

AIR MILES® Partnership Frequently Asked Questions

Can I receive Miles if I forgot to swipe or input my Collector Number at time of purchase?

No. Your AIR MILES® Collector Card must be presented or entered at time of purchase for the Miles to be awarded.

What is excluded from receiving AIR MILES at Staples?

AIR MILES® on a transaction are calculated after discounts and exclusions are applied. Exclusions include: all taxes, Bose products, delivery services, assembly services, warranty plans, postage stamps, gift cards, self-serve copying, charitable donations, electronics levies, environmental and other third-party fees. Other exclusions may apply.

How long does it take for Miles to be posted to my account?

AIR MILES can take up to 120 days after transaction to be posted to your account. Base Miles and Bonus Miles may be posted for the same transaction at different times.

What is the difference between Base Miles and Bonus Miles?

Base Miles are Miles earned on all transactions at a rate of 1 Mile for every \$40 spent. Bonus Miles are Miles earned on featured products, from coupons or featured events. Their value will vary.

What do I do if I am over the 120 day posting period and still don't see my miles?

If you are missing Miles after the 120 period, visit www.airmiles.ca/missingmiles to fill out an inquiry form. You will need to provide the location and date you shopped and may be required to provide a receipt as proof of purchase.

Does Staples accept AIR MILES Cash?

Yes, now you can use AIR MILES Cash Miles towards your purchases at Staples. 95 Cash Miles = \$10 towards your purchases. Standard AIR MILES Cash limits and Terms and Conditions apply. Visit airmiles.ca for full details.

I made a purchase using AIR MILES Cash and need to make a return. How will I be reimbursed for the Miles?

The dollar value of any AIR MILES Cash previously redeemed will be loaded to a Staples Merchandise card.

I have an eVoucher for Staples can I still use it?

Yes, any eVouchers issued will be fulfilled. However, we are no longer issuing new eVouchers.

I have an eVoucher and would like to ask some question about redemption?

If you have any questions about your eVoucher please contact Staples Customer Service at 1-866-STAPLES and select option #8

Why do I not see my Miles on my receipt?

This functionality is not available at this time due to systematic reasons.

I made a purchase at the Kiosk in-store but don't see my Bonus Miles, why?

The in-store kiosk is part of our ecommerce division and is available to help provide an extended assortment to our customers should they not find what they were looking for in-store. Unfortunately, due to system limitations offers that are valid in-store only cannot be honoured on purchases made at the kiosk.