



Forged Passion Since 1997

1-13-24

Office of the Attorney General
State of Texas
PO Box 12548
Austin, TX 78711-2548

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

Dear Attorney General,

I am writing to you on behalf of Ironcompany.com, LLC, a Texas-based online retailer specializing in gym equipment and rubber flooring. We are compelled to lodge a formal complaint against Mitchell Rubber Products, Inc., located at 1880 Iowa Avenue Suite 400, Riverside, CA 92507, for their persistent delivery of defective products and egregiously negligent customer service, which has significantly impacted our business and clientele.

Nature of Complaint:

Mitchell Rubber Products, a supplier to Ironcompany.com for over twenty years, has recently failed to uphold the quality and service standards expected in our business arrangement. Their lack of responsibility and accountability in dealing with defective products has imposed undue financial and reputational burdens on our company.

Key Personnel Involved:

- Ted Ballou
- Daniel Reyes
- 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.



Forged Passion Since 1997

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.

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 had to instruct our customer to discard all the defective flooring and 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,



Forged Passion Since 1997

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.

Applicable Texas Laws:

Under the Texas Consumer Protection Laws, including the Deceptive Trade Practices Act, False Representation, Express and Implied Warranties, and Breach Of Contract, we believe our situation falls squarely within the parameters of these legal protections. The specific issues of Defective Product, Misrepresentation, and Failure to Respond and Rectify by Mitchell Rubber warrant your office's immediate attention.

Requested Action:

We seek the intervention of your office to investigate these allegations against Mitchell Rubber Products, Inc. We have substantial evidence, including email correspondences, customer complaints, and photographic evidence of the defective products, which we are prepared to present.

Conclusion:

The conduct of Mitchell Rubber Products, Inc. has not only resulted in financial losses for our company but has also endangered the safety of our customers and tarnished our reputation. We respectfully request that the Texas Attorney General's Office take appropriate action against Mitchell Rubber Products, Inc. to rectify these issues and prevent further harm to Texas businesses and consumers.

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