



**Staples Contract and Commercial LLC,
operating as:
Staples Technology Solutions**

Online Market Place 24I-SPLT-0411

MOHAVE EDUCATIONAL SERVICES COOPERATIVE INC.
(928) 753-6945 KINGMAN
WWW.MESC.ORG
10/17/24 MESC

ATTENTION

The following contract is a Direct Online Order Contract, all orders should be placed through the contract vendor's online store.

ATTENTION

THE FOLLOWING CONTRACT WAS AWARDED TO PROVIDE AN ONLINE MARKETPLACE FOR THE PURCHASE OF TRANSACTIONAL ITEMS, MATERIALS, PRODUCTS, AND EQUIPMENT.

THE SOLICITATION AND AWARDED CONTRACTS DO NOT LIMIT OR RESTRICT WHICH TRANSACTIONAL ITEMS, MATERIALS, PRODUCTS, AND EQUIPMENT CAN BE OFFERED. YOU WILL BE RESPONSIBLE TO ENSURE ALL PURCHASES MADE UNDER THIS AWARDED CONTRACT MEET YOUR DISTRICT'S, AGENCIES', OR ORGANIZATION'S PROCUREMENT POLICIES.

THE ONLY RESTRICTION PLACED ON THE AWARDED CONTRACTS IS THE PROHIBITION OF IN-STORE PURCHASING AND/OR IN-STORE PICK-UP.

General Information

- Member may obtain Mohave contract prices through the Staples Technology Solutions account created for Mohave Cooperative members via Online Marketplace or contact Jonathan Raym.
- Contact Jonathan Raym at Jonathan.Raym@Staples.com
- Each member will have an assigned local Staples Key Account Executive that will be your one POC once your account is set up.
- Include MESOC Contract **24I-SPLT-0411** on the purchase order.
- Orders will be shipped to each specified member location
- Member will address order concerns immediately: DOA, Missing items, Damaged items, Returns, Etc.. directly with Assigned Account Executive, and all other account needs, special quotes, reporting etc. with their Account Executive or Heather Munstermann.
- Member may use Pcards or Budget/Cost center codes, GL codes etc.
- Mohave's 1% admin fee is included in contract prices.
- Staples will remit admin fees to Mohave for all contracted items.

Products or Services

- Projectors
- Charging carts
- Printers & Scanners
- E-Waste

- Desktops, workstations and monitors
- Notebooks, laptops & tablets
- Chromebooks
- POS systems

- Digital displays
- Huddle Room solutions
- Docking Stations
- Headsets

- Extended warranties
- Microsoft auto-pilot
- Accidental damage protection
- Device management
- Asset tagging and etching
- Imaging and kitting Deployment
- Video conferencing & audio solutions

- Interactive displays
- Digital Signage & Video Walls

- Full room power solutions

- Webcams and headsets for remote or hybrid employees

- Room Booking technology

- Virtual Meeting Platforms: Teams, WebEx & Zoom

Through our Mohave partnership Staples Technology Solutions can fit every need for every student, faculty, or agency employee, no matter where work or learning takes them.



Dell - Dell UltraSharp U3425WE
 LED monitor - curved - 34" (34.14" viewable) - 3440 x 1440 UWQHD @ 120 Hz - IP'S 2000:1 - 5 ms - Thunderbolt 4, HDMI, DisplayPort - speakers - with 3 Years Basic Harc Service with Advanced Exchange after remote diagnosis - Distri SNS

Manufacturer:	Dell
Part #:	DELL-U3425WE
UNSPSC Code:	N/A
UPC:	0884116452034
Replacement Product:	N/A
Product Condition:	New



Product Tour



Dell P Series monitors
 Monitors that optimize eye comfort and feature impressive visuals with improved connectivity and adjustability in a sustainably made design.

DELL Technologies

Boost your performance accessories.

DELL ProSupport Plus
 DELL PROSUPPORT PLUS FOR PCs



Rich Product Content

The Staples Technology product pages feature an impressive array of rich, interactive content, enhancing the user experience by providing engaging information.

- Interactive Photos and Videos
- Specifications and Related Products
- Product Tour and PDF Brochure
- User Manuals

Ordering Overview

- Online Marketplace Ordering w/ direct to site capabilities
- Dedicated purchasing platform to meet your needs
- Single Point of Contact Jonathan.Raym@Staples.com
 - Questions
 - Site Demo's and live trainings available
 - Returns
 - Custom Shopping list set up
 - Custom end user site set up
 - Quotes
 - Account set up
 - Order ship & tracking information

The screenshot displays the Staples Technology Solutions website interface. At the top, the navigation bar includes the Staples logo, 'Technology Solutions', and links for Home, Products, Account, Activity, and Checkout. A search bar is positioned in the center of the navigation bar, and 'Recent Items', 'Favorites', and a help icon are on the right. The main banner features a blue background with two laptops and a central 'intel CORE ULTRA' logo. The text reads 'Unlock new AI experiences with an Intel Core™ Ultra processor', followed by two bullet points: 'Boost productivity with up to 2.3X faster AI video editing¹' and 'Get longer battery life with up to 48% lower power consumption²'. Below the banner is a 'Trending Now' section with five product cards, each showing a product image, name, price, and an 'Add to Cart' button. The products are: Acer - Acer TravelMate P4 (Price: \$1,040.26), Honeywell - Honeywell Xenon (Price: \$786.27), Elo Touch Solutions - Elo 1512L (Price: \$1,198.05), Dell - Dell Latitude 5550 (Price: \$1,228.75), and Acer - Acer TravelMate P6 (Price: \$1,210.10). The 'Featured Products' section below has four product cards: HP EliteBook 860 G11 Noteb... (Price: \$1,597.26), Acer - Acer TravelMate P4 Spin 14 TM... (Price: \$1,123.60), Honeywell - Honeywell Granit XP 1090i... (Price: \$676.09), and Elo Touch Solutions - Elo 1502L (Price: \$539.34).

Online Ordering: Back Orders, Shipping – Tracking & Distributor promo pricing

- Tracking information - confirmation of Order Shipped will be sent to your email, and available on the web site, under reporting.
- Distributor promotional and custom pricing will be available to the upper right of the page under the price shown, including the expiration date.
- Inventory levels are provided in real time and are accurate, they are available in each listing and can be seen below the price, to prevent back order.
 - Filter to show only items w/ inventory can be selected.
 - Route to approval or other order submission order delays can affect the available inventory levels, causing items to possibly go to Back Order.
 - Best Practice: Contact your Key Account Manager for orders that need to be placed with delays in submission.
- Shipping is determined by the End User, w/ selection of
 - Ground
 - 2 day
 - Priority over night

The screenshot shows the Staples Technology Solutions website interface. At the top, there are logos for Staples Technology Solutions and MOHAVE COOPERATIVE, along with navigation links for Home, Products, Account, Activity, and Checkout. A search bar and a 'BROWSE' menu are also visible. The main content area displays a product listing for the 'Dell - Dell P3223QE' monitor. The product image shows a large, curved monitor. To the right of the image, the product name and specifications are listed: 'LED monitor - 31.5" - 3840 x 2160 4K @ 60 Hz - IPS - 350 cd/m² - 1000:1 - 5 ms - HDMI, DisplayPort, USB-C - with 3 years Advanced Exchange Service - Distl SNS'. Below this, a table lists technical details: Manufacturer (Dell), Part # (DELL-P3223QE), UNSPSC Code (N/A), UPC (0884116420279), Replacement Product (N/A), and Product Condition (New). A price tag indicates a promotional price of \$468.31, with a total available quantity of 523 and a quantity selector set to 1. There are buttons for 'Add to Cart', 'Add to Favorites', and 'Live Inventory'. A 'Promotional Price' box shows an amount applied of \$38.38, valid through 10/30/2024. Below the product details, there are sections for 'Product Description' and 'Additional Details'. The 'Product Description' section features a large banner with the text 'Boost your performance with powerful accessories.' and an image of the monitor setup with various accessories like a laptop, keyboard, mouse, and headset. The 'Additional Details' section includes a 'Documents' link. At the bottom of the product page, there is a smaller image of the monitor and a caption: 'Dell 32" 4K Monitor with USB-C Hub - P3223QE. Experience pure productivity on a 31.5-inch 4K monitor with extensive connectivity and ComfortView Plus.'

Return Policy

- [Please visit your Staples Account for an in depth look at our return policy, as seen to the right.](#)

- <https://sts.staples.com/returns.html>

- Staples will accept returns of stocked products in saleable condition, within the applicable return period, after receipt by you, including, but not limited to, Furniture, Technology, Software, and Staples Brand products. The product must be returned to the location identified within your Return authorization, with its complete and original manufacturer's packaging intact and undamaged, including the Universal Product Code (UPC). A return label will be provided for damaged or defective items. Do not write on the manufacturer's box; writing on the manufacturer's box will deem the product as non-resalable and the product will be returned to you.

- **DOA**

- Any Items that are [Dead On Arrival](#)
- Please call your Customer Service team, or Key Account executive to return damaged or defective products, immediately. We will help coordinate the return process.

STS Returns Policy

If for any reason you are not completely satisfied with a product purchased from Staples, you may return it within the applicable time frame. Please call your Customer Service team to return damaged or defective products.

Subject to manufacturers' return policies and restrictions, Staples will accept returns of stocked products in saleable condition, within the applicable return period, after receipt by you, including, but not limited to, Furniture, Technology, Software, and Staples Brand products. The product must be returned to the location identified within your Return authorization, with its complete and original manufacturer's packaging intact and undamaged, including the Universal Product Code (UPC). A return label will be provided for damaged or defective items. Do not write on the manufacturer's box; writing on the manufacturer's box will deem the product as non-resalable and the product will be returned to you.

Product that is drop shipped from a Supplier is subject to the Supplier's return policy, and there may be a requirement for the end user to troubleshoot with the manufacturer.

Any defective claims must be made directly through the manufacturer's warranty process.

Return shipping costs: STS will provide prepaid return labels and/or coordinate product return for product being returned due to STS error or defective; All other returns will be at customer expense.

Product Category	Applicable Return Period
BusinessMachines Computers Consumer Electronics Networking Peripherals Storage	<p>Within 14 calendar days of receiving the product; product must be unopened and in saleable condition.</p> <p>AppleCare+ Cancellation Policy:</p> <ul style="list-style-type: none"> • Customers may cancel AppleCare+ at any time. • Customers who purchased AppleCare+ at Staples may return to Staples to cancel AppleCare+ within 30 days to receive a full refund. • Staples cannot cancel AppleCare+ for customers who purchased the AppleCare+ elsewhere. • All requests to cancel AppleCare+ beyond 30 days must contact Apple directly at (800) APL-CARE (800-275-2273) to cancel the plan and receive a pro-rated refund. <p>Please note: Any and all other Apple products are not returnable for any reason.</p> <p>Effective March 2024: Any and all Dell products are not returnable, unless reason for return is defective, DOA or due to Dell error.</p> <p>Cisco, Meraki and Fortinet products are not returnable unless reason for return is defective, or DOA.</p>
Toner - Ink	Unopened, non-expired items are returnable within 6 months of purchase, except IBM supplies; those have a 30 day from receipt return window.
Furniture (Assembled or Custom-Ordered)	Not returnable. Only defective items may be returned within 14 calendar days of receiving the product. This includes charging carts.
Printers	Returnable within 14 days of purchase; product must be unopened and in saleable condition. All others are subject to Manufacturer's warranty claim process.
Custom Hardware	No returns allowed. Replacement of defective item is subject to Manufacturer's warranty and processes. Items included in this category are configured laptops, notebooks, desktops, tablets and any item that has been imaged or asset tagged.
Software (Unopened)	<ul style="list-style-type: none"> • Boxed and unopened product may be returned within 30 calendar days of purchase. • Electronic Download software is not returnable for any reason. • Cloud/Subscription Plan policy is as follows: <p>Microsoft - Can cancel anytime and would only be charged prorated amount.</p> <p>Docusign - Not returnable for any reason and no refund policy</p> <p>Dropbox - For annual agreements, a 7 day grace period from the time they purchase to receive a refund. After the 7 day grace period, no refund given. For month to month, cancellations allowed at any time and customer would only be charged prorated amount.</p> <p>Adobe VIP subscription licenses can only be returned for FREE 30 days after the order date. Restocking fee of 25% will be charged if returned after 30 days. Return will no longer be accepted after 120 days.</p> <p>Adobe Transactional Licensing Program/Cumulative Licensing Program/Perpetual licenses can only be returned for FREE 75 days after the order date. Restocking fee of 25% will be charged if returned after 75 days. Licenses can no longer be returned after 165 days.</p>
Software (Opened or Defective)	Applies to Boxed software only - May be exchanged for the same title and version within 30 calendar days of receiving the Software. Electronic (downloadable) is not returnable for any reason.
Large (42" and over) TVs, Monitors and Digital Displays	No returns. Any defective claims must be made directly through the Manufacturer warranty process.

Any freight claims must be reported back to Staples within **3 business days of delivery date** to be eligible for return. This applies to all of the below:

- **External Shipping Damage** with clear damage to the device - **MUST** make note of damage on Bill of Lading and **refuse shipment of damaged device**
- **Minor External Damage** to packaging that appears cosmetic - **MUST** make note of damage on Bill of Lading and open and promptly power up to test device for any issues.
- **Hidden Damage** - physical damage to the device that is not noticeable externally at time of delivery

Customer must send prompt notification of these issues to: returns-sts@staples.com.

Customer must mark the request as "URGENT" by placing the word "URGENT" in the subject line of the email request.

Invoice disputes (such as pricing discrepancies, delivery issues, receiving wrong product, etc.) must be reported to STS within thirty (30) days of invoice date.

Product Category Definitions

- **Business Machines** - Include, but are not limited to, all in ones, calculators, copiers, faxes, printers, projectors, multimedia projectors, scanners, shredders, telephones, wireless telephones, and Staples Brand Business Machines.
- **Computers** - Include, but are not limited to, CPUs, desktop personal computers, hardware, laptops, monitors, notebooks, and Staples Brand Computers.
- **Consumer Electronics** - Include, but are not limited to, digital cameras, cameras, GPS devices, MP3 players, handheld electronics, PDAs, camcorders, video equipment, portable DVD players, televisions, and Staples Brand Consumer Electronics.
- **Custom Imprinted Products** - Include, but are not limited to, all business cards, business forms, letterhead, promotional products, products customized per customer's specifications, and products that have been imprinted with the customer's trademark, tradename, service mark and/or logo.
- **Networking** - Includes, but is not limited to, network cards, switches, routers, wireless cards, and Staples Brand Networking products.
- **Peripherals** - Include, but are not limited to, cables, mouse, keyboards, other computer components, and Staples Brand Peripherals.
- **Software** - Includes, but is not limited to, games, movies, music, operating systems, computer programs, videos, media, and Staples Brand Software.
- **Storage** - Includes, but is not limited to, hard drives, memory cards/sticks, DVDs, CDRs, and Staples Brand Storage products.

Your account will be credited when returned merchandise is received back into inventory within the policy guidelines stated above.

Questions & Contacts

- For Mohave questions, contact MESC
- For questions regarding the Staples Technology Solutions / Mohave account, please contact Jonathan Raym at Jonathan.Raym@Staples.com or call Jonathan's direct line at: 623-258-6914.