

# MSC Industrial Supply Co®

Industrial Quality Tools & Supplies from Top Brands. We Do Ship Fast!



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1,440  1.7k  7.6k

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- (30 mins ago) **Joy Mangano**  
luggage
- (30 mins ago) **Ballard Designs**  
Do not order from them

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### Consumer Tips & Tricks



**How to Avoid Reward Credit Card Dangers**



**Don't let identity thieves ruin your trip**

## Ace Industrial Supply, Burbank, California Complaints & Reviews - Charged \$400 for "free" items

[Ace Industrial Supply Contacts & Informations](#)

### Ace Industrial Supply

Posted: David Mills

### Charged \$400 for "free" items

Complaint Rating:

#### Contact information:

ACE Industrial Supply  
7535 San Fernando Blvd.  
Burbank, California  
United States  
Phone: (800)223-3129  
[acetools.com](http://acetools.com)

For starters, we have asked their salesmen to stop calling our house because we have found better prices elsewhere on building supplies. They must be desperate for business because they continue to call. During one phone call, the salesman said he had a lot of odds 'n ends lying around he needed to get rid of, and he would like to send it to us just to get rid of it, paid shipping and no charges whatsoever. Told him fine. A box came with an assortment of items (extension cord, shop light, allen wrench set, etc.) along with an invoice with "\$0.00" next to each item. The next month, a bill arrived for \$400 for all our "free" items which they insist we owe.

Comments

United States

Unauthorized Charges

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Was the above complaint useful to you? Yes No

#### More Ace Industrial Supply complaints

- + Ace Industrial Supply - Harassing phone calls
- + Ace Industrial Supply - Shoddy product, threats, harassment
- + Ace Industrial Supply - Bait & switch tactics / phone harassment
- + Ace Industrial Supply - Harrasement
- + Ace Industrial Supply - harassing phone calls
- + Ace Industrial Supply - Bait & switch tactics / phone harassment
- + Ace Industrial Supply - Unauthorized charges
- + Ace Industrial Supply - Harasing phone calls
- + Ace Industrial Supply - Harassment

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OVER \$300 VALUE

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- About the supplier of nCrowd SG TBW Victims
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### Today's Mess-Up Photo

**Oxford and cambridge certificate**



More Mess-ups

RSS

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Comments

13th of Dec, 2008 by [Ansel Price](#)

+1 Votes

I agree with you. I have repeatedly told Ace that I do not want their poor quality junk. If I need any tools, I can go to the parts store 2 miles down the road and get what I need immediately. If I have a problem with it, I can take it back and they will replace it or give me a refund.

Most of what Ace sells is high priced and very poor quality and may not even work the first time you try to use it!

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11th of Aug, 2009 by [Century European](#)

+1 Votes

What did you do with these items that were supposedly free? We are dealing with the very same issue except the bill they say we owe is over \$700.00!!! Who did you complain to and what do we do?

[Report Spam](#)

20th of Dec, 2009 by [mike anthony](#)

0 Votes

i am a manager at ace industrial supply, anything you want to ask and get the truth, you can e-mail me at iamamazing04@yahoo.com you will be stund, find out the truth about s.t.c charges!

[Report Spam](#)

30th of Dec, 2010 by [ay essop](#)

+1 Votes

The salesgirl called me, saying she had some free tools that she wanted to send to me at no charge. i agreed even though i had sent back saw blades that were junk. So the free tools arrived and i left them in the box.Sure enough a bill came for \$ 479.00 package price & freight \$76.75 plus \$46.25 for stc what ever that is. Today i went to home depot & lowe's and priced the crap they sent, it came to \$340.00. i then took the box of crap to ups returned it for \$17.45.

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31st of May, 2012 by [HCass](#)

+1 Votes

I will tell everyone, make sure you document all of your issues, contact the CA Attorney General and BBB about their business practices and then contact the Do Not Call Registry in regards to the calls, but make sure you have proof that you have asked them to stop calling you. The more documentation you have the better case you will have against them. Their business practices are all but despicable and they need to be stopped ASAP. I would file complaints immediately with all the above entities and get them involved so that if Ace Industrial continues with their calls you have a leg to stand on!! Don't wait call TODAY.

[Report Spam](#)

18th of Sep, 2012 by [themanswife](#)

0 Votes

It never ends with Ace. Everyone must make formal complaints! This company and its employees are out of control! I will file a complaint about them on every board I can find just as they spam our business phones cell phones and emails!

[Report Spam](#)

Post your Comment



Please check text spelling before submitting a comment

Your attitude towards Complaint  Agree  Neutral  Disagree

Comment text

Please provide as much information as possible...

Attach photos (optional)

 

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## Unfair Debt Collection

Debt collection problems? Call for a free case review.



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