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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)	
09/22/2014	Advertising / Sales Issues
09/05/2014	Billing / Collection Issues
08/22/2014	Billing / Collection Issues
08/22/2014	Advertising / Sales Issues
04/28/2014	Guarantee / Warranty Issues

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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