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1-13-24

Office of the Attorney General
State of California
1300 "I" Street
Sacramento, CA 95814-2919

Subject: Formal Complaint Against Mitchell Rubber Products, Inc. for Defective Products and Poor Business Practices

Dear Attorney General,

I am writing on behalf of Ironcompany.com, LLC, a reputable online retailer of gym equipment and rubber flooring, to file a formal complaint against Mitchell Rubber Products, Inc., located at 1880 Iowa Avenue Suite 400, Riverside, CA 92507. This complaint is necessitated by a series of unresolved issues relating to the supply of defective Rubber Flooring Tiles by Mitchell Rubber Products, a company that has been our supplier for over two decades.

Background:

Our longstanding business relationship has unfortunately been marred by continuous problems with product quality, poor customer service, and a lack of accountability from Mitchell Rubber. Key employees involved in these matters are Ted Ballou, Daniel Reyes, and Jackie Soto.

Issues Encountered:

Defective Products: Multiple orders of Rubber Flooring Tiles have been found defective. This includes issues like gaps in interlocking tabs, height variances creating trip hazards, tiles curling up, and discoloration.

Lack of Responsiveness: Attempts to address these issues through emails and phone calls to Ted Ballou, Daniel Reyes, and Jackie Soto have been met with silence. Our communications have consistently been ignored, exacerbating the situation and causing our company many hours of unnecessary customer service, financial loss, and harm to our reputation.

Financial Burden on Ironcompany.com: We have had to dedicate extensive resources to customer service for managing these issues, including refunding customers or replacing defective Mitchell Rubber products with similar flooring brands.

Non-Compliance with Business Ethics: Despite confirming the continuation of product manufacturing in Mexico, Mitchell Rubber has failed to provide replacements for defective products, attempting to push the financial burden onto us.



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Specific Orders of Concern:

Order JAS-33599 - Nick Falzerano

Date Ordered: August 2, 2023

Date Product Received: August 14, 2023

Date of Complaint: August 17, 2023

Complaint Description: Gaps in interlocking tabs, height variances creating trip hazards, tiles curling up.

Mitchell's Response: Indicated a check with QC manager and later, with a foreign manufacturer.

Communication Attempts: 9 emails from Ironcompany.com sales rep John, with additional involvement from Ironcompany's Operations Manager and the owner.

Resolution and Costs: Ironcompany absorbed \$290 in shipping costs. The customer was credited for the defective Mitchell product and switched to an alternative product. After months of emails, attempted calls, and a Teams video call, Mitchell finally reimbursed Ironcompany for this \$290 expense but ignored the others.

Order MAS-33756 – Bill Maris

Date Ordered: August 20, 2023

Product Reception: Product never received by customer.

Date of Complaint: August 28, 2023

Complaint Description: Mitchell Rubber was unable to provide an ETA for the order.

Mitchell's Response: No resolution provided; customer eventually cancelled the order.

Communication Attempts: 12 emails and numerous phone calls without a response to the final email.

Resolution and Costs: Customer cancelled due to lack of ETA, resulting in the loss of a valuable customer and a \$1,762.62 sale.

Order MCO-73298 - Dustin Bru

Date Ordered: December 3, 2021

Date Product Received: January 19, 2023 (two-years after order was placed)

Dates of Complaints:

July 16, 2022: Delay beyond 7-8 months originally quoted.

March 10, 2023: Off-gassing smell.

May 8, 2023: Color change on the tiles.

Complaint Description: Extended delay in receiving product, off-gassing smell, and color change on tiles.

Mitchell's Response: Order was finally processed and shipped. Provided information regarding chemicals to ease concerns about smell. Shipped 13 replacement tiles on May 25, 2023, for the discolored tiles. However, as of August 1, 2023, 70 more tiles were reported discolored. The rubber in this flooring is experiencing a chemical reaction that is slowly discoloring all the tiles.

Communication Attempts: Over 20 emails regarding ETA, 5 emails about off-gassing smell, and over 50 emails between three Ironcompany.com employees about discolored tiles.

Resolution Status: Pending. Awaiting complete resolution from Mitchell Rubber on the discoloration issue.

Our requests for either full replacement of defective tiles or complete refunds, including shipping costs, have been ignored or inadequately addressed. Customers purchase price including shipping cost was over \$6,000US for the (210) black BF-4B center tiles by Mitchell Rubber.



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Steps for Resolution:

We seek intervention from your office under the CA Consumer Protection Laws, which clearly outline regulations against Unfair Business Practices, False Advertising, Product Liability, and Breach of Warranty. Our situation involves Defective Product, Misrepresentation, and Failure to Rectify issues.

Supporting Documentation:

We have compiled all necessary documentation, images of defective products, and customer complaints to substantiate our claims.

Conclusion:

Our trust in Mitchell Rubber Products has been severely undermined. Their failure to uphold basic business ethics and customer service standards has caused significant financial loss and damage to our reputation. We request a thorough investigation into their practices and appropriate actions to ensure accountability and justice for the damages incurred and so that similar matters can be avoided by future customers and dealers.

We appreciate your attention to this serious matter and await your prompt response.

Sincerely,

J.P. Brice

A handwritten signature in black ink that reads "JP Brice". The signature is written in a cursive, flowing style.

President
Ironcompany.com, LLC
2201 Long Prairie Rd. 107-373
Flower Mound, TX 75022