



09/08/2014

Problems with Product / Service | Read Complaint Details

**Complaint**

They sent me garbage saw blades they don't cut without smoking or burning. Upon complaint they sent me replacement garbage saw blades. Ace called over and over and pestered me to try their product. Finally, I was told that they would send me saw blades to try and when I tried them and was amazed with the results i would be happy to pay for them. I was away when the blades arrived and when I returned I started getting threatening phone calls to pay my invoice so I sent them a company check. Days later I was finally able to try the blades. The first 2 blades I tried were unbalanced and caused my saw to shake and vibrate to the point I thought the bore was off center. I tried another blade and it was not at all what i was told that i was getting. These blades have over sized carbide teeth and power their way through the wood rather than cut with accuracy and precision. I called to complain that I didn't want the blades and reported that they were inferior product they refused to let me return them. They offered to send two replacement blades to replace the ones that i was told must have been damaged in transit. I was refused any other solution. I immediately realized that i had been scammed and cancelled the check and removed funds from the account so i would not be charged for the blades. When the 2 new arrived i tried them out within days. These blades are garbage! After 10 or less cuts the 2 blades started to burn the wood and have difficulty making their way through spruce or MDF. I again tried the 2 other blades with slightly better results. The 80 tooth blades lasted a day or two with eventually the same result. I again talked to Ace Industrial Supply and after repeated discussions about not being happy with their product they refused to take the blades back and discounted my invoice to \$200. Now i still have an invoice to pay for blades that are good for nothing better than novelty clocks or wind chimes. I almost payed the invoice just to stop the harassing calls and verbal threats. Eventually I started getting calls from a man who calls from a number on his ipad and claims to be a lawyer and belittles me and threatens to put a warrant out for my arrest and have me thrown in prison with a \$25000 bail. He will not accept anything less than the original invoice amount of over \$ I get calls from this man who claims to be \*\*\*\* \* 7 to 15 times in succession simultaneously on my cellular and office phones leaving more verbal threats on my voice-mail. This occurs every couple days now and he will not take no for an answer. I have called Ace Industrial and they say that there is nothing they can do that it is out of their hands. I have since done some research on this company and have read many stories of people with very similar results. I feel that they have manipulated me into accepting these saw blades under a false pretense. This was in no way a trial but instead a manipulating sales person. I should have know when i opened the product that the shipped to me in Canada and there was a pc of paper with large print reading "Product returns from Canada will not be accepted". I have the blades hanging on the wall in my shop all but 2 looking nearly new with no wear marks or smudges on the printed labeling on the sides of the blades, just to remind me to never buy from a pushy sales person over the phone again.

**Desired Settlement**

I will return the blades, or simply dispose of them if they wish, because it would cost them more to ship them back then i'm sure they paid for the lot of them. There is no refund, because the discounted invoice of \$200 is unpaid. I simply would like all of my phone numbers be removed from their call lists and my information removed from their system. I also ask that they stop the harassing calls from the man who claims to be a lawyer named \*\*\*\* \* I am sure that he would not like to be charged with harassment for the 20 or more calls he makes to me per day or the use of spoof numbers and false identity.

**Business Response**

Contact Name and Title: \*\*\*\* \*

Contact Phone: XXXXXXXXXX

Contact Email: \*\*\*\*\*

\*\*\* \*'s account was sent to collections for non-payment back in January. I spoke with \*\*\* \* today we provided him teh name/number for National Recovery.

We consider the matter closed.

**Consumer Response**

(The consumer indicated he/she DID NOT accept the response from the business.)

After promising ultimate performance and reliability this company sent me completely inferior saw blades and has told me that they do not accept returns from Canada. They have been calling me about this account for 11 months and i have told them the blades were garbage and all they would do was discount my invoice. I believe they are preying on people from Canada and using their no-return from Canada policy to solidify the invoice. I did not speak to a \*\*\*\* \* unless of course just like all of the other people that i have talked to at Ace Industrial Supply, he was using a fictitious name. I further believe that the "Collections" company that they claim to have sent this account to is just a branch within their company that harasses and bullies people with scare tactics in order to get the invoice paid. I have since talked to the District Attorney in their area, as well as the Burbank Police. They suggested I submit an "Annoying phone call Report" and file charges for mail fraud. I have also been instructed to send the blades back contrary to their procedure. I was willing to pay the partial invoice amount that was offered to me but the way that they have handled this instance and based on all of the other comparable complaints i have found online, it has become obvious that this is how they conduct business.

	<p><b>Final Business Response</b></p> <p>The letter that is included in our shipments states that we cannot take material back in the states, but to contact customer service, who would provide you a Canadian location to return material too. We do not "threaten" our customers to pay their bills. Frankly, we did all we could to assist *** ***, even sending two other blades that we thought would be of better use, but providing an NSF check for payment and not acknowledging anyone in Customer Service as to his distain.. We were simply unable to hold the outstanding balance any further without the price adjusted amount being paid or the material being returned.</p> <p>We would advise *** ***, in the future, to create a dialog with the company he purchases material from. We simply cannot help someone that is unwilling to be helped.</p> <p>Upon receiving his NSF check we attempted to resolve the debt and he wouldn't return any calls. Therefore, In April 2014 his invoice was turned over to collections. The debt was purchased by</p> <p>National Recovery  ** ** XXXXX  ***** **  XXX-XXX-XXXX</p> <p>Any further correspondence should be directed to them, as we no longer hold the debt.</p>
<p>08/07/2014</p>	<p>Problems with Product / Service   Read Complaint Details</p> <hr/> <p><b>Complaint</b></p> <p>Inappropriate behavior by sales person by phone on 7/1/14. Sales person would not identify his name or his company - only demanding a cell number and would not leave a message. They lied as to their business relationship with my husband.</p> <p><b>Desired Settlement</b></p> <p>The tools received will be mailed back ASAP. The customer service representative at the headquarters on 7/1/14 assured me the items would be received back and not other actions will occur. I request they uphold this promise and that we never receive a bill for any products.</p> <p><b>Business Response</b></p> <p>Contact Name and Title: *****  Contact Phone: XXXXXXXXXX  Contact Email: *****@acetools.com</p> <p>we spoke to the customer and investigated the call in question. no call was made that seemed to misrepresent our product or the salesman. The customer has since sent the material back and the account shows zero/closed.</p> <p>to safegaurd ourselves and the customer, we have since set them up on our DNC list. They will not be contacted by our business in the future.</p>

05/19/2014

Billing / Collection Issues | Read Complaint Details

**Complaint**

Ordered Milwaukee Saw Blades from Ace after they contacted me. I was quoted \$5.80 per 5 pack of saw blades. The blades are not Milwaukee brand and to make matters worse I was billed over \$17 per pack! I contacted Ace and informed them of the price mistake to which I was told they had me recorded agreeing to that price. I asked them to play or send me the recording which they refused. I told them I was sending the product back which they refused. They call multiple times a day harassing my secretary with threats of jail time for mail order fraud and the newest claim is for check fraud as they claim I sent them a check that has bounced twice when I refused to pay in the first place! Stay away from this company at ALL costs!!! You will be very sorry you ever even spoke to them on the phone.

**Desired Settlement**

I just want them to take their product that they tried to pass off back and leave me alone. I will not pay for a product that I never received!

**Business Response**

material was sent to RP3, Inc on October 2013 and sent to collection in February 2014. We attemptd to work with \*\*\* \*\*\*\*\* on this issue since he brought it to our attention and up until the point of him telling us to not contact him any further.

**NOTES ARE AS FOLLOWS:**

\*\*\* \*\*\*\*\* - 02/28/XX - XXXXXXXX the lady was going to post date a phone check , \*\*\* jumped on the phone cussing & cursing & name calling & added " never call here again ever " click. SEND TO COLLECTIONS

\*\*\*\*\* \*\*\*\*\* - 02/17/14 - inv# XXXXXXXX cust says ck is signed and should go out anyday.....cm

\*\*\*\*\* \*\*\*\*\* - 01/24/14 - INV XXXXXXXX PER STV CUSTOMER WILL MAIL PAYMENT FOR FULL AMT IN TWO WEEKS.....ZZ

\*\*\*\*\* \*\*\*\*\* - 01/24/14 - inv XXXXXXXX GTS customer claims he was quoted 9 a blade.....ZZ

\*\*\*\*\* \*\*\*\*\* - 12/13/13 - inv#XXXXXXXX he said he will pay next week he is signing checks so by XX-XX-XX he will have a check on the way....eh

\*\*\*\*\* \*\*\*\*\* - 11/11/13 - Inv# XXXXXXXX - offered 2%.....JL

Sincwe our lat communication in February and his demand for us to stop calling and the balance still being owed we have since sent his invoice to collections. National Recovery at XXX-XXX-XXXX has since purchased the debt and holds all controls on the debt.

Converation with them show a payment has been attempted, but it came back NSF.

please contact National Recovery for any further issues with this debt

05/09/2014

Advertising / Sales Issues | Read Complaint Details

**Complaint**

Numerous sales calls after i requested to be removed from calling list. I bought one item from them on an initial sales call approximately 3 years ago. I was not satisfied with the quality of the product and asked them to not call me anymore. I have blocked 7 phone numbers but the numbers keep changing. I have a client from the 520 area code so i am forced to answer the phone when this area code comes up. I have asked them to close my account, not call me and if they had a product that i was desperately in need of and they were the only company that had it I would do without.

**Desired Settlement**

close my account and stop calling me

**Business Response**

Normal procedure is to go through our DNC hotline (XXX) XXX-XXXX (which customer svc can provide) or through email \*\*\*@acetools.com.

Based on the complaint, we have taken these steps for you. The phone number we have listed is XXX-XXX-XXXX. If another number needs to be added please feel free to contact me direct.

\*\*\*\*\*

Operations Mgr  
XXX-XXX-XXXX ext 1116

Our DNC policy is as follows:

Thank you for contacting Ace Industrial Supply's "Do Not Call" registry service. Although we regret your decision to have your number blocked in our system, we want to assure you that we will take all the necessary steps to abide by your wishes.

Ace Industrial Supply has adopted and adheres to the policies that comply with Federal, state and local Do Not Call laws concerning any business- to-business sales call.

As required by law, we update our records every 31 days. While typically, removal from our calling list is immediate, for full implementation please allow 30-45 days for your name and contact information to be removed thoroughly.

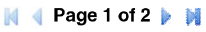
We retain any company specific Do-Not-Call requests for a minimum of 10 years or as required by Federal law. If you move or change your telephone number, please resubmit your request with your new address and/or telephone number so we can update your Do Not Call listing.

In order to protect a customer's privacy, it is the policy of Ace Industrial Supply to not divulge, share or forward any customer's information to another party and/or entity without the customer's prior express consent.

<p>04/03/2014</p>	<p>Advertising / Sales Issues   Read Complaint Details</p> <hr/> <p><b>Complaint</b>                  Business sent wrong products and will not take back.                  2/3/14                  Dear BBB San Jose,                  We spoke with Ace Industrial Supply in the middle of December 2013. The salesman offered us a 6-Tool Milwaukee Cordless Tool Set for free if we purchased some reciprocating saw blades and grinder wheels from them. We agreed to purchase 40 short blades, 40 long blades, and 40 grinder wheels for \$838.80, and would receive a free 6-tool set along with it.                  A few days afterwards, their shipping department called to confirm the order. They stated we would receive the blades we ordered, and a 4-tool set. We told them our salesman had told us we would receive a 6-tool set, and so he said he would put the order on hold until a 6-tool set became available. He reiterated that the invoice amount would be \$838.80, with a free 6-tool set.                  The items arrived a few weeks later. The blades and wheels were as expected, but the Milwaukee set was the 4-tool one. Also, the invoice stated that \$1,031.80 was the amount due, Invoice No. XXXXXXXX. This was \$193 higher than stated by both the salesman and shipping department. We stored the items in our office and did not use them. We researched the Milwaukee Cordless Tool Sets, and found that the retail price on the 6-Tool Set was \$625.00. The 4-Tool Set had a retail price of \$324.00. This is a difference in value of \$301.00.                  We called Ace Industrial Supply on 1/9/14 and spoke with ***** on extension ***** After a long dialogue, he said he would take the amount down to \$629.50 if we agreed to keep the 4-tool set. We said this was unacceptable, as the 4-tool set retails for \$300 less than the 6-tool one, and the salesman had promised us the 6-tool set and the shipping department had confirmed it. The price he offered was only \$209.30 less than the original \$838.80 amount. We asked for them to either reduce the cost by the full \$300 (the difference in fair retail value between the two sets), or to take all the items back. We felt this was a fair request, based on the retail values involved. ***** said that he couldn't help us with that, and that the salesman would call us the following Monday. The call never came. We called ***** back approximately two weeks later, on 1/27/14. He stated that he could not help us. We asked if they would take the blades and tools back. He said they would, but we would have to pay for return shipping. We said this was unacceptable, as it was their fault for misleading us on the price and products that we were purchasing. We had originally agreed to purchase the items on certain terms, and they failed to deliver on those terms and so they should take the items back with no expense to us. We asked them to send us a prepaid shipping label so we could send the items back.                  ***** forwarded our call to ***** on extension ***** where we explained the situation. She said she had to speak with her manager. She called us back that same day, 1/27/14, and said they would take the price down to \$588.00. We said this was unacceptable, and wanted to send the blades and tools back. We asked for a return shipping authorization, and a prepaid label. ***** said she would need to call us back. That call never came.</p> <p><b>Desired Settlement</b>                  We would like Ace Industrial Supply to either discount the invoice amount by \$300 (the difference in fair retail value between the 4-tool and 6-tool sets), or to send us a prepaid label to send the tools and blades back. They are still in their original boxes and are new and unused.                  We are seeking the assistance of the Better Business Bureau, in the hopes that this situation can be resolved in a civil manner. We do not feel we are obligated to pay for return shipping on items that were sent to us under misleading premises. We feel that Ace Industrial Supply is obligated by normal professional standards and common honesty to rectify the situation by granting one of the two requests we have made.                  Sincerely,                  **** * *****                  New Covenant Window &amp; Door</p> <p><b>Business Response</b>                  Email Received:                  Hello,                  We have spoken to the customer prior to when this complaint was made. This matter has been dealt with, it appears to have been a simple miscommunication with the customer. We issued a call tag (picking up the material free of charge) they had previously requested and at their request we added them to our Do not Call 'DNC' list.                  Since this complaint was filed, we have received the merchandise back and the account is clear and zero.</p> <hr/>
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<p>The business failed to resolve the complaint issues (2 complaints)</p>	
<p>04/14/2015</p>	<p>Advertising / Sales Issues</p>

03/25/2015	Advertising / Sales Issues
BBB found business made good faith effort to resolve complaint but customer not satisfied with business response (6 complaints)	
08/01/2014	<p>Advertising / Sales Issues   <a href="#">Read Complaint Details</a></p> <hr/> <p><b>Complaint</b> I was sold an item for \$399.00 free shipping when the item arrived it was not what was promised and now they refuse to take it back or refund my money Received a cold call from ace industrial supply. I was in need of a cordless impact wrench at the time. The sales man told me that he could ship me a milwaukee brand impact wrench for \$399.00 and pay for the freight and no money up front. when the item arrived it was NOT what was promised. And they billed me \$240.00 for a tool that is completely useless. No amount of phone calls or conversations that I have had with this company has compelled them to rectify this situation.</p> <p><b>Desired Settlement</b> To abide by the original deal or get a refund.</p> <p><b>Business Response</b> Contact Name and Title: Operations Manager Contact Phone: XXXXXXXXXX I spoke with *** ***** concerning this order. The impact that was originally sent was of lower torque than what was needed. We then price adjusted his invoice from 399.90 to 240.00. *** ***** agreed to take a second order for \$285 to receive a Milwaukee tool. we have yet to realize payment for that order.</p> <p><b>Consumer Response</b> (The consumer indicated he/she DID NOT accept the response from the business.) Yes I spoke to someone named ***. These people are nothing but liars and shysters, first of all the item I was shipped was not what I was promised an out and out lie. When I spoke to *** he agreed to abide by the original deal at first then he tried to insult me which is normal for this operation. Every conversation I have had with these people has ended in a cursing match. All they are interested in verbal coercion and double talk. I never agreed to pay \$285, only to pay the original price. the amount of \$159. These people are criminals! They do not deserve a red cent! They also attempted to make an unauthorized charge on my debit card as is there modus operandi. If you do a little investigation on the internet you will find numerous complaints similar to mine. This company needs to be hauled up in front of the states attorney general and prosecuted for fraud, extortion. I repeat they are criminals!</p> <p><b>Final Business Response</b> ** ***** can simply return the "unused" material and i'll provide him a full refund.  We are reasonable, but certainly not "criminals"</p> <p><b>Final Consumer Response</b> (The consumer indicated he/she DID NOT accept the response from the business.) I simply do not trust them. They can send me a check and when it clears I will send them the item. They also need to send a shipping tag.</p> <hr/>
08/06/2013	<p>Advertising / Sales Issues   <a href="#">Read Complaint Details</a></p> <hr/> <p><b>Complaint</b> Thretning and abusive phone calling. Ace industrial, on july 16, 2013, called my work over 40 times on two lines that are recorded thretning to have me arested for not making payments above and beyond what we agreed to. The products are not worth the money, but I did agree to pay them. They apperently want to increase the payments in such a manerr that I can not afford. They were swearing, thretning to call the police and have me thrown in jail. Run my credit card with out my approvil. Anything to try and force 500 dollars out of me at there convience. They also tied up my employers phone lines for 30 minutes even after we requested that they stop calling.</p> <p><b>Desired Settlement</b> They stop the illegal collection practices, write me an apology letter and wright of the remaing ballance.</p> <p><b>Business Response</b> This complaint was to be removed. It is not directed at Ace Industrial Supply.  Per Mr. ***** conversation with **** ***** at National Recovery this was to be withdrawn.</p> <p><b>Final Business Response</b> Mr. ***** was to remove this complaint, based on the issues occuing with a collection agency, "Naitonal Recovery" and not Ace Industrial Supply.</p> <hr/>

03/13/2015	Billing / Collection Issues
01/26/2015	Problems with Product / Service
12/15/2014	Billing / Collection Issues
	
Page 1 of 2	
BBB did not receive a response from business (1 complaint)	
05/05/2015	Advertising / Sales Issues

**Industry Comparison** | Chart

Tools - Hand, Office Supplies - Sale by Deceptive Telemarketing,  
Tools - Rent

*As a matter of policy, BBB does not endorse any product, service or business.*

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