

Standard Delivery. Seller will use commercially reasonable efforts to ship Products ordered by Buyer before 5:00 p.m. local time within one (1) Business Day after acceptance of a Purchase Order, except for backordered, special-order, or out of stock Products. If a Product is backordered or shipment is delayed for any reason, Seller will deliver the delayed Product as promptly as commercially practicable. Seller will treat delayed orders as active unless Buyer contacts Seller and provides other instructions. Seller's standard shipments shall be F.O.B. MNPHA and Members location, unless otherwise indicated at time of purchase. Additional charges may apply for desk-top delivery, special delivery, remote delivery, non-standard delivery, rush delivery, or special or custom order products or as noted on Seller's e-commerce platform. Orders may be requested for pickup at our fulfillment centre locations. The order will be available for pick up two hours after approval, charged at time of pick up, and cancelled if not picked up after five (5) days. Sales tax will be calculated based upon order pick up location. MNPHA and or Members invoice may not separately designate these items as "fulfillment centre pick up."

Returns. Seller will accept returns of stocked office Products in salable condition up to thirty (30) calendar days after receipt by Buyer. The Product must be returned to Seller with its complete and original manufacturer's packaging intact and undamaged, including Universal Product Code (UPC), manuals and parts, and a copy of the packing slip. Any Product that is returned without the promotional item(s) included in the original transaction (e.g., buy printer, get free ink) will have the value of the promotional item deducted from the amount refunded. Software products, including Staples® Brand software products, must be returned within thirty (30) calendar days of receipt by Buyer unopened and in salable condition. An opened or defective software product can be exchanged for the same title and version of the software product within thirty (30) calendar days of receipt by Buyer. Subject to manufacturers' returns policies and restrictions, business machines, computers, consumer electronics, network devices, peripherals, storage and technology products, including Staples® Brand products in each of these categories, must be returned within fourteen (14) calendar days of receipt by Buyer. Unassembled furniture, including Staples® Brand furniture, must be returned within fourteen (14) calendar days of receipt by Buyer. Assembled or custom furniture, including Staples® Brand furniture, may not be returned with the exception of damaged or defective items which may be returned within fourteen (14) calendar days of receipt of such product. , non-stock, and custom imprinted products are not returnable, with the exception of damaged or defective items, which may be returned within thirty (30) calendar days of Buyer receiving such product. Buyer may process returns online by accessing Seller's e-commerce platform. Returned products will not be traceable unless Buyer follows the return procedures outlined in this section. Seller will accept returns in accordance with the terms and conditions of Seller's then-current return policy posted on www.eway.ca (a copy of which shall be made available to Buyer upon request).

Exceptions to Return Policy. Notwithstanding the foregoing, returns of Facilities Products are subject to Seller's approval. Buyer may not return: (1) partial cartons or opened containers of Facilities Products that contain hazardous materials; (2) janitorial and sanitation Facilities Products; or (3) perishable items.