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BBB BUSINESS REVIEW

What is a BBB Business Review?

CONSUMER COMPLAINTS

THIS BUSINESS IS NOT BBB ACCREDITED

ACE Industrial Supply, Inc.

Phone: (818) 252-1981

Fax: (818) 252-0898

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Customer Complaints Summary

48 complaints closed with BBB in last 3 years | 25 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	17
Billing / Collection Issues	17
Delivery Issues	1
Guarantee / Warranty Issues	2
Problems with Product / Service	11
Total Closed Complaints	48

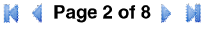
Complaint Breakdown by Resolution

Complaint Resolution Log (48)

Complaint resolved with BBB assistance (39 complaints)

<p>09/17/2013</p>	<p>Billing / Collection Issues Read Complaint Details</p> <hr/> <p>Complaint I am the office manager for our company. I have contacted Ace Industrial Supply Inc. several times by telephone concerning a drill they say was delivered to our place of business. The person I spoke to on 8/16/2013 said his name was**** and represented that company. As I tried to explain the facts as I knew them, he was very aggressive in his responses. After about 2 minutes of conversation he became very irate and would not listen to my input. He accused me of saying that another delivery company was lying about the delivery of the package in question, which I did not do. When I told him I was going to look into the matter further he started yelling at me and threatening me, and then he hung up.I was very offended at the response of this company and feel that their actions are not the correct way of dealing with customers. Please feel free to contact me with any questions concerning this matter. Your consideration is greatly appreciated. Product_Or_Service: Skill - 18v cordress drill Order_Number: #XXXXXX</p> <p>Desired Settlement My company is being charged \$491.00 by Ace Industrial Supply, Inc.. We did not take delivery of the item they are charging us for. They are threating to turn our company in to a collections agency. We have been in good standing in our community for over 25 years with excellent credibility. We feel that accusations by this company are unfounded and that we don't deserve to have the reputation that we have worked so hard to uphold scared.</p> <p>Business Response We at Ace Industrial have reviewed this complaint and contacted our customer. I personally reolved the matter. Resoulution customer and I agreed upon, was removing the cost of the product in question,off the invoice total. Customer has agreed to pay \$109.00 for the remaining product. Due to this agreement we do consider this matter closed.</p> <hr/>
<p>09/13/2013</p>	<p>Advertising / Sales Issues Read Complaint Details</p> <hr/> <p>Complaint i was told the items were "promotional items" and would be free of charge, as a way to entice me to use the catalog and services. the sales rep contacted me, and told me that the items shipped were promotional items and I would not be charged for them, it was a way to get my future business.. the warehouse rep called, never mentioned the billing amount, just confirmed shipping address, the shipment arrived with just a packing slip, no billing slip, or invoice, then 3 weeks later, the invoice arrives with \$368 invoice amount, today i received a cal, the guy said the 1st call was recorded and he would review it and email me a copy of it, I asked him to send me a ups return label, he refused..</p> <p>Desired Settlement i wish for them to send me a UPS or like "return label" for return shipping of the items.</p> <p>Business Response Ace takes every option necessary to resolve all customer order issues and complaints. Per ***'s request, Ace has processed and mailed a pre-paid UPS CALL TAG to customer to return order. We apologize for any order misunderstanding and inconvenience. It is the understanding that when an order is verified and shipped that customer has thirty days as a trial for merchandise and after those thirty days, either to purchase merchandise or it is to be returned. An invoice is sent as a follow up to the shipped order should the customer chose to keep and purchase merchandise. Ace will occasionally include promotional items as free add-on(s) as long as the order is purchased within the 30-day period. We are taking all necessary steps to ensure this policy is outlined in sales and verification calls. Please accept our sincerest apologies if this policy was not outlined clearly during either the sales or verification process. Having issued a pre-paid call tag, we believe this should resolve customer complaint regarding.</p> <hr/>

<p>08/16/2013</p>	<p>Advertising / Sales Issues Read Complaint Details</p> <hr/> <p>Complaint Have asked them not to call anymore, but they still do about once a month. Asked them to remove name & phone several times, but just got another 1 They want to sell us tools, we do not need any. Ask them to remove name & number, but received a call today, July 18, 2013</p> <p>Desired Settlement Please do not call anymore Thanks</p> <p>Business Response We do not have a record of Mr. ***** contacting our DNC Service, so we have done so manually.</p> <p>AQIthough 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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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> <hr/>
<p>08/14/2013</p>	<p>Problems with Product / Service Read Complaint Details</p> <hr/> <p>Complaint Company shipped product to my home and is threatening me although I have sent the unopened product back at my expense. Ace sent drill bits to my home after I told them not to. I have since returned the product, at my expense, and I am receiving phone and mail threats from this company. This company uses threatening tactics to attempt to force me to pay an exorbitant price for a product I do not want. I never opened the box and sent it back. I have lost the return freight and believe ACE Industrial Supply should reimburse me for this. I also think this company should apologize for the threats.</p> <p>Desired Settlement I would like ACE Industrial Supply to reimburse me for the return freight on a package I did not want and should apologize for the threats.</p> <p>Business Response On 4-9-13 Mr. ***** spoke with one our sales staff. Mr. ***** spoke with a verification department to ensure the order was correct and still requested by him. I will happily send Mr. ***** a wavfile of this call if requested.</p> <p>From 5-3-13 until 7-10-13 we left three voicemails, sent four notices. AS stated on our invoices:</p> <p>ANY DAMAGE CLAIMS, RETURNS OR EXCHANGES SHALL BE MADE WITHIN 30 DAYS OF DELIVERY. PACKAGES RETURNED IN ORIGINAL AND UNUSED CONDITION WILL BE CREDITED TO YOUR ACCOUNT AS A SPENDING CREDIT. WE RESERVE THE RIGHT TO REFUSE ANY RETURN AFTER 30 DAYS.</p> <p>We received Mr. *****'s return well past our thirty day policy, which would only be realized at his own cost. We will not be "reimbursing" return costs, seeing it is outside of our policy. We have since closed and his account and returned the balance to zero.</p> <hr/>

07/29/2013	<p style="text-align: right;">Advertising / Sales Issues Read Complaint Details</p> <hr/> <p>Complaint I have received several phone calls from this business and I have told the sales rep please take my name off the list and that I do not intend to purchase anything from them anymore but I still receive calls from them and the latest call was on 7/1/2013 after I told the rep not to call me anymore he proceeded to get really verbally nasty to me over the phone and at that point I hung up. I have had these same problems with this company a few years ago and after contacting you the harassing calls stopped. I have all their calls documented on my phone and that ph# is XXX-XXX-XXXX</p> <p>Desired Settlement I want these harassing calls to stop</p> <p>Business Response Contact Name and Title: ***** - Manager Contact Phone: XXXXXXXXXX Contact Email: ***@***** Ace Industrial Supply prides itself on the professional and courteous experience of its employee/customer relationship. Our sales and customer service staff undergo continuing education and training with regards to maintaining the highest level of customer service.</p> <p>As is understood in the complaint, the individual requested to not be contacted further. Although we respect the wishes of every single customer, there is a specific process necessary to complete this request which requires the customer's interaction.</p> <p>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. Please email your company's: * business name * mailing address, * Primary contact person, and * Any phone numbers you wish to have attached to your request to: ***@*****</p> <p style="text-align: right;">Thank you for contacting Ace Industrial Supply</p>
	

The business failed to resolve the complaint issues (2 complaints)	
04/14/2015	Advertising / Sales Issues
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)

<p>08/01/2014</p>	<p>Advertising / Sales Issues Read Complaint Details</p> <hr/> <p>Complaint 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>Desired Settlement To abide by the original deal or get a refund.</p> <p>Business Response 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>Consumer Response (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 operendi. 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>Final Business Response ** ***** can simply return the "unused" material and i'll provide him a full refund.</p> <p>We are reasonable, but certainly not "criminals"</p> <p>Final Consumer Response (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/>
<p>08/06/2013</p>	<p>Advertising / Sales Issues Read Complaint Details</p> <hr/> <p>Complaint Thretning and abusive phone calling. Ace industreal, 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, threntlining 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 alao tied up my employers phone lines for 30 minutes even after we requested that they stop calling.</p> <p>Desired Settlement They stop the illegal collection practices, write me an apology letter and wright of the remaing ballance.</p> <p>Business Response This complaint was to be removed. It is not directed at Ace Industrial Supply.</p> <p>Per Mr. ***** conversation with **** ***** at National Recoverythis was to be withdrawn.</p> <p>Final Business Response Mr. ***** was to remove this complaint, based on the issues occuing with a collection agency, "Naitonal Recovery" and not Ace Industrial Supply.</p> <hr/>
<p>03/13/2015</p>	<p>Billing / Collection Issues</p>
<p>01/26/2015</p>	<p>Problems with Product / Service</p>
<p>12/15/2014</p>	<p>Billing / Collection Issues</p>

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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