

Office Depot Issues Apology for Incident at Michigan Store

September 13, 2025

BOCA RATON, Fla.--(BUSINESS WIRE)--Sep. 12, 2025-- Office Depot is deeply concerned by the unfortunate customer experience that occurred at Store 3382 in Portage, Michigan. The behavior displayed by our associate is completely unacceptable and insensitive, violates our company policies, and does not reflect the values we uphold at Office Depot. On behalf of the Company, we sincerely apologize for this regrettable situation.

Upon learning of the incident, we immediately reached out to the customer to address their concerns and seek to fulfill their order to their satisfaction. We also launched an immediate internal review and, as a result, the associate involved is no longer with the organization. We continue to aggressively investigate the matter and will take action where appropriate.

We are committed to reinforcing training with all team members to ensure our standards of respect, integrity, and customer service are upheld at every location. Our customers and communities deserve nothing less.

About Office Depot

Office Depot, LLC, an operating company of The ODP Corporation, is a leading specialty retailer providing innovative products and services delivered through a fully integrated omnichannel platform of Office Depot and OfficeMax retail stores and an award-winning online presence, [OfficeDepot.com](https://www.officedepot.com), to support the productivity and organization of its small business, home office and education clients. Office Depot is committed to enabling its clients' success, strengthening local communities and providing equal opportunities for all. For more information, visit [officedepot.com](https://www.officedepot.com), download the Office Depot app on your [iPhone](#) or [Android](#) and follow @officedepot on Facebook, Twitter, Instagram and TikTok.

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