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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)	
07/18/2013	<p>Billing / Collection Issues Read Complaint Details</p> <hr/> <p>Complaint I ordered a power washer from ACE INDUSTRIAL December 2012 due to financial difficulties I was unable to make payments for 6 months and they would not take it back I am able to make payments now and made a 100. Payment July 1 St but they refuse to take payments now and calls my cell phone and house phone at least 20 times a day harrasing telling me there is a warrant out for me and better get it paid in full now ... also have an issue about when my sister answered my phone and he said some sexual remarks to her and called her a name.... I had asked again for them to send me a box so I could send it back but refused..... if you have any questions about the remarks made to my sister you may contact ***** at XXX XXX XXXX. He also calls restricted all the rimes but I have saved as many as 20 calls a day Product_Or_Service: powerwasher Account_Number: XXXXXXXXXXX</p> <p>Desired Settlement Either take it back or allow me to make the payments and not call my phone 20 times a day harrasing... also would like to deal with the harrasment on my sister.</p> <p>Business Response Complaint was processed incorrectly. Spoke with customer and resolved issue. Customer Withdrawing complaint</p> <hr/>

05/13/2013	<p>Billing / Collection Issues Read Complaint Details</p> <hr/> <p>Complaint Company has been calling me for 2½ years to collect an unauthorized bill. They called me 14 times in 15 minutes to harass me. This is normal for them Company has been calling me for 2½ years to collect an unauthorized bill for "free samples." I've told them many times that the can pick up their product but they refuse. They called me 14 times in 15 minutes to harass me and disrupt my business. They threatened to damage my credit and called two of the companies that I do business with in an attempt to discredit me. I looked at various online complaint sites and my experience of their deceptive sales practices and harassing collection practices was repeated over and over again. This is apparently the way they do business.</p> <p>Desired Settlement Stop calling me and discontinue your unethical business practices.</p> <p>Business Response We have recieved a copy of a complaint filed with your office from ***** of Miracle Auto Repair. First we would like to deny anyone from Ace Industrial Supply Inc. called Mr. ***** 14 times in 15 minutes. This order was placed by Mr. ***** on 11/04/2011 on an open 30 day account. Prior to shipping the order out, a shipping department conacted Mr. ***** to ensure that all was correct, product, price, tems and shipping and billing address. He gave permission to have the order sent and it left our facility on 11/10/11 with a due date of 12/10/2011. Once the invoice went past due by 10 days we contacted Mr. ***** only to have claiming that the order was for free and will not pay. We then asked him to return the merchandise and again he refused to do so. For the next few weeks we continued mailing invoices and letters for him to contact us. We attempted to make contact again, he would not come to the phone or return any of our calls. It was not until 04/04/2013 Mr. ***** called making threats of sueing our Company. On 4/09/2013 we recieved the complaint filed with your office. The resolution to this is simple. Mr. ***** needs to either pay for the goods that he ordered or return them in its original and unused condition and packaging. Any assistance from your office would be greatly appreciated.</p> <hr/>
04/23/2013	<p>Billing / Collection Issues Read Complaint Details</p> <hr/> <p>Complaint I received tools from Ace Industrial Supply, Inc. after being bothered countless times in the past to purchase. The tools broke immediately after opening the box and trying to use them just once. After securing a return with the company I received a phone call stating the products would be sent back, upon telling them I did not want these tools and would like a refund I was told they would be sent back regardless, I would be billed, and I would be sent to collections. This is all on top of being relentlessly harassed by this company in the past and being ignored when ask to be removed from the do not call list. I have sent this company a cease and desist letter and reported them to the trades commission on top of yourselves at this current time. Product_Or_Service: Tools Order_Number: XXXXXXX Account_Number: XXXXXXXXXX</p> <p>Desired Settlement I would just like the company to be looked into and action taken as necessary.</p> <hr/>
04/10/2015	Billing / Collection Issues
03/23/2015	Problems with Product / Service
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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

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