

This is an automated email sent from the Staples Live Chat department. The following information is a log of your session. Please save the log for your records.

Your session ID for this chat is 3513409.

Time	Details
01/25/2013 11:28:00AM	System: "Welcome to Staples.com Live Chat. We will be with you shortly."
01/25/2013 11:28:04AM	System: "We ask for your assistance: please do NOT send credit card information through chat. Should credit information be required for a transaction, a Staples associate will contact you for the required information"
01/25/2013 11:28:10AM	System: "You will receive a transcript of this chat via email at the conclusion of this session."
01/25/2013 11:28:30AM	System: "Sorry for the delay, your business is important to us. Please continue to hold."
01/25/2013 11:29:00AM	System: "Thank you for your patience. Please continue to hold we will be with you shortly."
01/25/2013 11:29:30AM	System: "Please continue to hold the next available agent will be with your shortly."
01/25/2013 11:30:20AM	System: "We appreciate your patience please continue to hold."
01/25/2013 11:32:00AM	System: "We are sorry; please continue to hold for the next available agent."
01/25/2013 11:33:00AM	System: "Thank you for your patience we will be with your shortly."
01/25/2013 11:36:49AM	Session Started with Agent (Tina W.)
01/25/2013 11:36:49AM	Michael: "ordered with free shipping, received email demanding payment of \$9.95 or \$13.95 to ship my completed order to pay for shipping."
01/25/2013 11:37:19AM	Agent (Tina W.): "Hello Michael, I will be happy to check your order. How much was your order?"
01/25/2013 11:37:27AM	Michael: "Order Number: XK6WK-12A83-5P2"
01/25/2013 11:37:33AM	Agent (Tina W.): "Do you have the order number?"
01/25/2013 11:37:46AM	Agent (Tina W.): "I am sorry this is not our order numbers."
01/25/2013 11:37:57AM	Michael: "It was a promotion to get customers to try the service - a simple return address stamp"
01/25/2013 11:38:07AM	Michael: "Order Number: XK6WK-12A83-5P2 Retail Order Number: 6822398809"
01/25/2013 11:38:20AM	Agent (Tina W.): "Was this a copy and print order?"
01/25/2013 11:38:25AM	Michael: "Yes"
01/25/2013 11:38:49AM	Michael: "Shipping free if you provide your own art"
01/25/2013 11:39:27AM	Michael: "Indeed, at checkout, that was reflected - the standard shipping was "free" Expedited was \$13.95"

01/25/2013 11:39:29AM Agent (Tina W.): "That is a great question and I have Custom Print Experts that are ready and able to help ensure you get the best possible information. I will put you in touch with one directly, please hold. Thank you."

01/25/2013 11:39:35AM Session Transferred to Queue (C&P Products)

01/25/2013 11:39:55AM Session Started with Agent (Tyra G.)

01/25/2013 11:39:55AM Michael: "ordered with free shipping, received email demanding payment of \$9.95 or \$13.95 to ship my completed order to pay for shipping."

01/25/2013 11:40:03AM Agent (Tyra G.): "Hello Michael, my name is Tyra a trained Staples Custom Print Advisor. Thank you for contacting Staples live support. You will receive a transcript of this chat via email at the conclusion of this session. How can I help you complete your custom print order today?"

01/25/2013 11:40:39AM Michael: "Order Number: XK6WK-12A83-5P2

Retail Order Number: 6822398809

Order Date: 1/23/2013"

01/25/2013 11:41:23AM Michael: "The offer I responded too offered the return address stamp at a big discount, and shipping free if I uploaded my own artwork"

01/25/2013 11:41:46AM Michael: "I followed the instructions, and indeed the free shipping was indicated on my final page to submit order."

01/25/2013 11:42:19AM Michael: "I received confirmation of my order a short while later. This morning I received an email essentially demanding that I pay \$9.95 to receive my order that was ready to ship"

01/25/2013 11:42:40AM Michael: "I should have taken a screen shot - as the offer has changed on the staples.com web site"

01/25/2013 11:43:09AM Michael: "I have already read several complaints online from others who responded to this offer and also received the same form email demanding additional payment"

01/25/2013 11:44:03AM Agent (Tyra G.): "I am sorry Michael we did not have a promotion in which you would get free shipping by uploading your own artwork. Our current offer for free shipping is that all orders over \$20 have free 7 business day shipping."

01/25/2013 11:44:46AM Michael: "I am not trying to order again - I ordered two days ago - and that was the offer at the time."

01/25/2013 11:45:15AM Agent (Tyra G.): "No Michael I am sorry we did not have a promotion like that."

01/25/2013 11:46:00AM Michael: "Then please explain why it clearly stated that at the time? Further, why did it specifically state "Priority - \$0.00"?"

01/25/2013 11:46:16AM Michael: ""Expedited - \$13.95"?"

01/25/2013 11:46:47AM Michael: "That is the point - if it was a mistake on the part of Staples, then when you catch it, you fill orders received then cancel the offer and cancel the orders."

01/25/2013 11:47:14AM Michael: "This was clearly an effort to get customers to try your service - and that is exactly what I am seeing now. A lack of service."

01/25/2013 11:47:25AM Agent (Tyra G.): "I do not have an answer to that question Michael, please contact our live phone experts for assistance. They can be reached by calling (888) 333-3199 and choosing option 1."

01/25/2013 11:48:31AM Michael: "I tried that - and waited on hold for an extended time. But I will try again."

01/25/2013 11:48:41AM Agent (Tyra G.): "Thank you for choosing Staples Live Support for your custom printing needs. There will be a short survey at the end of this chat session. Please take a moment to complete it as we value your opinion. Have a wonderful day."

01/25/2013 11:48:48AM Session Ended

If you require further assistance, please reply to this email.

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