01/18/2016Order Total:\$175.16Digital Download Item No.NamePriceQty.Coupons & RewardsSubtotalStatus1910459McAfee Antivirus Basic 1 PC for Windows 2016 [Download]Write a Review \$39.99\$159.96Ready for DownloadMy Software DownloadsPayment InformationBilling address:(b)(6)REDMOND, WA (b)(6)Exclusive Offers havebeen applied where applicable.Merchandise Total:\$159.96Coupons and Rewards: - \$0.00Shipping:FreeTax:\$15.20Total:\$175.16Payment MethodsStaples Gift Card ending in - \$157.96VISA Credit Card ending in (b)(6) -\$17.20 --- Additional Comments: Staples should complete the contract and issue the rebate to be as per the terms.</p>

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02/29/2016	<p>I submitted all requested info to get a rebate - see below but after several iterations, have not received it. Seems almost like a scam - they don't expect consumers to submit in a timely manner: Dear (b)(6), Tracking Number: (b)(6) Thank you for contacting the Staples Rebate Center, I apologize for the inconvenience. I do see that your rebate is valid under tracking number (b)(6) and was entered for a case of paper, you will be receiving a \$39.00 Visa prepaid card in the mail. When tracking this rebate make sure to check under the "Mail-In Rebates" tab. Please note that your rebate is in the final stages of processing and will be mailed out within 15 days of 01-18-16. As a reminder on the back of the Visa prepaid cards there is a website you can use to check the balance and transaction history. If there is anything else I can do to help (b)(6), please contact us back by phone, e-mail or web chat. I would also like to mention that you can use our web site www.stapleasyrebates.com to find future rebate possibilities and to check the status of any submitted rebates. Francis N. Staples Rebate Customer Service --- Original Message --- From: "(b)(6)" <robertsby@gmail.com>; Received: 1/27/2016 2:34:04 AM UTC To: "Staples.Rebate.Center@StaplesRebates.com"; Staples.Rebate.Center@StaplesRebates.com; Subject: Staples Promo Center Email First Name: (b)(6) Last Name: (b)(6) Street Address: (b)(6) City: Silver Spring State: MD Zip Code: (b)(6) Email: (b)(6) Phone: (b)(6) Promo Code: (b)(6) 4 Tracking Number: (b)(6) How can we help: I checked the status of my rebate and it states that my rebate is invalid. What do I need to do to receive my rebate? Comments: I contacted LIVE CHAT - See below but can't find the new rebate or my old rebate number Other-Other Update</p>
02/25/2016	<p>Staples offered a rebate (mail in) for the purchase of Hammermill 8.5x11 Copy Plus Copy Paper 5 Ream Case. The purchase price was \$29.99 with the rebate of \$20.00. The rebate stated item(s) must be purchased between 10/11/15 and 10/17/15, then submit online or mail to receive a Visa Prepaid Card. Limit 4 rebates per name/address/household. I purchased two cartons on 10/16/15. I completed and submitted all information and paperwork on 10/16/2015. Received confirmation that they rec'd my submission the same day. On 02/08/2016, I had not received my rebate cards as promised, so I inquired. I was told that my \$40 rebate card had been printed on 11/09/2015 and that if I hadn't received it to phone an 800#, which I did, only to be told that there was an issue and that the cards did not actually get printed but if I were to email the rebate center they could take care of this. I have emailed the rebate center several times. I am now told that they could not honor my request due to 'duplicate staples easy rebate ID' - the ID that THEY issued. I have emailed them at least 5x's, receiving an automated response that they will respond in 2 days. I have never gotten a response. I purchased the product the advertised, follow the guidelines to submit for the rebate and should receive the rebate(s) they promised, yet I have not. Product_Or_Service: HammerMill Copy Plus Copy Paper Order_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Other (requires explanation) Want to receive the rebate cards I am entitled to based on their advertising. Which is \$40.</p>
03/04/2016	<p>I received a typical email advertisement from staples.com. Included in the email was a store coupon (I have a copy) that entitled the bearer to 'purchase' a ream of copy paper in a Staples store for \$5.80. Purchaser would be provided a rebate of \$5.79, resulting in a net cost of .01 (+tax). I have taken advantage of similar offers for the same product from this company in the past with no issues, the most recent purchase occurring in October 2015. This time however, once I consummated the purchase of the product, the rebate submission materials (which are only provided AFTER the purchase transaction) disclosed that the rebate will be in the form of a Visa prepaid card. Historically I have always received a check for any Staples rebates, and besides, no mention is made anywhere, including in the email or the coupon's fine print, that the rebate will be</p>

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	<p>in the form a prepaid card. Any pre-transaction disclosure of said fact would've avoided this issue. Pure intentional deception. Other-Other Update</p>
02/16/2016	<p>On 01/05/16 I made a purchase through Staples.com. One of the items was eligible for a \$44.00 rebate. I completed the online rebate submission process and received a rebate confirmation number and tracking number. On 02/03/16 I checked the status of the rebate online. The Staples.com system was unable to locate the rebate. I engaged in an online chat with Kayla, a Staples.com CSR who failed to locate the rebate confirmation or tracking number. I again submitted the rebate information online and again received the confirmation page with a confirmation number and a tracking number. On 02/16/16 I attempted to track the status of the second rebate attempt and again the Staples.com system failed to recognize the tracking number previously provided. Based on the above attempts and the failure of Kayla to process the rebate, I believe that Staples.com is deliberately engaging in a practice of not honoring properly filed rebates, hoping that customers will give up or forget. Screen shots of the initial order and both rebate confirmation pages are available as is the transcript of the chat with Kayla. --- Additional Comments: \$44.00 for the rebate as advertised.</p>
02/12/2016	<p>Hi,During the thanksgiving, I bought a Omnitech 14-Sheet Shredder which was eligible for a \$40 Rebate Visa Prepaid Card. I submitted all the required documentation on stapleseyrebates.com and added the order number as requested. There was no option to upload the packing details or anything. This was done on 1/6/2016, well within the 60 day time frame that was given. I received a postcard (February 3rd) saying they has missing information and my order cannot be processed. I was to send the postcard by February 7th with all of the information attached. I was curious about what was missing because there was no description, e.g. missing rebate form, incorrect phone, just the tag 'invalid'. I immediately reached out to your support on stapleseyrebates.com only to have the 'chat now' not available at all. I put in my information that Saturday to have some one reach out. As of now, February 12th, no one has still reached out. This is beyond frustration. I have provided all the information that was requested on a timely manner yet I cannot receive a timely response from the company. Even upsetting is that the 'chat now' option is still unavailable. No support, poor assistance, not a customer anymore. I had filled out the full rebate form, provided the order shipment number for tracking (and you can check the shredder has not been returned), and got the approval at the end of the confirmation page that the order was received and will process within 8-10 weeks. I only want what was offered = for purchasing the omnitech shredder, there will be a gift card of \$40. --- Additional Comments: As I have submitted all of the required information, please issue the gift card that was promised.</p>
12/24/2015	<p>Rebate submission confirmed received by Staples on January 9, 2015. Rebate was stated by Staples to be received in 6 weeks, has not been received.
Rebate of \$88 was submitted to Staples online and confirmed by their system to have been received and approved January 9, 2015. Was stated in advertising that it would be received in 6 weeks. That would be February 23, 2015. Rebate has not been received as of today, March 5, 2015 and has shown in their system to have been sent over two weeks ago. Contact with their customer service results in NO response, they have never responded to any inquiry about the rebate. Apparently their rebates are nothing but a scam. --- Additional Comments: Send my \$88 rebate.</p>

Staples Rebate Complaints

03/03/2016	<p>On November 30, 2015 I submitted information needed by Staples so they could mail me a \$40 rebate on a shredder I purchased on their website. I was informed that I would receive the rebate in about 6 weeks. As of February 2, 2016 I had not yet received the rebate so using the contact us button on Staples website I sent an email inquiring about the rebate. I received an automated email stating I would receive an email response within 48 hours. On February 29, 2016 I still had not heard from Staples so I contacted them again using the same method. As of today, March 3, 2016, I still have not received a response from Staples nor have I received the promised rebate. --- Additional Comments: I want the \$40 rebate promised me or I want \$40 refunded to my credit card.</p>
03/13/2016	<p>I purchased a laptop computer online which offered a \$50.00 rebate. The HP laptop Model M1X96UA#ABA was offered for sale during Nov. 26, through Nov. 28, 2015 at the local Staples store at 1300 Rt. 17 No. Ramsey, N. J. Upon arrival at the store I was told I should order the laptop online as they didn't have any in the store. After, receipt of the laptop I submitted a claim on Dec. 1, 2015 for the Easy Rebate. After 6 weeks, I began to pursue the rebate which I have yet to receive. I have gone to the store and discussed this problem with the store manager. I submitted all the information they requested and it is now over 3 months of emails, conversations with the store manager, reapplications for rebate etc.etc. Here is the latest content of my email correspondence with Staples: Dear Sir/Madam, IM-CM-'M-BM-^@M-BM-^Ym sending you everything I have in attachments, the original flyer, the original rebate request, copies of online receipt & whatever other information I could put together. Now your asking me to find an offer number that I am not sure where that number exists. IM-CM-'M-BM-^@M-BM-^Yve been to your store on several occasions and IM-CM-'M-BM-^@M-BM-^Ym running out of steam trying to recover what you call an EASY REBATE. Initially, I made a bid for the 1 unit that you said was in the store. I did make that commitment to pick it up and went directly to the store which is 1.5 miles from my home. Of course, it wasnM-CM-'M-BM-^@M-BM-^Yt available and so I was told I could order it on line which I did. Trying to coordinate things at the store with the manager who reapplied for the rebate was another 45 minutes of my time. And now you want another number. How about you keep the \$50.00 and IM-CM-'M-BM-^@M-BM-^Yll keep my sanity and never shop at Staples again. Store: 1300 Rte. 17 No.....Ben Roberts, Sales & Service Manager (201-785-0981)Ramsey, NJ 07446 Have a Blessed day, Exhausted, despaired & disgusted --- Additional Comments: They should honor the \$50.00 rebate on the item I purchase as shown in their advertisement.</p>
02/25/2016	<p>Staples offered a rebate (mail in) for the purchase of Hammermill 8.5x11 Copy Plus Copy Paper 5 Ream Case. The purchase price was \$29.99 with the rebate of \$20.00. The rebate stated item(s) must be purchased between 10/11/15 and 10/17/15, then submit online or mail to receive a Visa Prepaid Card. Limit 4 rebates per name/address/household. I purchased two cartons on 10/16/15. I completed and submitted all information and paperwork on 10/16/2015. Received confirmation that they rec'd my submission the same day. On 02/08/2016, I had not received my rebate cards as promised, so I inquired. I was told that my \$40 rebate card had been printed on 11/09/2015 and that if I hadn't received it to phone an 800#, which I did, only to be told that there was an issue and that the cards did not actually get printed but if I were to email the rebate center they could take care of this. I have emailed the rebate center several times. I am now told that they could not honor my request due to 'duplicate staples easy rebate ID' - the ID that THEY issued. I have emailed them at least 5x's, receiving an automated response that they will respond in 2 days. I have never gotten a response. I purchased the product the advertised, follow the guidelines to submit for the rebate and should receive the rebate(s) they promised, yet I have not.
Product_Or_Service: HammerMill Copy Plus Copy Paper
Order_Number: (b)(6) ---</p>

Staples Rebate Complaints

	<p>Additional Comments: DesiredSettlementID: Other (requires explanation)
Want to receive the rebate cards I am entitled to based on their advertising. Which is \$40.</p>
02/12/2016	<p>Staples failed to honor a 25% back in rewards coupon offer on a purchase that I made on 1/17/16.
I purchased (8) copies of MCAFEE 2016 ANTIVIRUS 1 DEVICE software for \$39.99 each for a total of \$319.92 on 1/17/16. I used a Staples coupon to get 25% back in Staples rewards, which is equivalent to \$79.98. Staples has refused to honor that coupon offer because the product came with a \$39.98 rebate offer. The coupon's terms and conditions did not make any mention about products with rebate offers NOT qualifying for the 25% back in Staples rewards coupon offer. --- Additional Comments: I am requesting that Staples honor the \$79.98 in the form of a Staples reward coupon or Staples gift card.</p>

Staples Rebate Complaints

03/01/2016	<p>I am a long-time Staples corporate customer and a Rewards Premier Gold member. On 1/19/16 Staples was promoting some computer software as free after rebate. Concurrently they were offering 25% back in Staples Rewards (applicable to future purchases with some limitations) on all store purchases. Given the excellent offer, I decided to stock up for my business and purchased \$400 in software, as well as two other items (both paper) which also had rebates. The actual purchase was made in Easton, PA, transaction 189100. Upon checking my rewards balance I discovered that the rewards had been applied to the paper but not to the software. Therefore I called Staples Customer Service (Framingham, MA) to have the issue resolved. I have now spoken to two Staples employees and been given three different explanations as to why that I did not get my 25% rewards on the software, none of which makes sense. The first rep said that the software included a rebate and that the 25% rewards offer cannot be combined with 'other promotions.' I pointed out that the other items on the same order also had rebates yet the 25% rewards were paid on those, so clearly a rebate is not considered a 'promotion' or the paper would not have qualified either. I then spoke to Anthony in the President's Office, who told me that the reason was that the 25% rewards are paid on post-rebate totals, not pre-rebate totals. Again, this makes no sense because the other items on the order also had rebates and the 25% rewards were paid on their pre-rebate, not post-rebate, amounts. So again this would be an arbitrary rule that applies to some items on an order but not others on the same order, which makes no sense nor is it delineated anywhere in the offer terms. When faced with that inconsistency, Anthony switched gears and told me that the reason the rewards were not issued for the software is that it was ordered in-store at a kiosk and paid for at the register, rather than being taken from inventory. I explained that prior to making the purchase I had chatted with Staples Customer Service and specifically asked if the 25% rewards offer would apply on a kiosk order such as this, and Margaret E had responded that it would apply. I offered to send Anthony a screen shot showing that this had been promised to me. Anthony told me that Margaret E. had made a mistake but that he would not stand behind it. My theory is that Staples regrets having inadvertently combined two offers for the same item and is looking for excuses not to honor them. The explanations they have given me simply do not wash. If the software was disqualified due to the existence of a rebate, so too should have been the other items on the order since they also had rebates. And if it was disqualified because it was a kiosk order, I have a written commitment from Staples Customer Service stating otherwise. If the Staples rep made a mistake promising me the offer on a kiosk order, that is a training issue that Staples may wish to address. --- Additional Comments: I would like Staples to apply the 25% (\$100) in Rewards that was advertised at the time of the purchase. And I would like a clear explanation of what Staples' policy actually is regarding rewards and rebates for future reference. Are rewards paid pre-rebate or post-rebate, and if pre on some and post on others, where is a list posted of which is which? It is impossible to know if a promotion will be honored if the exclusions are applied arbitrarily to some products but not others on the very same purchase, seemingly based on whim with no published policy.</p>
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Staples Rebate Complaints

05/14/2016	<p>I placed an order for copy paper with a rebate. The paper was delivered but the rebate has yet to be received. I placed the order for a small business "Alsea Bay Power Products" in Waldport Oregon. I contacted the company to ensure the PO Box was used for the rebate. Mail is not delivered to the physical location. I have tried over fifty emails and a dozen calls and one online chat to have them send the rebate card which comes as a visa (\$90). On April 1st I was given a promise that the rebate was indeed mailed out that day and given the last four of the card #. I have contacted Staples Office of the President, Bruce LeBlanc. Tracking Number: (b)(6) given for the rebate, address it should be sent to: PO Box 1945, Waldport, OR 97394. Recent copy of an email: From: Leblanc, Bruce Sent: Friday, April 22, 2016 9:36 AM To: (b)(6) Subject: RE: Staples Rebate Inquiry <<#(b)(6)#>>(b)(6), Working with the Rebates team, they told me tracking # (b)(6) - \$90 rebate card was mailed out 4/1/16 please allow 15 – 30 days, May 1st. Rebate card David Brooks, PO Box 1945 Waldport, OR 97394. I would be happy to email you a \$20 Courtesy Coupon for your inconvenience, (b)(6) Please wait until May 1st for rebate card to arrive. I have copies of emails and the accepted rebate. The email address for the rebate department: Staples.Rebates@parago.com and Mr. LeBlanc: Bruce.Leblanc@Staples.com. This is not the first card that was not received. Can you assist?</p>
05/19/2016	<p>I purchased some labels for about \$25 at Staples with the promise of a \$5 rebate. I successfully applied for and received the rebate. However, it was issued to me as a Visa Debit Card. I am very familiar with these cards and their limitations. They are very hard to redeem online. They can be difficult to redeem in person, particularly to spend the whole amount rather than to leave a small residual amount on them. The card expires after 6 months and a \$3 monthly fee which kicks in at that time ensures the balance won't last more than 7 months. There's a \$6.95 card replacement fee. And, for \$2.50, half the balance, they will apparently send me a check. I am very disappointed that the rebate I was promised did not come in currency which could be used at any store. The \$5 rebate is only \$2.50 if I opt for currency and that requires additional process. In addition, the card comes with a lengthy cardholder agreement including binding arbitration, personal data sharing, and many other terms I am not qualified to understand. Other-Other Update</p>
03/30/2016	<p>I purchased product with a rebate on January 14, 2016, and was suppose to receive a pre-paid Visa card in the amount of \$39 within 4 - 6 weeks. It is now 3/29/16 (11 weeks) and 5 calls to their rebate center, and I still do not have my rebate. There was an error, new tracking numbers, lies and promises that I would receive the Visa card in 15 days, and another 15 days! Their on line tracking tells me April 25, 2016! That is not 15 days.
If staples cannot fulfill their rebate contract, they should offer the product at sale price, and not waste the consumers time. Staples must make a hefty profit from all those consumers that purchase the overpriced merchandise and give up on tracking the rebate due! This is worse than 'bait and switch' advertising. The thief (staples) has already taken our money, what a scam. --- Additional Comments: I would appreciate receiving my rebate, promptly. AND a store credit to compensate for the time and trouble required to continue to track this rebate.</p>

Staples Rebate Complaints

04/27/2016	<p>There were 2 valid rebates which the terms had 0 exclusions: Rebate offer number:(b)(6) only required a customer to get a new monthly payment plan on Verizon wireless which we did. After filing for the rebate I received a letter on April 26th that I was disqualified for this rebate for not providing the correct documentation such as the bar code for the phones. When I spoke with Staples rep. Freddy he admitted that all of the documentation was submitted & said Staples must honor this rebate * I have this tape recorded I have his name & contact info as a Missouri Resident the MO Supreme Court ruled that you can give yourself permission to record without consent in addition the recording while waiting on hold says this phone call could be monitored or recorded for training purposes/ without consent. tape recording should be legal in any court of law under this circumstances. In addition I received an email from Staples Rebate agent Ariel on April 26th which she explained that they denied my rebate for the reason: 'The same device and same monthly payment plan cannot be claimed with two different rebates because the system does not allow that' yet the letter from Staples stated that I didn't provide UPC code and I was told to resubmit it with the missing documentation no later than 5/2. I did send out another letter with this documentation yet Staples Admitted that this was a 'smoke screen' that they couldn't put in the letter 'unable to stack rebates even though you qualified for both of them we didn't want to give it to you, so we sent you a letter to make you think your documents were missing because we were not going to give you the rebate anyway. My argument here is that Staples has it's legal dept review these rebates to make sure they are 'binding' they knew there were 2 rebates for the same product and never disclosed 'cannot combine both rebates' in any shape or form in fact there Ad both in March & April show these rebates being combined and on the fine print does not state that these rebates cannot be stacked. Staples has had millions of rebates before there not a new store they knew they had 2 valid rebates for the same item and it's on them if they did not disclose it or accurately review it. For example the tracking number for the rebate they gave me via email says null so when you chat or call the rebate dept they cannot look up your rebate if it says 'null' yet the letter they sent me gave me a rebate number of (b)(6) so they purposely neglected to give me a rebate number so I cannot dispute it with them. --- Additional Comments: Staples in good faith should honor the (2) 250 rebates, Staples did not want to say look we erred on behalf because they felt they would be obligated to give the rebates so they purposely provided a 'fake reason' yet what is more pathetic is the letter tells me to resubmit the documents that they said I was missing. So I sent an additional mail with those documents and was told the rebate is still going to be denied because the missing documents was just a smoke screen because we can't send you a letter saying the rebates are not stackable. In good faith Staples should honor the rebate or give us store credit of the rebate which we would also accept.</p>
04/01/2016	<p>Staples has false advertising regarding rebates I submitted a rebate for \$35.00 Prepaid Gift Card on Norton Security Deluxe on 11/01/2015 and have not received anything . I contacted the corporate office twice and the store Manager Jason three times, each time they make excuses about the third party company Pargo that is the one to give out the rebate. This a scam to play the blame game so Staples can get over on the customer, (make a purchase because of the offered lower price with the rebate) and not take responsibility for the scam they are a part of, not to give out the rebate because many people will forget or give up in frustration. The rebates are not easy and are not being paid. --- Additional Comments: full refund of \$69.99 and for Staples to stop the rebate scam, this is very poor customer service</p>
05/26/2016	<p>received Reward Card from Staples as a rebate. used card 1 time. was not able to use remaining balance because they put an expiration date. i have a balance i have tried to use a dozen times with no luck. now they are taking \$3 fee every month. Other-Other Update</p>

Staples Rebate Complaints

04/28/2016	<p>I had purchased three mobile phones on 03/12/16 from staples store. Each of these phones purchased on device payment plan were eligible for a rebate of \$250 each. However, upon submission of these rebates, they were invalidated (rebate ID # (b)(6) I reached out to the office of President at staples to resolve the issue on March 17th (Richard Clarke was the representative I talked to). Initially, I was told that only one rebate of \$250 will be issued. I insisted that as per the terms, I should be eligible for all three rebates (rebate limit was 5). However, subsequently, staples cancelled all of my other rebates. They committed a fraud by removing funds from the visa rebate card I had already received (\$1200; rebate ID (b)(6) this visa card had zero funds although it showed \$1200. I also learnt they cancelled my other valid rebates (ID (b)(6) without telling me any reason. I have reached again Richard Clarke and he is unresponsive in this regard. I want to have all of my rebate issued immediately and they should stop defrauding peoples.(b)(6)--- Additional Comments: I want all of my rebate issued immediately.</p>
06/05/2016	<p>We ordered three items that were on sale for a rebate back in November of 2015 on the Black Friday deal. We were supposed to get \$135.00 back on a prepaid card our card never showed up even after family members who ordered the same thing received theirs. We went and talked to them 5-6 times now to get our card reissued and each time they say they will send it back out and it will arrive however it has never arrived yet, 7 months later. I have even contacted the company Parago who handles the rebates with no reply back. Other-Other Update</p>
05/17/2016	<p>I have been in contact with staples for over 3 months regarding issue with their easy rebate service. My rebate tracking number is (b)(6) on 2/29/16 I received my rebate reward card for \$84.98 and contacted staples easy rebate center to ask them to change my rebate credit card into a check, I was told to wait 10-15 business days, after waiting until 4/11/16 my rebate check still hasn't arrive, I contacted their rebate center and this time I was told to wait 4-6 weeks, now it is 5/17/16 and I still haven't receive my rebate check for \$84.98 although they have already zero out my rebate credit card. My other rebate with tracking number (b)(6) for \$39.98 is having the same issue, I requested check on 3/1/16 and then contacted them again on 4/11/16 and now it is 5/17/16 and I still haven't receive my check, I was also told that they have zero out my rebate card so I should expect my rebate check to be here by now. BUT I STILL HAVEN'T RECEIVE ANY CHECKS!!! --- Additional Comments: I JUST WANT MY REBATE CHECKS THAT YOU GUYS PROMISED THAT I WOULD GET FOR THE PAST 3 MONTHS! I am owe checks for \$84.98 for rebate #(b)(6) and \$39.98 for rebate #(b)(6)!</p>

Staples Rebate Complaints

05/10/2016	<p>Staples advertises that they will give a \$2 rebate on used ink cartridges. The first week in April, I turned in 8 cartridges but was told, I couldn't have the rebate then, but would receive an email by the end of the month with a coupon toward the purchase of new ink cartridges (not noted inn the advertisement that I had to apply the \$16 to ink cartridges. I went home and checked my account to see if the register receipt was on my account. I didn't see it, so I followed the instructions and filed for the missing receipt. I never received a response. At the end of the month, i bought some cartridges with a coupon I had from a sales receipt, but still had not received my email coupon for the cartridges. I sent another email to Staples inquiring about the coupon for the 8 cartridges. I copied and pasted their response below.</p> <p>Hi (b)(6), thank you for contacting Staples regarding our ink recycling program. I checked your account and you turned in ink cartridges on 04/02/16 and the ink purchase was made on 04/30/16. Unfortunately, no Rewards will be issued because the ink recycling was process before the qualifying purchase was made. For future reference, I included our Ink Recycling Guidelines for your reference. As a Staples Rewards member you are eligible to receive \$2 back in Staples Rewards for each eligible cartridge recycled in person at a Staples store or online at Staples.com/rewards, up to your monthly limit per calendar month. To qualify for a Staples Ink Recycling Reward, the member must have spent at least \$30 in ink and/or toner purchases at Staples over the previous 180 days. Ink and/or toner purchases made on the date of recycling are calculated toward minimum purchase requirement. Minimum purchase requirement is the amount paid at checkout, after application of all coupons and rewards redemptions, and before applicable taxes and shipping charges. Staples will accept additional cartridges for recycling but Recycling Rewards will only be issued for up to 20 cartridges per month, depending on membership tier. Recycling Rewards are issued monthly, online, at staples.com/rewards, separately from a standard Rewards statement, approximately within 30 days after the month in which the recycling was completed. A reminder email will be sent to you when you have a Staples Rewards coupon available. The Staples Rewards program is limited to one Rewards account per person or at any mailing address. For further details regarding our Staples Rewards program, please visit the Staples Rewards menu option after clicking on the link below: http://www.staples.com/rewards Please let us know if there is anything else we can do for you. Thank you for using Staples. Have a great day. Marrion P.Customer Service Representativee-mail: StaplesRewards@Staples.comonline: www.staples.com/rewards Email ID: 28857503 Please help Staples keep your personal information secure by not providing credit card informatio --- Additional Comments: I want the 16 dollar credit that I had coming to me. I want it in the form of a check because I no longer wish to do business with this company as I see so many other complaints have been lodged against them with BBB.Thank you.</p>
05/17/2016	<p>Staples Inc deceives consumers. I purchased the paper (#16610502160931702) that also includes a rebate : SKU 513099, offer (b)(6). When submitting the message on the submission site states this transaction is not eligible for rebate although the transaction came with the rebate form. In addition I keep receiving coupon codes from Staples Inc. online (2 times recently) which are also being rejected at the store level as invalid.I brought the issue up to Staples Inc. executive office and the issues are being ignored and not addressed. The response indicate being targeted by offers to create conflict instead of systemic incompetence. For example in Jan the part of my gift card balance was frozen without any explanation from Staples Inc. why that was. Also the purchase of \$300 prepaid Mastercard came without valid activation code. I spent over 2 hrs holding the line without any ability to activate it. Staples Inc. refunded a purchase without any acknowledgment of responsibility. --- Additional Comments: \$5.99Since the rebate is not being honored I would expect the company to address the issue. The refund was refused at the store stating that the rebate is in.....process while the rebate is not being processed.</p>

Staples Rebate Complaints

06/03/2016	I purchased a shredder on 1/3/2016 with a \$35.00 rebate.I was told they would send me a rebate card -----unfortunately it was sent to the wrong Zip number. --- Additional Comments: Checked with them after a while we got that rectified and was assured that they would send a new one. That was about two months ago. I've e checked with them again.Talked to them again , still no card, and was on hold for about 15 minutes and then was told to call back tomorrow, a canned program.
06/01/2016	Staples had the galaxy s7 on sale with two rebates. there was a \$400 and a \$250 rebate. I went to three stores, none of there stores could finalize the deal before the promo ended. They told me they would honor the \$400 as a special exception past the expiration date. I purchased the phone, and a rebate for \$250 printed out, I submitted it. I only received another \$150, therefore I am short \$250.The offer numbers that were in effect are (b)(6) and (b)(6) --- Additional Comments: I should have received \$400 and \$250. I received \$250 and \$150, therefore I am missing \$250.
06/09/2016	I have made thousands of dollars in purchases from Staples in the last eight years. Many times I have made purchases due to the advertisement stating would receive money back for a rebate. I have done about 4 or 5 of these and have only gotten one rebate back. I never bothered contacting Staples about the other rebates as they weren't that much money. However I purchased a product in promises of a \$70.00 rebate. This was back in October 2015. I have called several times and was promised they would re issue a card and I would receive it in 15 days. I've spoke with managers and probably everyone in the rebate department. I am very upset and feel scammed in to buying this product at full price and never receiving the \$70.00. This is horrible. As I am writing this I am again on hold with the rebate department. I feel as though Staples does this on purpose so that their clients either forget or just get sick of calling. I have followed up with this rebate because the amount of money. I am sick of being lied to that I will pay a certain price and never do. --- Additional Comments: I believe this company should track all the rebates I submitted and credit me for all of them. Or refund me of the full purchase price for the item I was promised to pay \$70.00 less for.
04/25/2016	I purchased 4 new smartphones which were based on advertising by staples offering 2 separate STAPLES OWN rebates for each phone. One was an easy rebate and the other was mail in. I submitted the online rebate and that was processed without issue. The second rebate which I mailed in and included EXACTLY what was required on the form which was just a copy of my receipt for the purchase and the rebate form itself. I received a FALSE rejection letter in the mail as well as when I checked my online status and have made several calls to the rebate center to try to rectify and have been given the run around and all sorts of fake bogus excuses as to why the rebate is not valid which is completely untrue and a bold face lie. The terms of the rebates are clear and there are no restrictions. I have done my part and purchased the required items and they are trying to avoid paying a second rebate for which they have advertised and I find this act disgusting and completely unprofessional as it is a legitimate rebate claim that they need to honor. i am not the only person who this has happened to. My mother in law is in the same situation and they refuse to do anything about it claiming that the 2 separate rebate offers cannot be combined which is NOT true and nowhere to be found in the terms and conditions of the rebates. It was told and advertised by the staples employees as well as listed online on their own rebate website. This needs to be sent immediately as the amount of this rebate was a major deciding factor in the purchased and it is as simple as paying out what was advertised and offered. Otherwise, it is bait and switch tactics now that the return policy is past so you basically have no other recourse. I plan to post this on facebook and their twitter feed as well as other media outlets if this is not resolved.. Thank you --- Additional Comments: Rebate of additional \$1000 which is due for the purchase of 4 phones (\$250 per phone) as advertised on mail in rebate form offer #(b)(6) and by store personnel. Additionally, my mother in law also purchased 4 phones and is entitled to the same

Staples Rebate Complaints

	<p>amount for which she has also received a rejection notice for. I would like that taken care of as well.</p>
06/13/2016	<p>On 4/15/16 I purchased a Norton Security Deluxe - 5 Devices (1 User) [Download] from Staples.com. The website promised a \$30 rebate. I received the product immediately because it was a download and entered the on-line information for the rebate on 4/15/16, though the email didn't come through until 5/6/16. I received the first email on 5/7/16 telling me that my rebate was not complete due to a missing UPS number . I have called 6 times to get my rebate of \$30. Each time I have been promised that the rebate is pending and will take 4-6 weeks to complete. On May 8, 2016 I spoke to 1-866-923-0052 Staples Rebate Dept.Spoke to Jeffrey ID 5469 on May 8, 2016He promised that the rebate will come in 15-30 days I still do not have the rebate yet I keep getting promised it.I would like to get the \$30 now. --- Additional Comments: To get the \$30.</p>
06/14/2016	<p>I have purchased the Visa prepaid card at the amount of 308.95 with a \$20 rebate on it. The rebate was submitted online. However few days ago I received a postcard from Staples stating that 'all required products were not submitted.' I contacted the company with the provided tracking number (#(b)(6)) that was indicated on the rejection letter sent to me at the phone number listed on the card as 877-266-6483. After spending over 10 minutes holding I was told that the number I dialed is wrong and that I should contact a different dept to deal with this issue. As the call was picked up by the overseas call center it is very suspicious why Staples Inc. would have set up a customer line that is not doing its job and have the customer instead go on the time consuming phone (hide and seek) adventure. I personally think that Staples does it on purpose to have their customers get frustrated and simply not bother with the \$20 rebate owed. When I asked the CSR why the card indicated the number listed to call with an appropriate tracking number and why it is not sufficient to address the issue , I received no response. Also I have had a similar issue with a MC card purchase last December from Staples.com where the card came with invalid activation code and the number provided was practically invalid (over 100 minute wait time to get service). -- Additional Comments: \$20 . Also the system put in place that compensate consumers for their time as the issue existing here is not their fault.</p>

Staples Rebate Complaints

06/29/2016	<p>The reward rebate card does not function and embezzles a monthly fee of three dollars which vampires the rebate amount. I inquired once in April for it wouldn't work where the problem was that it was never activated. On Monday my attempt to use it at the Wilkes Barre store would could not be acknowledge the balance credit. Also on Tuesday I called the tollfree number where Custer sxc was totally ignored by the rebate office.No callback from Rebate office as was their policy I told them I would file a complaint if they did not fix this debacle. This is. Deliberate disdain to customers who invoke and try to use their rebate card..as of moment that have vamped 9.00 plus from my rebate card... --- Additional Comments: Refund of the vamped fees. A apology,in addition for them to revamp their embezzling rebate policy .lastly credit /a 100.00 compensatory/punitive fee for the time I wasted to remedy this event</p>
07/09/2016	<p>Staples offered a \$41 rebate on a product I purchased. i filled out the rebate, it was confirmed and approved, and then i was notified that the rebate had been mailed out. However it has been six weeks and i still have not received it. When i called in to the supposed office of the president, the rep actually hung up on me instead of resolving the problem. --- Additional Comments: I want the rebate I was offered ASAP</p>
06/26/2016	<p>I purchased a box of copy paper for \$53.99. They promised to send me a \$41.00 Visa gift card rebate. I did all of the necessary work, and have not received the rebate. I resubmitted the receipts by email, and they still have not sent me the rebate. The sales clerk told me that all I had to do was go online and put in some numbers from a receipt. I did this twice. I have the confirmation that the rebate was submitted successfully also. --- Additional Comments: Delivery of Visa gift card for \$41.00.</p>
08/15/2016	<p>I purchased H&R Block software at Staples (on Canal Street in Chicago) on December 30, 2015. As part of the purchase, there is a rebate for \$5. I correctly filled out the rebate with supporting documentation, submitted, and was informed that it was approved for payment on February 5, 2016. The rebate form states that payment should be received 6-8 weeks after submitted. Since February 5, I have followed up 6 times via email and 1 time via phone to inquire on the status of the rebate. I have been told each time that the rebate has been approved, and is on the way. Recently I have been told that due to overwhelming response, it is taking longer to process the rebate. I do not believe the rebate is actually coming, and I believe there is fraud at play. I have a copy of the receipt, rebate form, and evidence of the 6 emails that I can help substantiate this belief. While the money is not significant, I do believe (out of principle) that Staples and its rebate center has not been truthful, and has misled me into believing I was to receive a rebate. Other-Other Update</p>
07/27/2016	<p>I purchased 2 items from Staples in May 2016. I purchased one pack of paper and one ream of paper. Each of these items came with a rebate. After purchasing, I submitting my receipts and product information online to process the rebate. This was done on 05/27/2016. I've contacted staples multiple times to obtain a status of the rebate. On 06/01 I received an email that one of the rebates was being processed. I inquired via chat about the second and was told it was being processed. I reached out again today, 07/27/2016 and was told that the rebate was just shipped on 07/12/16 but it was only one of the rebates. The other rebate has 'no information.' I am moving shortly and need to know when I should expect this item. I will NEVER purchase anything from staples again. --- Additional Comments: I want to receive the rebate that I should be receiving totaling \$46 between the two items purchase (\$41 + \$5). I would like a formal letter from Staples and/or some form of documented communication advising the status of the rebate. If I do not receive them within the next 15 calendar days as instructed, I will return the items purchased and want a full refund.</p>

Staples Rebate Complaints

08/25/2016	<p>I purchased a ream of copy paper from the local Staples store. The price tag on the shelf said that the final cost to me would be \$1.00 with a mail-in rebate. I asked the cashier for the rebate form, and was told I would receive it in the mail. On reading the rebate information I received via email, I learned that the rebate is good only on another ream of Hammerhill paper purchased only at Staples. In trying to complete the online rebate form, I learned that the rebate number they ask for is not the number listed as the rebate number on the receipt, but another number on the receipt that has no reference as to its purpose. After figuring that out, I tried to complete the next section of the rebate form and the login for my Staples online account was not accepted; they wanted me to create another account, I think just for rebates. I stopped working on the rebate and am taking the paper back for a refund. I am of the opinion that the "rebate" being offered on this product is not a rebate as it is commonly used, and I believe that the labeling is deceptive. I also am of the opinion that Staples is making it unreasonably difficult to obtain the "rebate," and that is a deceptive practice. Other-Other Update</p>
08/19/2016	<p>Rebate is not being paid. Contacted company and they will not answer the phone. --- Additional Comments: pay the rebate.</p>
10/07/2016	<p>Made on-line purchase on Staples.com which included a rebate. Sent in all required documents (have all copies) to Staples for the rebate on 8/11/16. On 9/7/16 received confirming email from Staples with the rebate offer number, the tracking number and our company's correct address, stating the rebate had been issued and mailed. The email stated 30 days for receipt. Thirty days came and went and after not receiving the rebate, I contacted Staples again only to be given a complete run-around. Sent an email via their website and received a response on 9/28/16 again confirming the address and stating if the rebate was not received by 10/7 to call. Its 10/7 and nothing. Called again, spoke with Claudio in the rebate center who refused to provide any information. Yes, you are reading that correctly! Called the Office of the President and spoke with Martha who told me the rebate is not valid. When I asked how it would be possible for it not to be valid after receiving not 1 but 2 emails from Staples already confirming the rebate issuance, not to mention I have the original documentation about the rebate offer, she had no response whatsoever. It was as if she was trained to pretend something doesn't exist to put off customers and hope they go away. It's out and out fraud to advertise a rebate, confirm receipt of the required rebate documents and confirm a rebate has been issued only to never issue it. I expect them to honor this and mail it already! Ironically, I've learned the rebate cards are issued and mailed in Lewisville, Texas. I say "ironically" because we're in Addison. Lewisville is a whopping 13 miles away, a mere 20-minute car drive. I get that the FTC is slammed with hundreds of thousands of complaints but hopefully this will be looked into in the near future. The value of my time well exceeds the value of the rebate but this is a matter of principal. Not to mention, I seriously doubt we're the only ones who have had this experience. Most people just wouldn't go to this much trouble to expose the fraud. Thank you for any assistance you may be able to provide.</p>

Staples Rebate Complaints

10/03/2016	<p>I received a Staples Rebate card in February 2016. I had misplaced this card, and had done live chats on the Staples.com website inquiring about how to replace it. I was told I could not be helped and I was given a link to the Live Chat of the rebate center. The link never worked---I kept getting error signs. Months went by and I found the rebate card. On October 3rd, an item I wanted went on sale. It was the Kuerig K15 coffee maker on sale for \$74.99. I tried to use the card and the expiry date was 08/16---so when I tried to order the item I kept getting a message that said to check the expiry date. I couldn't use the card? The card clearly says on it FUNDS DO NOT EXPIRE BUT FEES MAY APPLY. So, I should be able to use it minus the fees. I called the number on the card, and told they could issue me a new card that would take 15 days to receive. I stated I really wanted to use the card to today make a special sale price purchase. I asked for the card to be expedited as I didn't want to miss the sale. Instead was told there was nothing that could be done. If I knew that I couldn't use the card past August---I would have called in to get another. Again, the card says clearly FUNDS DO NOT EXPIRE. I do not understand why I cannot use the funds on the card. It should have been clear that the card would not be able to be used past the expiration date! --- Additional Comments: Since I now have to wait 15 days to a month to replace the gift card that EXPIRED---even though on the card it says FUNDS DO NOT EXPIRE---I would like Staples to honor the sale price on the Kuerig for when I do get the card. The tracking number on my current card for your reference is (b)(6)</p>
09/28/2016	<p>I received a Staples rebate Visa gift card for \$16. Per Pennsylvania gift card law, a customer has up to a year to use the card before a business can charge fees on the balance. Staples began charging fees after only 6 months and drained the card to a balance of \$0. --- Additional Comments: I would like a check for \$16 and I would like Staples to issue a refund to all of the customers they have done this to in Pennsylvania.</p>
10/12/2016	<p>CFPB Issue Type: Managing, opening, or closing account --- What Happened: I completed a documentation to receive a rebate for an item from Staples. Staples sent the \$15 rebate Card. I went to purchase a baker's dozen of bagels for \$14.99 and was embarrassed when I was told that I owe \$2.49 because only \$12.50 was processed. I paid the additional \$.249 and then tried to reach the merchant at -1866-923-0052, however no success as the voicemail circle stated that it was only open at 6 am Central time, but I placed my call at 7 am Central time and no response. I then contacted Staples customer service and received the 877-266-6483 number to contact someone. The representative explained that a 20% tip was automatically added. No where on the written documentation that I received notified me that a 20% tip would be automatically processed. I stayed on the phone for over an hour as I waited for a supervisor. The supervisor agreed to replenish the \$2.50 but notified me that it would take an additional 30 days. I think this practice is overly burdensome for the consumer and further delays the time in which I receive the true value of the rebate. It feels like they are playing a game to ensure that the consumer doesn't obtain the full value of the rebate. --- Fair Resolution: I think that I should receive another \$15 debit card for the time spent researching and seeking remediation for the \$2.50. In addition, I think that the merchant should have a 866 number where a consumer may reach them on the first try versus calling three other numbers that I had to research. Also, there should be an explicit written disclosure in the mailing that explains how the card may be used at restaurants, gas stations, and online purchases.</p>

Staples Rebate Complaints

11/27/2016	<p>I bought Staples paper that was advertised as having a rebate for money back - had it not been for the rebate, I would have NEVER purchased this paper! This purchase was made on 11/4/2016 at 10:43 at 3675 Marketplace Blvd, East Point, GA 30344. Indeed, I received a rebate receipt but every time I attempted enter my Easy Rebate ID, I kept receiving an error message. The Rebate ID has the following 16 numbers: 11-13-11-04-16-25-89-00. . I contacted the chat live online and told them my problem -- they told me to go back to the store and get another rebate receipt with 17 numbers. I went back to the store and was told that they absolutely could not do that, and I had to take it up via email with rebateinquiry@rebateshq.com, and I was advised to send them a scan of the receipt and rebate receipt. I did hat and rec'd the following response from Staples Business Center Ccreg07@staplesbusinesscenter.com viaM-CM-^BM-BM-ussicorp5.onmicrosoft.com:'We apologize for the situation and yes reviewing the image received it only shows 16 digits, in fact they are 17 digits, since this receipt is missing one number to get the complete id you may contact the store to get a copy of the receipt with the 17 digits'So, as you can see, I keep getting the runaround!!! It should not be this difficult to claim a rebate!!! Please give me my money!!! --- Additional Comments: The credit card with funds that was promised with my rebate!!!</p>
12/06/2016	<p>On 11/24/16, I purchased three, of Item #1910465 (Kaspersky Internet Security 2017, download). These items were 'free after rebate.' The order also qualified for two more rebates: \$25 through Visa Checkout and 5% back on office supplies through my Discover Business Card). On 11/24/16, I submitted my rebate online (stapleseeasyrebates.com).Staples subsequently sent me an email on 12/3/16, claiming my rebate submission was invalid. When I contacted Staples rebate support, a rep said my order did NOT process, even though I received order confirmation via email. --- Additional Comments: Staples should've processed my order, or at least sent me a follow-up email, telling me that my order was NOT processed. As a result, I want \$30.50, the dollar amount I lost (through both the VISA Checkout promo and 5% Discover Rebate on office-supply purchases).</p>
11/28/2016	<p>I have purchased a RIM of paper from Staples on 6/3/2016 Order # (b)(6) The product had a \$40.00 Easy Rebate. Which I have filled out and submitted online. Easy Rebate ID number/order number: (b)(6)Tracking number: (b)(6) have yet to receive the rebate. When I have called the customer service they want me to re-submit the rebate. However they did not indicate how to resubmit the rebate. If I have a Tracking number for it, and still showing the rebate as submitted then why should I have to resubmit? And If I have to resubmit, than I need to have clear instruction on how to. Is this the goal of Staple to make it as hard as possible for consumer to receive rebate while advertising Easy Rebate? --- Additional Comments: I would like the rebate to be mailed out to me to my new address: 1(b)(6)Ballwin, MO (b)(6)If not I would like a refund of \$40.00 against my transaction total.</p>
07/26/2016	<p>CFPB Issue Type: Fees --- What Happened: I received a rebate from Staples in the form of a debit Visa card. This card came with an expiration date. It passed without my using it in that I visit Staples irregularly. The card was for only \$17. However, once the card expiration date has passed, they began taking out a \$3 monthly charge. By the time I discovered it, my balance was zero. I'm sure they count on consumers doing just that so that they don't have to pay their debit cards. In contrast, Home Depot and many other corporations issue store credits just as cash with no expiration date. --- Fair Resolution: Issue me a store credit for \$17 without expiration date.</p>

Staples Rebate Complaints

07/26/2016	<p>CFPB Issue Type: Managing, opening, or closing account --- What Happened: 1.I requested a rebate from Staples. 2.Instead of sending me a check, they sent me a card that says VISA DEBIT for the amount of the rebate, \$5.99.3.They sent a cover letter saying that if I did not use up the debit by a certain date--Jan. 1, 2017, they would start charging me a \$3 a month maintenance fee. There was, in fact, a list of fees.4.In sum, they sent me something did not ask for and told me I might have to pay for it. Outrageous. --- Fair Resolution: 1.I want to know if it is legal to send someone this "prepaid" card and threaten to charge fees if you do not use it.2.I want you to warn the public about this questionable, if not illegal, practice.3.I want you to tell me what you find when you investigate this.4.I want YOU investigate this, not just send me a reply from Staples.</p>
05/19/2016	<p>CFPB Issue Type: Fees --- What Happened: I received a prepaid Visa Debit card as fulfillment for a \$5 rebate from Staples. This card expires after six months with a \$6.95 replacement fee. At six months a monthly maintenance fee of \$3 kicks in so the balance of the card would be gone after seven months. They have a manual check issuance fee of \$2.50 so for half the balance I could get actual currency. Using the card requires that I agree to a lengthy cardholder agreement including privacy statement, data sharing, binding arbitration, and much fine print I am not qualified to understand. I already had to jump through hoops to get this rebate. I find it extremely frustrating to have the fulfillment result in a card that is difficult to use online, a pain to use even in person, and which nearly guarantees that some residual funds will be used to pay the maintenance fee. This card clearly expires and the balance disappears which I thought was supposed to be illegal. --- Fair Resolution: I would Staples to issue me a check for \$5 so that I can use the full amount of the rebate.</p>
12/20/2016	<p>I was offered a \$5.00 rebate for buying a ream of paper at the Tulsa, Oklahoma, South Harvard, location. I cannot find this location on your list. This was in October. I'm still waiting for my rebate after 4 attempts to contact Staples. --- Additional Comments: I would like my rebate. By now, I've earned it.</p>
12/21/2016	<p>NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Consumer wants to know if their business practices are within every aspect of the law and if not, what can be done about it --- Topic Description: Consumer is unhappy with the rebate process at Staples. She believes they are scamming consumers out of their money as the rebate takes 9 to 11 weeks to be returned to the consumer. In the form of prepaid Visa cardDOCS TO BE IMAGED</p>
01/03/2017	<p>Staples owes me a \$20 rebate. I have called Staples 2x and asked them to replace a Reward Card with value of \$20. Each time I have been told a manager will handle the case and I will be issued a new Reward Card. However, despite patiently waiting I have not received any call nor have I received a new card. You tell them they need to replace the card or I will contact 60 Minutes and expose them on national media if they don't honor their promise. The rebate tracking number is 648816974. --- Additional Comments: Replace Reward Card with value of \$20.</p>