

A. DOUGLAS BURNS, B.A., LL.B.
 MANVIR SOHAL, B.A., LL.B.
 JESSICA SURI, B.A. (Hons), J.D.
 MANMEET DHALIWAL, B.A. (Hons), J.D.



COUNSEL IN CRIMINAL MATTERS:
 DEAN D. PAQUETTE B.A., LL.B.**
 **Certified Specialist in Criminal Law
 ** Fellow, American College of Trial Lawyers

R. SRINI VASAN, M.A., B.L. (1938-2016)

File No. M-1401

November 18, 2020

Principles Integrity
 30 Haddon Street
 Toronto ON M5M 3M9

Via Email postoffice@principlesintegrity.org
Attention: **Integrity Commissioner**

Dear Sir/Madam:

**Re: Code of Conduct Complaint Against Councillor Merulla – Preliminary Findings Report dated
 November 8, 2020**

The Oxford Dictionary definition of the word integrity is “honesty, wholeness, soundness”. The integrity of councillors also should apply that any person or body judging their integrity do so honestly and soundly and also be certain that their investigation is done in a “wholeness” fashion.

The complaint made against Councillor Merulla with respect, has not been investigated in that fashion and there appears to be an instance that the commissioner has become not only an adversary of Councillor Merulla but also an advocate for the complainant. The complaint is set out in the draft report of the commissioner and indicates that the complaint was on the basis that councillor Merulla used inappropriate and offensive language with the complainant identifying him as a member of Hamilton council.

Later in this response Councillor Merulla will comment on the offensive language that he had appropriately used. As is set out in this report, if Councillor Merulla used inappropriate language while acting as a Councillor, that is unfortunate. However, in reading the article in the Hamilton Spectator, the principal of the complainant company indicated that his customers and their complaints were “pissing me off”. This of course is street language and is unprofessional but to saddle a public official involved in a private dispute with making use of similar language is respectfully the “the pot calling the kettle black”.

It is also alleged that these comments and the conduct of Councillor Merulla breach the standards expected in the Code of Conduct. The commissioner purports to have conducted the investigation applying principals of procedural fairness. Councillor Merulla takes exception with both the matter in which the complaint was investigated and also the conclusion arrived at by the commissioner. Councillor Merulla respectfully submits that a review of the facts in this matter would lead to any fair-minded person, dismissing the complaint.

Councillor Merulla acknowledges having ordered product from an entity known as Great Lakes Girya. The commissioners report includes various errors which some seem to be minor but overall illustrate a lack of attention to detail and a rush to justice by either neglecting or avoiding the details. The commissioner’s report

says Great Lakes Girya is a company which distributes weight training equipment. There is no indication whether the "company" is a sole proprietorship, an Ontario corporation, or a Canadian corporation. If the commissioner had completed a reasonable and complete investigation, the commissioner would have determined that Great Lakes Girya Inc. is an incorporated company but the date of incorporation was May 25, 2020. The submission of Councillor Merulla is in completing the investigation the commissioner should have determined how many complaints had been filed during the first 4-5 months of operations by this entity.

Great Lakes Girya advertises itself as being an exporter of fitness goods. In point of fact, Great Lakes Girya is not an exporter of equipment but rather is an importer of Chinese goods, which in itself, may devise either an explanation or alternatively, an excuse for failing to deliver products in a timely manner. The commissioner seizes on a "20% on pre-ordering provision on the company's website" The commissioner goes on to regurgitate the terms of a pre-order term and the time delays that may be encountered. Councillor Merulla acknowledges that he did not read or consider in detail the terms of the pre-order and, as a lay person, such an omission, it is submitted, would not be unusual in particular if a consumer believed they were getting "a good deal". Councillor Merulla's failure as a lay person to properly appreciate the "pre-order terms" is obviously a situation that a number of customers of the complainant company had experienced. We are pleased to enclose herewith copies of the numerous complaints that should have and must have been considered by the commissioner prior to making any decision.

Councillor Merulla submits that the initial response of the complainant should be treated as illustrated of prior complaints the company has had many of which appear on social sites.

It would appear that upon Councillor Merulla's query about his order, the first response of the complainant was "didn't you read the pre-order information on the company's website?" The commissioner, in the draft report "parrots" a comment made by the complainant and indicates his conclusion that he (Councillor Merulla) "snapped" - which information could have only originated with the complainant. The commissioner obviously wasn't present during any communication and there is no recording of the conversation. The Oxford Dictionary defines "snapped" as "to break suddenly or with a sharp crack (caused to) emit sudden sharp sound"; "open or closed with snapping sounds"; "say something irritably or spitefully". In using the term "snapped" the complainant has basically reverted to street slang and yet when Councillor Merulla makes use of street slang, the complainant found it offensive and something that should be reported both to the police but also to the Mayor of the City of Hamilton.

It is the position of Councillor Merulla that while he may have used street slang, as the complainant had, he disagrees entirely with the way in which she has reported it. Hearing the explanation of the complainant, Councillor Merulla indicated "you are not going to punk me off". He did not refer to the complainant as a punk which would make no sense, common or otherwise, under the circumstance. The commissioner has also apparently, interviewed the "owner" of the entity and the owner indicates Councillor Merulla had also referred to him as a "punk". Again, Councillor Merulla did believe that he was being "punked off" and logically, the person who was being referred to as a punk or a "fucking punk" was Councillor Merulla himself.

The Commissioner goes on to find as facts, that Councillor Merulla threatened the complainant. Clearly, that was not the conclusion of Waterloo Regional Police. Councillor Merulla has denied that at anytime he physically threatened the complainant and any threat that he may have made was on the basis that he believes that the company was and had entered in to a scheme whereby it could collect payment in full for products

and then maintain for literally months, that the goods had not arrived from China. Councillor Merulla believes that the material provided to him after the refund was made is clear, uncontradicted indication that Councillor Merulla may well have been "on the right track" with respect to his concerns.

Document 5239 makes reference to the Order of August 22, 2020 at 1:40 PM from Online Store but Councillor Merulla points out that beside the word "Print" is the word "Restock". When one goes down to number 60 on the same page you will see the hex head dumbbell singles "restocked at 191 Guelph Street". One also notes that number 35 the hex head dumbbells were "restocked at 891 Guelph Street". Councillor Merulla submits that a 1-6-month delay to deliver goods that were already on site included in Councillor Merulla's response are a number of complaints with respect to the operations of Great Lakes Girya and indicates that although the product order was available and in Canada, the company intended to "hold" the product and not deliver making use of the costumers "payment in full" plus HST and shipping charges until the company was ready, but more importantly, "willing" to fulfill the order. Please find enclosed various customer complaints concerning similar conduct by Great Lakes Girya.

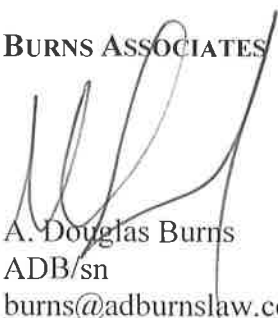
It is also important to note that HST is payable and remittable to the government when received. One question is whether the HST received by Great Lakes Girya with respect to this order or any of the pre-orders was in fact remitted?

It is respectfully submitted that when one has a true belief, that he or she - whether a citizen of Hamilton or a City Councillor or a board member - has an inherent right to react strongly as a Councillor Merulla did in this instance. It might be noted that although Councillor Merulla was advised that a pre-order would take between 1 and 5 months for delivery because of the Covid virus, in point of fact, from a review of the documentation provided by the complainant, the weights ordered by Councillor Merulla, were located at a Guelph Street location in Kitchener, Ontario that is probably less than 1 mile from the Victoria Street location. In other words, and in plain English, the goods were available and deliverable and the only explanation for the non-delivery as experienced by Mr. Merulla and many other customers was that basically, the company had received funds that it was paying no interest on. It had no delivery date scheduled. Quite frankly, if the customer finally gave up, the sums (payment in full) would be forfeited.

It is also strongly submitted that any comments or complaints made directly to either Great Lakes Girya or its employees were made as a private citizen, and frustrated by his dealings with another "entity", which should be unrelated in any way to his position as a City Councillor.

Yours very truly,

BURNS ASSOCIATES

per

A. Douglas Burns
ADB/sn
burns@adburnslaw.com
Encl.

#5239

August 22, 2020 at 1:40 pm from Online Store

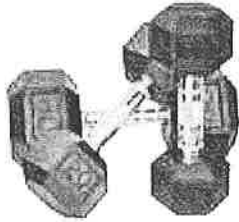
CanceledRefundedUnfulfilled

[Print](#)[Restock](#)

[Edit](#)

[More actions](#)

Removed (4)



Hex Head Dumbbell (singles)

60

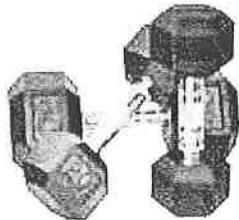
• Restocked at 891 Guelph St

\$88.80 × 2

\$177.60

- Pre-ordered items:

2



Hex Head Dumbbell (singles)

35

• Restocked at 891 Guelph St

\$51.80 × 2

\$103.60

- Pre-ordered items:

2

Refunded

Subtotal 4 items

\$281.20

Shipping FedEx Ground (86.183 kg)

\$70.60

Tax HST 13%

\$45.74

Total

\$397.54

C

Paid by customer	\$397.54
Refunded Reason: --	-\$397.54
Net payment	\$0.00

Timeline

Show comments

Post

Only you and other staff can see comments

YESTERDAY

You sent an order cancelled SMS to Sammy Merulla (+1 905-870-0778).

3:06 pm EDT

Resend SMS

You sent an order cancelled email to Sammy Merulla (smerulla@hamilton.ca).3:06 pm EDT

Resend email

You canceled this order. Reason: Customer changed/canceled order.(via Shopify Mobile for iPhone)3:06 pm EDT

You restocked 4 items at 1 location. (via Shopify Mobile for iPhone)3:06 pm EDT

\$397.54 CAD refund will be deducted from your Sep 8, 2020 payout.(via Shopify Mobile for iPhone)3:06 pm EDT

You refunded \$397.54 CAD on the Visa ending in 2103. (via Shopify Mobile for iPhone)3:06 pm EDT

AUGUST 26

The phone number +1 905-870-0778 was added to this order.3:19 pm EDT

AUGUST 24

\$385.71 CAD was added to your Aug 26, 2020 payout.9:20 pm EDT

AUGUST 22

Order confirmation email was sent to Sammy Merulla (smerulla@hamilton.ca).1:40 pm EDT

Resend email

A \$397.54 CAD payment was processed on the Visa ending in 2103 via Shop Pay.1:40 pm EDT

\$385.71 CAD will be added to your Aug 26, 2020 payout.1:40 pm EDT

Sammy Merulla placed this order on Online Store (checkout #13988743741515).1:40 pm EDT

Notes

Edit

No notes from customer

C

Customer

[Sammy Merulla](#)

1 order

CONTACT INFORMATION

[Edit](#)

smerulla@hamilton.ca

+1 905-870-0778

SHIPPING ADDRESS

[Edit](#)

Sammy Merulla
261 Graham Avenue South
Hamilton ON L8K 2M7
Canada
(905) 870-0778

[View map](#)

BILLING ADDRESS

Same as shipping address

Conversion summary

- This is their 1st order
- 1st session from Google
- 2 sessions over 8 days

[View conversion details](#)

Fraud analysis

1. LOW

- Characteristics of this order are similar to non-fraudulent orders observed in the past
- Billing street address matches credit card's registered address

[View Full Analysis](#)

Tags

[View all tags](#)

pre-order

[Save](#)

C



Great Lakes Girya Specialty Training Tools

Need to file a complaint? BBB is here to help. We'll guide you through the process.

[File a Complaint](#)

1 Complaints

Show All Complaints



Sort By

Most Recent



Complaint Type: Delivery Issues

Status: Resolved

21/09/2020



This company promotes buying preorder sales for products that they have on order with a manufacturer. I made a preorder purchase 5/7/2020 in the amount of \$520.00 for a Kettle Bell Starter Kit. At this time I have not received the product and I wish to seek a refund on my purchase since nothing has been shipped or received. I have attempted to email the company three different times to request the refund but they have not responded to any of my email request.

***** I am still seeking a refund as I have never received the order, it has not shipped, and I have very little communication from the company to the status of my order. They will typically send a mass email once a month saying that things are pushed out again and we will soon receive the product but it never comes.

Desired Outcome

I would like to receive a full refund.

14/09/2020



I ordered the 160kg bumper plate set and two kettle bells on June 7th with a estimated delivery of the first week of August. I have received no firm confirmation of a expected delivery date. I was told by the end of August and that was pushed back to September/October.

Desired Outcome

I would like to receive a refund for my order number ****



Customer Response

07/10/2020

I've resolved this issue with the business owner, he was prompt and worked through the issue with me. Thank you *****

14/09/2020



I had ordered approximately \$1700 worth of product from GLG on May 19th with the expectation that it would arrive in July, maybe August at the latest. I am here without my order or any correspondence from the owner. I am order ***** and I have seen others on social media with the same product but a higher order number

I have tried to call, email and reach out on social media multiple times but it was met with nothing.

Desired Outcome

I ordered a large collection of steel plates and a barbell. I have since purchased another barbell and would appreciate the plate portion of my order to be shipped out ASAP. I can wait for the barbell portion of my order.



09/09/2020



pre-order gym equipment from buisines, website was unclear on policies and wait times. company took payment at time of order July 1st and did not reply to emails in regards to order status. Owner sent a general email that the company will not be responding to individual customer emails on shipment status and should read their website in regards to return polisy and pre-order wait times. On the 4th attempt to reach the company by email, on August 31st. I explained, after not being informed in anyway of the status of my order, I had found the product elsewhere, purchase and recieved it, and was requesting a refund. The company's response was that they would not refund payment as per their policy stated on their website and my order was on it's way and would be delivered once they recieved it a there warehouse. No dates or method of shipment, etc. were given. I feel they took my money without providing any product or service, not even communication and updates, or explanations as to where my order went. I felt like I had been ***** into paying for something that they did not intend to provide. Lack of professionalism, customer service and respect, I am not sure how it is legal to take a clients money and provide no proof of product, service or intent to fill an order.

Desired Outcome

Refund of payment.

09/09/2020



Purchase Date: August 10, 2020 Order #: **** Model Numbers: 25lb cast iron plates x 2, Hex Head Dumbbell (singles) - 50 x 2, Hex Head Dumbbell (singles) - 25 x 2 Payment Amount: \$312.18 CAD Payment Method: Online via their website with a ***** I've never received a ETA on delivery and now after doing some research on social media sites and ***** and learning that the reason ***** and this company does not do refunds is because he claims a lack of capital which is extremely concerning. I called multiple times to never get a response. I've emailed asking for an update first and then a refund and got hit with an auto-reply that there are no refunds. He is unreachable after taking payment and is providing zero insight into when or if these products will arrive. Today I received an email outlining that he has shipping issues (not my problem) and is just generally not organized in sourcing from manufacturers overseas, importing and drop shipping products. I even selected pick up as an option to simplify things when he is over 100KM away from my home. I want a refund immediately before he goes out of business. If demand is high, then he should have no issues selling the inventory when it eventually comes in. I will not be doing business again with him

02/09/2020



Hello BBB, I am writing to open a dispute on my 2-month delayed order with Great Lakes Girya. Purchase date: June 21, 2020 - my credit card was promptly charged. The order was expected for late July/early August as per their website.

***** I wanted to support a small business, but I feel let down by the service as they have delayed my delivery again to October 2020. I have wrote them that 4 months for a shipment is unreasonable and asked for a full refund (\$205.43) to my credit card (****) ending in ****. They denied this and gave me a generic response that they are 'doing all we can to get your order out'. If I had known that the order would be for October, I would have not ordered.

Desired Outcome

I am hoping BBB can help me resolve this claim. The resolution I am seeking is a full refund to my **** ending in **** of \$205.43. Thank you.

Great Lakes Girya Specialty Training Tools Response

05/10/2020

This order has already been cancelled.



Customer Response

05/10/2020

(The consumer indicated he/she ACCEPTED the response from the business.)

Complaint Type: Problems with Product/Service **Status:** Unanswered ?

01/09/2020



Hi - I ordered products with this company with a promised delivery date in August - they charged my credit card and still have not delivered. They are not responding to my Emails not my phone calls. It's such a horrible customer service experience and from the reviews and comments online I'm not the only one who has experienced these issues

Desired Outcome

100% refund

Complaint Type: Delivery Issues **Status:** Unanswered ?

01/09/2020



I placed an order on June 17 and was billed for \$68.42 and never received my order. Followed up with email and phone call and no response to resolve matter or ability to be reimbursed. I have since heard others have had a similar experience and now believe this company to be***** and need help resolving. Thanks.

Desired Outcome

I would either like my order or a full refund.

Complaint Type: Advertising/Sales Issues **Status:** Unanswered ?

26/08/2020



Complaint Details Unavailable

17/08/2020



Order ***** On May 10/20 I pre ordered 3 sets of cast iron plates,
***** Total \$538.32 I was informed by ***** (the
owner) my order would arrive at his gym by June end, and I would receive my order by
***** Ground delivery early July to my home address in ***** AB. Also the same email
advised me to reach out to him with any concerns or questions I had. I asked about
delivery issues as this was in the beginning of Covid when deliveries were backed up and
slow. He guaranteed me my product would arrive on time. I have contacted him by
phone, email and he will not respond to me directly. I receive emails offering me 40% off
my next order but nothing regarding my order. I am seeking a full refund in the amount off
\$538.32 on my ***** which was my method of payment.

Desired Outcome

I am seeking a full refund in the amount of \$538.32 on my *****.



Customer Response

18/08/2020

This issue has been resolved, ***** has refunded my order in full on August 18th. Thank you

Complaint Type: Delivery Issues **Status:** Unanswered 

17/08/2020



On May 20th of this year, I placed an order for two kettlebells. My order number is 2371. When I asked for a timetable for fulfillment, I was told over the phone that the order will be filled by mid July. In mid July, I was able to contact the owner, ***** He informed me that "things will start moving in 10 days". I waited 5 weeks and received zero correspondence from him. I called ***** 2 weeks ago inquiring about my order. At that time, he stated that he can ship half of my order immediately but I would have to wait for the 20Kg Kettlebell. I waited another week, and never received a shipping confirmation for a partial order. I called ***** again inquiring about the order and told him that if he's unable to fill the order that I'm requesting a full refund. ***** stated that the kettlebells will be shipped in 3-5 days. I am now beyond the 3-5 day period and ***** has neither responded to my emails or voicemails. Without further delay, I would like the items I purchased shipped immediately, or a refund to be issued.

Desired Outcome

Delivery without any further delay or a refund

Complaint Type: Delivery Issues **Status:** Resolved 

07/08/2020



I placed an order with ***** for 2 sets of weights. I've tried to contact him numerous times to ask when delivery might be expected - by email and phone - and both times I've received an automatic response or that the mail box is full. I ordered these weights a couple of weeks ago. You would think he would be able to respond to a delivery question by now.

Desired Outcome

I would like to know if they indeed plan on sending out the product I have bought and paid for or if they instead would refund the charges on my credit card.



Customer Response

13/08/2020

Problem resolved"? Thanks very much for your help!!!

07/08/2020



Placed order with Mr ***** company, Great Lakes Girya Specialty Training Tools, May 5th. No updates, won't refund me, I spent 1700.00 on my ***** and ordered set of barbell and weights. Won't return my calls. ***** has gone rouge, wont rerun emails.

***** Has taken advantage of Global Pandemic.

Desired Outcome

Full refund. Or ship my equipment next week.

21/07/2020



I went on the website looking for workout equipment and found something I like. So I ordered it. I later found out by looking at his sponsored ads that would pop up on my feed that people have been complaining about this site selling things they don't have , shipping taking long etc So I contacted ***** the owner directly He mentioned to me that my particular order which was placed on June 6 (2 days before this call) comes in two separate shipments one in late August and the other in OCTOBER! This information is nowhere to be found. I asked for a refund and since then ***** has hung up on me twice. Sending me emails apologizing for the 'nature of this order? telling me he doesn't have the capital to cancel my ***** order and offering me 40% on my next purchase. I put in a negative review and he called me and started swearing at me and hung up while I'm in the car driving with my family out loud via Bluetooth. He simply doesn't care that the lack of this vital information is not found specifically on the page where the item is available to order. I simply wouldn't have ordered it knowing that important information. He could have easily canceled my order understanding where I was coming from but he would rather force me to purchase it and have nothing to send to me because he has zero inventory. The eta is unacceptable and his behaviour, even worse. He also texted me profanities to my phone and refused to talk to me referring me to his 'policy' I want my money back I don't want to be forced to purchase anything from this terrible company. Product_Or_Service: Workout kit Order_Number: *****

Desired Outcome

Refund Refund my ***** order

Great Lakes Girya Specialty Training Tools

Product/Service

 Send Message

Photos Groups More ▾

 Like



Reviews & Reviews

Most Helpful ▾





Review by a group of 26 people

Would you recommend Great Lakes Specialty Training Tools?

No



Aamir Jamal  doesn't recommend Great Lakes Girya Specialty Training Tools. 

October 19 at 2:55 AM · 

Disappointed with customer service and I think I will not get product or refund if I do I will edit my comment and stars. Ordered in June 2020 and every time I contact them gets different answers. Even though my partial order is available and I am willing to pickup still they asking me to wait...

1 Comment



Kristen Patricia doesn't recommend Great Lakes
Girya Specialty Training Tools.



August 21 ·

Really not the best customer service. Didn't ship a full order, and then blocked instead of making it right. I'm not trying to trash anyone but that's the truth of what happened on the consumer end.

4

13 Comments

Like

Comment

Share



Mitch McMullen

<https://www.consumerbeware.mgs.gov.on.ca/.../complaint.jsp>

Send a complaint and there will be an investigation if enough complaints are filed.



CONSUMERBEWARE.MGS.GOV.ON.CA
Consumer Complaint Form

Like · Reply · 9w



Harry Plaisance

I entered an order for a pair of dumbbells a few months ago. Keep receiving nice emails from Colin Lake periodically but no update on my order and no shipment. I subsequently requested a cancellation of my order and a refund but was denied by Colin and referred to the no refund policy statement on their website. Also told that no delivery date can be provided based on backlog and high demand.

My payment was cashed, no product delivered and no end in sight. I would not recommend this company for any future purchases.



Like · Reply · 9w · Edited

1



Mitch McMullen

File a report to the BBB.



Andrew Brian

Harry Plaisance threaten that you will contact your credit card company...that seems to have motivated him from my end

Like · Reply · 6w



James Moshelion

This is good to know never know when it's gonna come in handy. Though I hope this doesn't happen to me yet it's been a month but doesn't forget everything is form china so gonna take longer. From someone said on the reviews which I believe because it shouldn't take this long unless it's being shipped over seas.

Like · Reply · 5w · Edited



Sammy Bee

James Moshelion expect to wait 3/4 months. He's a garbage business owner. Blocked me and others from contacting him on social media when our stuff was promised to ship in June. If you harass him enough he will cancel and refund your order without your request- that's what he did for me.

Like · Reply · 5w



Andrew Brian



Like · Reply · 7w



Andrew Brian

I ordered on June 21. Cast iron 10 pound plates, two of them. I have emailed them 5 times (5th was today). I have yet to receive a reply. Maybe I'm being ignored because I made a small order.



Andrew Brian

I ordered on June 21. Cast iron 10 pound plates, two of them. I have emailed them 5 times (5th was today). I have yet to receive a reply. Maybe I'm being ignored because I made a small order.

Like · Reply · 7w



James Moshelion

Waiting for 445lb plates only been a month giving it 4 months left to go.

Like · Reply · 5w



Mitch McMullen

They will probably be covered in rust like mine

Like · Reply · 3w



Kristen Patricia


Sammy Bee thought you'd want to see these comments


Like · Reply · 5w



Lawrence Kemdirim replied · 2 Replies



Roxanne Serra  doesn't recommend Great Lakes Girya ...
Specialty Training Tools.

August 25 · 

Still waiting on an order , no one responding to emails or phone calls -
horrible customer service

 2


10 Comments

 Like

 Comment

 Share



Sammy Bee
Good luck!  1

Like · Reply · 10w



Roxanne Serra
Sammy Bee oh no! Did you have a bad experience too?

Like · Reply · 10w

 1



Sammy Bee
Roxanne Serra just read the reviews, that's all I'm going to say...

Like · Reply · 10w

 1



Kristin Onorato
Exact same. It's been 3+ months. They will not call or email or reply to anything at all. So dissapointing

Like · Reply · 10w

  2



Roxanne Serra
Kristin Onorato super frustrating! I've reported them to the better business bureau

Like · Reply · 10w

 1



Sammy Bee
Roxanne Serra amazing! So glad someone else is doing this as well!

Like · Reply · 10w



Andrew Brian
I ordered on June 21. Cast iron 10 pound plates, two of them. I have emailed them 5 times (5th was today). I have yet to recieve a reply. Maybe I'm being ignored because I made a small order.



Josee Cyr  doesn't recommend Great Lakes Gyra Specialty Training Tools.



August 4 · 

I pre-order plate for my barbell and sent 2 emails to know when I can expect to received it and still no respond. Very poor customer service, first time I order with them and will be the last

 5

5 Comments

 Like

 Comment

 Share



Parisa Souza

Make an online consumer report! If he gets enough complain they told me they will send an investigator there and closes his business soon! Please do it quickly!

Like · Reply · 12w

 1



Josee Cyr

Parisa Souza i already call my credit card company to cancel the transaction

Like · Reply · 11w



Parisa Souza

<https://www.consumerbeware.mgs.gov.on.ca/.../complaint.jsp>

CONSUMERBEWARE.MGS.GOV.ON.CA

Consumer Complaint Form

i

Like · Reply · 12w



Andrew Brian

I ordered on June 21. Cast iron 10 pound plates, two of them. I have emailed them 5 times (5th was today). I have yet to recieve a reply. Maybe I'm being ignored because I made a small order.

Like · Reply · 7w



Josee Cyr

Andrew Brian i contact my credit card company and they refund me

Like · Reply · 7w

 1



Kristin Onorato doesn't recommend Great Lakes
Girya Specialty Training Tools.



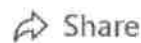
August 30 ·

extremely dissapointed with this company. I ordered and paid for a product over three months ago and still have not received it. I have also emailed them 4x and received no reply. Basically they have taken my money and not provided a product. Buyer Beware! I would never order a product from this company again!



4

4 Comments



Sammy Bee

Don't let it go! Go after Colin. If you do he will eventually refund you. He blocked me and then canceled my order without notice because I asked him where the other 1/2 was.... he's done this to many people.... do not let him get away with this shit!

Like · Reply · 10w



Mitch McMullen

<https://www.consumerbeware.mgs.gov.on.ca/.../complaint.jsp>

Send a complaint and there will be an investigation if enough complaints are filed.

Like · Reply · 9w · Edited



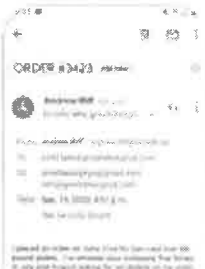
Andrew Brian

I ordered on June 21. Cast iron 10 pound plates, two of them. I have emailed them 5 times (5th was today). I have yet to receive a reply. Maybe I'm being ignored because I made a small order.

Like · Reply · 7w



Andrew Brian





Andrew Brian  doesn't recommend Great Lakes Giry Specialty Training Tools. ...

September 21 · 

Possibly the worst customer service that I've ever encountered. I placed an order on June 21st. After delays on supposed product availability I decided to contact the company. I emailed the company 5 times over a 3 month period (as well as inquiries on social media) without a reply, so, today, I respectfully requested a refund and posted my experience as a review on the company social media pages. Today the owner via Instagram said that the product would be here by Oct 15th or he'd give a refund. I held firm and said thanks but that I wanted a refund asap. I got an email saying my order was canceled and refunded (but it has yet to appear on my credit card statement). This was followed up by me being blocked on instagram.

I have had very good experiences with the following companies:

<https://www.roguecanada.ca/>

<https://gorilafitness.ca/>

****Update: 2 days after receiving the email stating that my order was cancelled and refunded, not only have I not seen the actual refund, but I got an email today stating that I'd get my order in October. I sent ANOTHER email asking for clarification of whether the order was canceled and to be refunded OR if it is still active.****



Sammy Bee doesn't recommend Great Lakes Girya Specialty Training Tools. ...

August 31 ·

Buy somewhere else. Check the google reviews- the real ones are 3 stars or less as we are the ones who were not bribed. We are the ones who had real experiences with Colin and his unprofessional and rude comments.

Other companies are transparent and honest with their customers. They reply to you and don't block you from asking where you orders are.

Please save yourself the aggravation and buy from a deserving company.



3

4 Comments

Like

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Mitch McMullen

<https://www.consumerbeware.mgs.gov.on.ca/.../complaint.jsp>

Send a complaint and there will be an investigation if enough complaints are filed.



1

Like · Reply · 9w · Edited



Andrew Brian

I ordered on June 21. Cast iron 10 pound plates, two of them. I have emailed them 5 times (5th was today). I have yet to receive a reply. Maybe I'm being ignored because I made a small order.

Like · Reply · 7w · Edited



Andrew Brian



/view 1 more comment



Sammy Bee


Blocking people who are asking where their items are, gaslighting, lying, ripping people off, calling and yelling at customers, bragging about the millions of dollars in sales, bribing people to make better reviews....
it's a shit company. He knew in March gyms were closed. Didn't hire anyone for help and continued to take preorders that would not ship on the dates promised. Didn't communicate with the customer who spent hundreds & thousands of dollars...
cancelled ordered that he chose to- tried to keep the shipping \$\$ for himself..
ya, great guy

Like · Reply · 10w



2



Kat Nesta  doesn't recommend Great Lakes Girya Specialty Training Tools.



September 7 · 

Incredibly disappointed with GLG. We placed our order 4 months ago. Colin - I get your policy is "get a deal for the uncertainty" but you were very convincing that our products would arrive in the 1.5-2 month timeline provided. I also believe that this does not excuse your complete lack of communication.... it's a bad excuse.


It's now been 4 months since our order was supposed to arrive and we have not had any correspondence at all. Instead, I have to watch Instagram stories to try to hear if any products related to our order have arrived.... if you want a good customer experience, DO NOT order here!

 5

19 Comments

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Sai Thamma
Did you get your money back??

Like · Reply · 9w



Kat Nesta
Sai Thamma No, we contacted them again this morning (after multiple attempts), and they promised us that our order would arrive in one week.... week will see. I don't understand their communication strategy (or lack thereof).

Like · Reply · 9w

 1



Sai Thamma

Did you get your money back??

Like · Reply · 9w

^ Hide 15 Replies



Kat Nesta

Sai Thamma No, we contacted them again this morning (after multiple attempts), and they promised us that our order would arrive in one week.... week will see. I don't understand their communication strategy (or lack thereof).

Like · Reply · 9w



1



Sai Thamma

Wow..good luck 🍀 1

Like · Reply · 9w



Sai Thamma

I was going to order in July and I asked them how long would it take..they told me mid July then asked them again and they told me mid August 😞 luckily I didn't order

Like · Reply · 9w



Kat Nesta

Sai Thamma yeah we never got the order sent after all. No surprise. What a joke. Thank

Like · Reply · 7w



Andrew Brian


Kat Nesta I ordered on June 21. Cast iron 10 pound plates, two of them. I have emailed them 5 times (5th was today). I have yet to receive a reply. Maybe I'm being ignored because I made a small order.

Like · Reply · 7w



Debbie Kindler  doesn't recommend Great Lakes
Girya Specialty Training Tools.



July 20 · 

Stay away from this company!! Customer service is non existent. As a middle aged couple just ordering simple weights to try to maintain good health as we age we were not weight equipment savvy. Expected a totally different response to our concern we paid for something months before we are to receive the product. There is no room for compromise or problem solving. Our original email was ignored so we called. I just had the most condescending ,arrogant conversation I've ever had with a business owner. This guy is Teflon..... he deflects everything off himself and back onto you. Our biggest mistake was not reading the reviews beforehand. Now that we've read them here and on goggle I can see the way in which he responds to reviews is very much how I was treated. It's always someone else's "fault". I'm sure this review will be deleted or treated the same way.



4

15 Comments



Like



Comment



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Joanne Hamilton

oh dear. wish i'd read these sooner. I only placed a small order too. Did you eventually receive your items?

Like · Reply · 13w




Debbie Kindler

Joanne Hamilton not yet

Like · Reply · 13w



Parisa Souza  doesn't recommend Great Lakes Girya
Specialty Training Tools.



August 18 · 

Please stop holding into people's money and send out their orders. You have so much of the equipments in your store but refuse to send out the orders. Stop holding into ppls money! Whoever is reading this message go and file a consumer complain online!

DO YOURSELF A FAVOUR A DONT ORDER OR BOOK A TRAINING SESSION WITH THIS UNRELIABLE AND SCAM PERSON!



3

1 Comment



Like



Comment



Share



Roland Griesmayer  doesn't recommend Great Lakes
Girya Specialty Training Tools.



August 20 · 

This place is a full blown scam!



4

3 Comments



Like



Comment



Share



Mitch McMullen

<https://www.consumerbeware.mgs.gov.on.ca/.../complaint.jsp>

Send a complaint and there will be an investigation if enough complaints are filed.



[CONSUMERBEWARE.MGS.GOV.ON.CA](https://www.consumerbeware.mgs.gov.on.ca)

Consumer Complaint Form

Like · Reply · 9w



Leah Leah doesn't recommend **Great Lakes Girya Specialty Training Tools.** ...

October 23 at 2:50 PM ·

SCAM do not order! They will take your money, promise product, never send it. Again and again they will change the delivery day, create fake shipping labels but never send anything, and then they will stop replying.

1

Like

Comment

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Write a comment...



Krisztian Riez doesn't recommend **Great Lakes Girya Specialty Training Tools.** ...

October 27 at 6:00 PM ·

So I ordered a 20 kg Kettle Bell in June from this company then when I spoke with Colin I found out they were having supply chain issues in an email. I reached out to Colin and Igor and today asked for Igor to call me with any updates on what is happening with the kettle bell I purchased. No phone call, no email nothing. As a business it should not take 4 plus months for a customer to receive a product. I will be getting a refund from my bank because I still have not received anything. If you cant give transparency and honesty and clear communication in your customer service for your business then my advice is you should not be in business. Very disappointed in this experience and from this make-shift company that buys weights from china and slaps their brand on it saying its their own. Sorry but buyer beware this business does not warrant anyone's time or money

2

2 Comments

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