

STATE OF MICHIGAN  
IN THE 13<sup>TH</sup> JUDICIAL CIRCUIT COURT  
FOR THE COUNTY OF GRAND TRAVERSE

DANA NESSEL, ATTORNEY GENERAL  
OF THE STATE OF MICHIGAN,

Petitioner,

No. 20-

-CZ

v

HON.

DREAMLAB INDUSTRIES LLC,

Respondent.

\_\_\_\_\_ /

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**ATTORNEY GENERAL'S *EX PARTE* PETITION FOR CIVIL  
INVESTIGATIVE SUBPOENAS**

**I. Parties, Legal Authority, and Venue**

1. The Michigan Department of Attorney General ("Attorney General") is authorized to file an *ex parte* petition with the Circuit Court requesting issuance of investigative subpoenas pursuant to Section 7 of the Michigan Consumer Protection Act ("MCPA"), which provides in pertinent part:

Upon the *ex parte* application of the attorney general to the circuit court in the county where the defendant is established or conducts business or, if the defendant is not established in this state, in Ingham

county, the circuit court, if it finds probable cause to believe a person has engaged, is engaging, or is about to engage in a method, act, or practice which is unlawful under this act, may, after *ex parte* hearing, issue a subpoena compelling a person to appear before the attorney general and answer under oath questions relating to an alleged violation of this act. . . . The subpoena may compel a person to produce the books, records, papers, documents, or things relating to a violation of this act. . . . [MCL 445.907(1).]

2. Respondent DreamLab Industries LLC (“DreamLab”) is a Michigan limited liability company and is authorized to operate in Michigan.

3. In its corporate-record filings with the Michigan Department of Licensing and Regulatory Affairs, DreamLab lists an address in Traverse City, Michigan as its Registered Agent’s address. (See Attachment A, LARA Record.) Therefore, this Court is an appropriate venue in which to file this Petition.

## **II. Factual Background**

4. On or about March 29, 2020, 9&10 News—a news outlet in Northern Michigan—ran a story about DreamLab’s “mission . . . to help stop the spread of the coronavirus” through sales of 3D-printed facemasks. (Attachment B, 9&10 News Article.) After discussing the high demand for the 3D-printed masks and the production capacity restraints that DreamLab was facing, the article linked to DreamLab’s “GoFundMe” page. The GoFundMe page solicits donations from the public, allegedly for the purchase of additional 3D printers to allow DreamLab to keep up with demand, and has an ultimate fundraising goal of \$30,000. (Attachment C, GoFundMe.) According to the article, reaching this goal would allow for the purchase of “40+ printers.” (Attachment B, 9&10 News Article.) The

next day, MLive ran a similar article, which also included a link to DreamLab's GoFundMe page. (Attachment D, MLive Article.)

5. DreamLab's GoFundMe page was created on March 24, 2020 and, as of July 15, 2020, had raised \$5,614 of its \$30,000 goal. (Attachment C, GoFundMe.) The page claims that DreamLab "ha[s] been contacted by the CDC, DLA and many other government acronyms to supply masks." (See also Attachment E, 3/24/20 Facebook Post.) However, DreamLab owner and CEO, Brandon Williams, later admitted in an interview with FBI agents that these contacts were not "to supply masks," but were inquiries as to whether DreamLab had a waiver for emergency approval of its masks (which, Williams admitted, DreamLab does not). (Attachment F, FBI Report.)

6. The media attention that DreamLab received led to an influx of orders. (Attachment F, FBI Report.) DreamLab's subsequent inability to fill (or timely fill) these orders, its provision of defective products, and its other deceptive business practices have led to the filing of multiple consumer complaints with the Attorney General, the Better Business Bureau serving Western Michigan ("BBB"), and the Federal Bureau of Investigation ("FBI").

#### **A. Attorney General Complaints**

7. On May 8, 2020, the Attorney General received its first complaint regarding DreamLab from Jeremy S. of Kentwood, Michigan. (See Attachment G, Jeremy S. Complaint.) Jeremy alleged that he ordered masks from DreamLab on April 3, 2020, understanding that they would take 7-10 days to ship. After waiting 10 days, Jeremy attempted to contact DreamLab on Facebook Messenger and via

phone, but was unable to reach anyone (though he could tell someone was reading his messages on Facebook). Once Jeremy finally made contact with DreamLab's customer service representative, Autum, he was provided various excuses as to why his masks had not yet shipped. (Attachment F, FBI Report.) First, Autum told Jeremy that the company was moving to a new building. Next, Autum informed Jeremy that DreamLab was waiting for materials. Later, DreamLab's printers had crashed. At one point, Autum told Jeremy that the masks were in the mail and awaiting pickup, but in a subsequent communication indicated that the masks were not yet picked up. Lastly, Autum informed Jeremy that she would have more information about his order after a meeting she was attending the next week. Jeremy contacted Autum again after the alleged meeting and Autum admitted that she had only been working for DreamLab for three weeks, was told to provide various excuses to customers as to why they had not yet received their masks, did not actually know what was going on, and herself had not yet been paid. When Jeremy finally received his masks (approximately *two months after he had ordered them*), they were split down the middle and unusable. (Attachment H, FBI Interview Report.)

8. The day after receiving Jeremy's complaint, the Attorney General received a second complaint from Adam S. of Grand Rapids, Michigan, alleging that he had ordered a mask from DreamLab on April 2, 2020 and understood from DreamLab's social media posts that the mask would ship in 7-10 days. (See Attachment I, Adam S. Complaint.) After waiting over three weeks, Adam

attempted to contact DreamLab, and was told his mask would be shipping “soon,” with no indication of what “soon” meant. Following numerous emails and phone calls—many of which were ignored—DreamLab’s customer service representative told Adam that she was instructed to lie to customers and tell them their masks were on the way when they were not. Adam indicated that, through various posts on DreamLab’s Facebook, he is aware that many other customers are experiencing the same problems with DreamLab.

9. On May 15, 2020, the Attorney General received a third complaint from Joyce E. of Stanwood, Michigan. (See Attachment J, Joyce E. Complaint.) Joyce alleged that, after seeing a story about DreamLab on the local news, her daughter ordered five masks—three for her own family, and two for Joyce and her husband—on March 28, 2020. A few days later, they had still not received their masks, so Joyce’s daughter called DreamLab and was informed that, due to capacity restraints, the masks typically took 7-10 days to ship. On April 12, 2020, the family was still awaiting delivery, so Joyce reached out to DreamLab via email and was told that DreamLab had only recently received the necessary supplies to make the masks, so they would be delivered within the week. That deadline passed with no masks, so on April 21, 2020, Joyce emailed DreamLab once again expressing concern, and “Autumn,” DreamLab’s customer service representative, responded that DreamLab was a legitimate company, but simply had received more orders than anticipated, and had problems getting the supplies quickly. After an unreturned email on May 12, 2020 and an unanswered phone call on May 17, 2020,

Joyce and her family finally received their masks (along with a letter of apology) in late June—*almost three months after they had ordered them*. (See Attachment K, AG Report.)

10. On May 27, 2020, the Attorney General received a fourth complaint from Melinda K. of Mt. Pleasant, Michigan, who alleged that, on March 30, 2020, she purchased two masks from DreamLab for \$26.50. (Attachment L, Melinda K. Complaint.) Melinda followed up with DreamLab in April and May to inquire as to why she had not received her masks. A DreamLab customer service representative responded that the masks would be shipped “soon.” Melinda did not receive the masks she ordered until mid-June—*over two months after she had ordered them*. (Attachment K, AG Report.)

11. Melinda indicated that she also made a \$50 donation to healthcare workers through DreamLab’s website. (Attachment L, Melinda K. Complaint.) While DreamLab’s website no longer has such a “donation” option,<sup>1</sup> (see Attachment M, 7/15/20 DreamLab Homepage), using the “Internet Archive,”<sup>2</sup> the Attorney General discovered that, on March 30, 2020, the DreamLab website’s homepage contained a link titled “donate to healthcare workers.” (See Attachment N, 3/30/20 Homepage.) Following the link brought a consumer to a page titled “Donation to

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<sup>1</sup> It appears that DreamLab deactivated this link within an hour of Williams being interviewed by the FBI. (See Attachment F, FBI Report.)

<sup>2</sup> The Internet Archive (archive.org) is a 501(c)(3) non-profit that is attempting to “build[ ] a digital library of Internet sites and other cultural artifacts in digital form.” (See archive.org/about.) It offers a “Wayback Machine,” which captures and stores screenshots of webpages at various points in time. (See archive.org/web.)

Healthcare Workers,” which allowed a consumer to “donate” various amounts between \$1 and \$1,000 via PayPal. (Attachment O, 3/30/20 Donation Page.) Despite the title of this page, Williams admitted on May 20, 2020 during an interview with FBI agents that the money DreamLab received through this link was *not* provided to healthcare workers, but was used to subsidize the cost of the masks and for the purchase of materials. (Attachment F, FBI Report.)

Interestingly, the day after Williams made this admission and was informed that “his solicitation of donations could be problematic,” (see *id.*), Melinda received what she termed an “odd” email from DreamLab stating, “the language that appeared on our website was vague about where the funds would go and exactly how they would be used. In lieu of this oversight, we are updating our policies and web site. Please accept this refund of your \$50 donation and donate to a local healthcare organization of your choice.” (Attachment L, Melinda K. Complaint.) On May 27, 2020, Melinda received an email from PayPal indicating that the refund did not clear DreamLab’s bank.

## **B. BBB Complaints**

12. On June 19, 2020, in response to query by the Attorney General, the BBB forwarded four similar complaints that it had received against DreamLab—three from other Michigan residents and one from an Ohio resident. (See Attachment P, BBB Complaints.)

13. In one BBB complaint, submitted on May 19, 2020, Bruce M. of Haslett, Michigan expressed his concern that DreamLab did not even exist. Bruce had ordered four masks and, for over two months, received various excuses for why

he had not yet received them, included excuses related to capacity restraints. He reached out to the BBB because he believed that DreamLab was a scam. Due to his concern regarding the legitimacy of the business, Bruce disputed the DreamLab charge on his credit card, and received a refund from his bank. (Attachment K, AG Report.) Bruce ultimately received his masks mid-June, but they were of poor quality and broke after one use.

14. In a second BBB complaint, submitted on May 1, 2020, James O. of Tiffin, Ohio asserted that he purchased five masks for \$57 from DreamLab on April 7, 2020 and, after not having received the masks, attempted to contact DreamLab via phone multiple times—leaving numerous messages—to no avail. (Attachment P, BBB Complaints.) DreamLab refunded James on May 6, 2020. (Attachment K, AG Report.)

15. In a third BBB complaint, submitted on May 19, 2020, Mary Kate R. of Traverse City, Michigan claimed that she purchased two masks on March 31, 2020 from DreamLab. (Attachment P, BBB Complaints.) On April 13, 2020, DreamLab told her that she would receive the masks within the week, but she never did. After trying to cancel her order and obtain a refund, DreamLab sent an email out to all customers indicating that no refunds would be issued, that it was working to process all orders, but that it was prioritizing orders for frontline workers. Despite the apparent refusal to issue refunds, DreamLab refunded Mary Kate. (Attachment K, AG Report.)

16. In a fourth BBB complaint, submitted on May 12, 2020, Diane S. of Indian River, Michigan alleged that she ordered 10 masks for \$108.25 on March 31, 2020 and was told it would take seven days to receive her order. (Attachment P, BBB Complaints.) Diane attempted to contact DreamLab regarding her order via phone, email, and Facebook Messenger, but was unable to reach anyone until April 29, 2020. That day, a DreamLab agent told Diane her shipment would go out the next day. Ultimately, Diane did not receive her masks—which were broken—until mid-May. Because the masks were broken, DreamLab offered a refund, and Diane agreed. DreamLab claims to have issued the refund; however, PayPal contacted Diane to inform her that there was an error in the refund and to contact DreamLab. Diane attempted to contact DreamLab regarding the error, but the issue was never resolved. (Attachment P, BBB Complaints; Attachment K, AG Report.)

17. Notably, DreamLab responded in the following manner to each BBB complainant at some point in the complaint process:

We sincerely apologize for the delays in processing of orders and we owe you an explanation.

First, we received an abundance of orders and we prioritized our frontline workers orders. Second, we have had delayed deliveries of material and machinery due to COVID-19. And lastly, we had to ask for help and move to a new larger location to accommodate all the order processing.

We are committed to you and are taking immediate corrective steps to regain your confidence in us. We have begun putting a comprehensive plan in place to provide better and more timely information to customers, more tools and resources for our employees and improved procedures for handling these operational difficulties that we have been facing.

You deserve better from us and we let you down. Nothing is more important to us than regaining your trust. With these new measures in place we are committed to ensuring that you will not have to deal with this ever again.

We value you and your business.

Brandon Williams  
CEO

DreamLab Industries LLC [(Attachment P, BBB Complaints.)]

### **C. FBI Investigation**

18. In the interim, the FBI, which also received a complaint from Jeremy S., began investigating DreamLab's business practices. (See Attachment F, FBI Report.) This investigation included conducting interviews of Williams and former DreamLab customer service representative Autum Richmond.

19. Williams admitted during his interview (in addition to the admissions discussed above regarding the CDC and the "donation to healthcare workers" option) that DreamLab was unable to keep up with product demand and was receiving many complaints and poor reviews as a result. Still, Williams maintained that all of the excuses that DreamLab provided to consumers were truthful.

20. In contrast, Richmond disclosed during her interview, among other things, that Williams often lied to consumers and instructed Richmond to lie to consumers, including instructing her to make false promises as to when masks would be delivered. (Attachment F, FBI Report.) In particular, Richmond recalled that, when Williams was attempting to obtain an order from the Veteran's Administration, he promised to produce 500 to 1,000 masks a week. But Richmond

knew that DreamLab could not come close to producing that amount because it was only producing approximately 20 masks a day.

21. Richmond also specified that DreamLab did not have the equipment necessary to fulfill all current orders. For example, Richmond knew of an order from Hawaii that DreamLab never totally fulfilled, shipping only a portion of the masks ordered. Richmond remembered that Williams had initially instructed her not to offer a refund to this customer (though he eventually relented and was consequently unable to make payroll). With respect to other refunds, Richmond stated that, even though a “no refund” policy was not initially posted on DreamLab’s website (it was later updated to include such a policy), the company policy was always that no refunds would be issued unless the consumer threatened DreamLab or the order had not yet shipped.

22. Richmond also indicated that Williams prioritized fulfilling large orders and orders from friends, family, and those who threatened him over fulfilling the orders as they came in. Further, Richmond stated that Williams printed shipping labels and instructed Richmond to send the consumer the tracking number to make it appear as if order had shipped, even though it had not. Richmond recalled visiting DreamLab and seeing rolls of shipping labels printed but not affixed to packages.

23. Moreover, Richmond disclosed that Williams encouraged employees to write positive reviews of DreamLab to counter all of the negative reviews that had been posted online.

24. Finally, with respect to product pricing, Richmond indicated that, while DreamLab claimed that the price of the mask covered only the cost of materials, employees joked that the masks cost just 10 cents to produce, and Richmond believed they cost just \$3 to \$5 to produce. She stated that the price of the masks was initially \$7.50 and that, from what she knew, the claim that the price was raised due to the increased cost of materials was not entirely true.

**D. DreamLab's Website**

25. On March 31, 2020 and April 3, 2020, DreamLab was advertising its mask for \$10, asserting that the cost merely “covers materials.” (See Attachment Q, 3/31/20 Product Posting; Attachment R, 4/3/20 Product Posting; see also Attachment S, 3/20/20 Facebook Post.) These listings indicate that “[t]he masks will ship as soon as possible,” but that DreamLab “may be waiting on materials to arrive.”

26. On June 19, 2020, DreamLab was advertising its mask for \$15, apparently reduced from \$20, yet still claimed that it “only charge[s] for materials.” (Attachment T, 6/19/20 Product Posting.) The product listing also claimed that “13,000+ Michigan Nursing Association (MNA) members trust” the mask, and that the mask is “worn in hospitals throughout all of Michigan.” (See also Attachment U, DreamLab Industries Business Advertising Facebook Page.) Further, while the product listing stated that “[d]ue to high demand and material scarcity, it may take longer than usual before your order is ready to ship,” it indicated that DreamLab is “adding more production machines to [its] fleet weekly to help reduce processing times as fast as possible.” The listing did not disclose that it may take months before a consumer receives the product, and DreamLab’s FAQ page still indicated

that orders placed within the US will reach the consumer within 25 days.

(Attachment V, FAQ Page.)

27. By July 15, 2020, DreamLab had reconfigured its website to include a link titled “Order PPE Equipment (Face Masks, Handy-Touch, Protecto),” which leads consumers to “The PPE Zone.” (Attachment M, DreamLab Homepage; Attachment W, PPE Zone Homepage.) The PPE Zone offers for sale a “SERAPH Face Mask”—which appears to be the same product DreamLab was previously selling directly from its website—for \$20. (Attachment X, Product Page.) The product listing for the adult mask indicates that an order will be fulfilled within 10-14 days. (Attachment Y, SERAPH Adult Mask Listing.) Moreover, the “About Us” page indicates that “[o]n occasion, we may have an item on backorder, however, we are capable of replenishing our inventory quickly with our in-house fleet of state of the art 3D printers.” (Attachment Z, About Us Page.) The PPE Zone also offers a “PPE Pack,” which includes a mask, replacement filters, and a “Protecto” for \$28 (apparently reduced from \$37). (Attachment X, Product Page.)

### **III. Probable Cause**

28. DreamLab’s improper behavior is likely not limited to the above complainants. Rather, based on the numerous poor reviews of DreamLab on various websites, including Facebook and Yelp, it is reasonable to conclude that DreamLab’s behavior extended to a great deal of consumers, both in Michigan and elsewhere. (See Attachment AA, Facebook Reviews & Comments; Attachment BB, Yelp reviews.)

29. Given the above information, the Attorney General has probable cause to believe that DreamLab engaged in, and continues to engage in, violations of the MCPA.

30. In particular, under the MCPA, it is unlawful for a person to engage in the following acts:

(a) Causing a probability of confusion or misunderstanding as to the source, sponsorship, approval, or certification of goods or services. (MCL 445.903(1)(a));

(c) Representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits, or quantities that they do not have or that a person has sponsorship, approval, status, affiliation, or connection that he or she does not have. (MCL 445.903(1)(c));

(g) Advertising or representing goods or services with intent not to dispose of those goods or services as advertised or represented. (MCL 445.903(1)(g));

(h) Advertising goods or services with intent not to supply reasonably expectable public demand, unless the advertisement discloses a limitation of quantity in immediate conjunction with the advertised goods or services. (MCL 445.903(1)(h));

(i) Making false or misleading statements of fact concerning the reasons for, existence of, or amounts of price reductions. (MCL 445.903(1)(i));

(q) Representing or implying that the subject of a consumer transaction will be provided promptly, or at a specified time, or within a reasonable time, if

the merchant knows or has reason to know it will not be so provided. (MCL 445.903(1)(q));

(s) Failing to reveal a material fact, the omission of which tends to mislead or deceive the consumer, and which fact could not reasonably be known by the consumer. (MCL 445.903(1)(s));

(u) Failing, in a consumer transaction that is rescinded, canceled, or otherwise terminated in accordance with the terms of an agreement, advertisement, representation, or provision of law, to promptly restore to the person or persons entitled to it a deposit, down payment, or other payment, or in the case of property traded in but not available, the greater of the agreed value or the fair market value of the property, or to cancel within a specified time or an otherwise reasonable time an acquired security interest. (MCL 445.903(1)(u));

(z) Charging the consumer a price that is grossly in excess of the price at which similar property or services are sold. (MCL 445.903(1)(z)); and

(bb) Making a representation of fact or statement of fact material to the transaction such that a person reasonably believes the represented or suggested state of affairs to be other than it actually is. (MCL 445.903(1)(bb).)

31. Through the investigation conducted by the Attorney General thus far, the Attorney General has probable cause to believe that DreamLab violated each of

Subsections (a), (c), (g), (h), (i), (q), (s), (u), (z), and (bb) of Section 3(1) of the MCPA on multiple separate occasions as follows:

(a) by asserting that DreamLab had received inquiries from governmental agencies, including the CDC, to “supply masks” when the inquiries were instead related to waivers of emergency approval;

(c) by claiming that 13,000+ Michigan Nursing Association members trust the mask without such approval or such widespread approval;

(g) by not intending to provide consumers with the masks that were purchased, not intending to provide consumers with the masks that were purchased within the timeframe stated, and/or not intending to provide consumers with the same quality of masks advertised on the website;

(h) by not intending to maintain sufficient stock of masks despite the advertising;

(i) by asserting that the masks were ordinarily sold for \$20, but were being offered at a reduced price of \$15 when, upon information and belief, at that point, the masks had always sold for \$15 or less;

(q) by representing that consumers would receive the purchased masks at certain times when in fact they never intended to provide such masks and/or never intended to provide such masks within the asserted timeframe;

(s) by failing to reveal the material fact that: (1) it did not intend to provide such masks upon purchase and/or did not intend to provide such masks in the stated timeframe; (2) the funds received through the “donate to healthcare

workers link” were not being donated, but were being used to subsidize the cost of mask production; and/or (3) positive reviews posted on Facebook and Yelp were posted by employees and/or friends and family, and were not posted by impartial customers;

(u) by failing to promptly restore the consumers via refund; and

(z) by charging prices for the masks grossly in excess of the price at which similar masks are sold; and

(bb) by representing that the funds received through the “donate to healthcare workers link” were being donated, where the funds were being used to subsidize the cost of mask production.

32. Given the predatory price gouging and swarm of other deceptive business practices scamming Michigan residents during the course of the COVID-19 pandemic, it is extremely dangerous to allow the business practices of DreamLab to continue unabated. There is probable cause to believe that DreamLab continually engages in violations of the MCPA. As such, an investigation into the business practices of the DreamLab is appropriate.

#### **IV. Conclusion and Relief Sought**

The Attorney General respectfully requests that this Court authorize an investigation under the MCPA. Through this investigation, the Attorney General will issue subpoenas for records from DreamLab to shed light on its business practices, including its sales records, including any relevant banking, credit card processing, and other financial records, its customer correspondences, its goods supply, shipping, and other relevant contractual arrangements, its internet and

other advertising records, any and all corporate and business decisions made, and the extent to which there are affected consumers beyond those complaining to the Attorney General. The Attorney General will also seek the investigative testimony of any DreamLab agents engaged in its operations. A proposed order authorizing the issuance of subpoenas for this investigation is included as Attachment CC. (Attachment CC).

Respectfully submitted,

DANA NESSEL  
Attorney General

/s/Rebecca A. Berels  
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Dated: July 27, 2020

ATTACHMENT  
A – LARA RECORD

**ID Number:** 802076898[Request certificate](#)[Return to Results](#)[New search](#)**Summary for:** DREAMLAB INDUSTRIES LLC**The name of the DOMESTIC LIMITED LIABILITY COMPANY:** DREAMLAB INDUSTRIES LLC**Entity type:** DOMESTIC LIMITED LIABILITY COMPANY**Identification Number:** 802076898 **Old ID Number:** F1324X**Date of Organization in Michigan:** 03/21/2017**Purpose:** All Purpose Clause**Term:** Perpetual**The name and address of the Resident Agent:**

Resident Agent Name: BRANDON WILLIAMS

Street Address: 667 BECCA LN

Apt/Suite/Other:

City: TRAVERSE CITY

State: MI

Zip Code: 49685

**Registered Office Mailing address:**

P.O. Box or Street Address: 667 BECCA LANE

Apt/Suite/Other:

City: TRAVERSE CITY

State:

Zip Code: 49685

**Act Formed Under:** 023-1993 Michigan Limited Liability Company Act**Managed By:**

Members

**View filings for this business entity:**[ALL FILINGS](#)

ANNUAL REPORT/ANNUAL STATEMENTS

CERTIFICATE OF CORRECTION

CERTIFICATE OF CHANGE OF REGISTERED OFFICE AND/OR RESIDENT AGENT

RESIGNATION OF RESIDENT AGENT

CERTIFICATE OF ASSUMED NAME

[View filings](#)**Comments or notes associated with this business entity:**

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ATTACHMENT  
B – 9&10 ARTICLE



## DreamLab Industries In Need of Support While Making Masks

March 29, 2020 by [Cassidy Cobb](https://www.9and10news.com/author/cassidycobb9and10news-com/) (<https://www.9and10news.com/author/cassidycobb9and10news-com/>)

DreamLab Industries in Traverse City has made it's mission these last few weeks to help stop the spread of the coronavirus.

They started making plastic face masks with their 3D printers. They make antimicrobial face masks for healthcare workers, emergency workers and the general public.

"We really want to make an impact on the community and the state as a whole but we can't do that without help," said founder and CEO, Brandon Williams.

The demand for these masks are so high, they don't have the capacity to keep up with all the orders, so they are raising money through a GoFundMe [page](https://www.gofundme.com/tf/help-us-build-more-face-masks?) (<https://www.gofundme.com/tf/help-us-build-more-face-masks?>

[utm\\_source=facebook&utm\\_medium=social&utm\\_campaign=p\\_cf+share-flow-1&fbclid=IwAR3MpGHIHB3Sa2Hw6WJDfWo2IVJgFGvXLjDx1TF17z47\\_M-3RipsIGFUN0Y\)](https://www.9and10news.com/2020/06/11/coronavirus-crisis-latest-updates-2/) to get more printers to make more masks.

"We're looking to raise about 30,000 dollars to get 40+ printers," Williams said. "So if we get those 40 printers going 24/7 we can meet the demand and we can surpass it. So we don't have time to wait, we all have to stand up together we've got to unite as brothers and sisters as a human race and everybody please help us."

They also are only charging for the materials, which makes each mask \$10.

These masks are reusable and can be washed with regular soap and water or rubbing alcohol.

"Basically it's a solution for right now to get us by until some of the larger manufacturers that make the N95 masks and the other varieties are able to supply the population but this is what we can do for you right now," Williams said.

To help support DreamLab, you can visit their GoFundMe [page](https://www.gofundme.com/f/help-us-build-more-face-masks?utm_source=facebook&utm_medium=social&utm_campaign=p_cf+share-flow-1&fbclid=IwAR3MpGHIHB3Sa2Hw6WJDfWo2IVJgFGvXLjDx1TF17z47_M-3RipsIGFUN0Y) ([https://www.gofundme.com/f/help-us-build-more-face-masks?utm\\_source=facebook&utm\\_medium=social&utm\\_campaign=p\\_cf+share-flow-1&fbclid=IwAR3MpGHIHB3Sa2Hw6WJDfWo2IVJgFGvXLjDx1TF17z47\\_M-3RipsIGFUN0Y](https://www.gofundme.com/f/help-us-build-more-face-masks?utm_source=facebook&utm_medium=social&utm_campaign=p_cf+share-flow-1&fbclid=IwAR3MpGHIHB3Sa2Hw6WJDfWo2IVJgFGvXLjDx1TF17z47_M-3RipsIGFUN0Y)) and to buy a mask and get any other information, you can visit their [website](https://www.dreamlabindustries.com/?fbclid=IwAR0oN2YfGQfV3UBQ70zfRqgbhO8H_dZis6htuG6STdYuuwB3_GdYSOShxmoA) ([https://www.dreamlabindustries.com/?fbclid=IwAR0oN2YfGQfV3UBQ70zfRqgbhO8H\\_dZis6htuG6STdYuuwB3\\_GdYSOShxmoA](https://www.dreamlabindustries.com/?fbclid=IwAR0oN2YfGQfV3UBQ70zfRqgbhO8H_dZis6htuG6STdYuuwB3_GdYSOShxmoA)).

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Carnival Sets Up in Cadillac, Health Department Reminds Attendees to Practice Coronavirus Precautions (<https://www.9and10news.com/2020/06/11/coronavirus-crisis-latest-updates-2/>)

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ATTACHMENT  
C – GOFUNDME

## Help us build more Face Masks & Shields!



Brandon Williams is organizing this fundraiser.

Created March 24, 2020 | Business & Entrepreneur

We have stepped up as a team to produce personalized face masks for healthcare workers, emergency workers and the general public. We need to purchase 35 more 3D printers to meet the demand. This is a joint effort between Orientati Industries LLC and multiple volunteers who are donating their labor in order to help keep the costs down.

We have been contacted by the CDC, DHA and many other government agencies to supply masks and are rising to the occasion. **WE NEED YOUR HELP!**

Thank you for your kind/boldness! Disclaimer: we are in no way stating that these will prevent disease or replace the N95 mask. We are

\$5,614 raised of \$10,000 goal

32 Donors 348 Shares 87 Followers



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Donate now



Anthony  
\$25 2 min



TIMOTHY SAYLES  
\$71 2 min



Diane Mader  
\$25 3 min

See all

### Updates (4)

MAY 10, 2020 by Brandon Williams, Organizer

Thank you all for your generous donations! We now have 43 printers, a new building and 35 employees! We have come a long way but there is still a long road ahead.

Our next phase will begin this week with new designs for the "Viper", release of our OJA headband holder and custom textured masks!

Stay tuned for more!

APRIL 13, 2020 by Brandon Williams, Organizer

PLEASE consider donating so we can subsidize the cost and donate to our frontline healthcare workers!! We ordered another 17 printers!

Pumping out masks and doing our best to keep up! Our volunteers are going way above the call of duty to ensure that your masks get out safely and timely (although we've had many issues with suppliers not delivering or delivering wrong material).

APRIL 7, 2020 by Brandon Williams, Organizer

Thanks to all of you, we have 16 new and assembled 3D printers working 24/7! I am purchasing another 19 today with my own money and would love to have more donations to help us offset the costs. My crew over here are some of the brightest, kindest young men I have had the pleasure to work with and are literally giving 200% of their time and energy for this cause!

Together we can make history and get people a high quality product at an affordable price!

Once again, thank you!!!!



View photo

Donate

Share







### Organizer



Brandon Williams  
Organizer  
Beverly Hills, CA

Contact

## Comments

- 
**TIMOTHY donated \$21**  
 Brandon is an old skater buddy, and has always been a good guy. And obviously these masks could potentially save lives.  
 2 mos
- 
**Richard donated \$100**  
 Our health care workers on the front line need to know they can get masks to be safe.  
 3 mos
- 
**Warren donated \$100**  
 Nurses, physicians, and caregivers can use these masks, that are reusable.  
 3 mos
- 
**Dana donated \$50**  
 Thank you for all you are doing!  
 3 mos
- 
**William donated \$100**  
 I am a liver cancer survivor which leaves me compromised like so many others, keep us the fight and good luck with your fundraiser  
 3 mos
- 
**April donated \$50**  
 Best wishes on helping stop the spread one mask at a time!!!  
 3 mos

 [Report fundraiser](#)



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ATTACHMENT  
D – MLIVE ARTICLE

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Jackson

## Michigan 3D printing company switches focus to making masks

Updated Mar 30, 2020; Posted Mar 30, 2020



By [Taylor DesOrmeau](#) | [tdesorme@mlive.com](mailto:tdesorme@mlive.com)

TRAVERSE CITY, MI – The 3D printers at DreamLab Industries are running all day and all night as the Traverse City startup with five employees churns out face masks for use amid the coronavirus pandemic.

But the demand is far outpacing what the company can print – so it's taken to [a crowdfunding campaign to buy more 3D printers](#), said DreamLab founder and CEO Brandon Williams, 41. More than \$4,000 had been raised as of Monday, March 30.

Advertisement

"It's a mix of pleasant feelings and a little bit of butterflies," Williams said of getting production going. "I wish I had a Daddy Warbucks where I could call and say, 'Hey, we need \$25,000 for machines to produce these.'"

DreamLab has made 4,000 masks so far. Nearly 20,000 have been ordered – some from hospitals, others from regular citizens looking to buy a mask for themselves. [They cost \\$10 apiece online.](#)

Williams, born and raised in Jackson, started the company in 2015. After graduating from Northern Michigan University with degrees in mechanical engineering and entrepreneurship, he bounced between a few companies and then decided to start his own business. Research pointed him to 3D printing.

"So I did what everybody else would do," Williams said. "I took a second mortgage out and I bought parts off Amazon to build a 3D printer."

The company has steadily grown and typically produces machine fixtures for small-

"We thought, 'You know, we've got the capabilities – not the capacity – but let's see what we can do,'" Williams said. "We put everything (else) on hiatus."



DreamLab, based in Traverse City, is 3D printing face masks in response to the coronavirus pandemic. Here's a look at the inside of a mask.

It originally took 12 hours to 3D print one mask. The team has shortened the production time to one hour. DreamLab plans to begin 3D printing face shields this week, too, Williams said.

DreamLab has about a dozen 3D printers right now, but is looking to buy 35 more, Williams said. Printers aren't as expensive as people think, he said, costing about \$350.

"We feel like it's such a privilege to be a part of something that's so profound," Williams said. "We can actually have a physical impact on peoples' lives and prevent sickness from spreading across the globe. It feels great."

**[Read more Michigan coronavirus coverage here](#)**

[Monday, March 30: Latest developments on coronavirus in Michigan](#)

[Jackson metal fabricator retools factory to make face shields for hospitals](#)

[Grand River Brewery uses supply to produce hand sanitizer for Jackson hospital](#)

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[Henry Ford Allegiance Health doesn't need homemade face masks, officials say](#)

[Jackson leaders plan virtual coronavirus town hall for Monday night](#)

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Michigan

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## ATTACHMENT

E – 3.24.20 FACEBOOK POST



**DreamLab Industries LLC**

March 24 · 🌐



**Brandon Williams** is at DreamLab Industries LLC.

March 24 · Traverse City

PLEASE, we need your help! Our machines have reached maximum capacity and we need to purchase at a minimum, 35 more 3d printers to keep up. We have been contacted by the CDC, DLA and a few other government acronyms as well as a handful of local and out of town hospitals all looking to purchase these by the thousands. We can help prevent the spread of this virus by working together! Thank you



GOFUNDME.COM

**Help us build more Face Masks! organized by Brandon Williams**

8 Shares

Like

Comment

Share

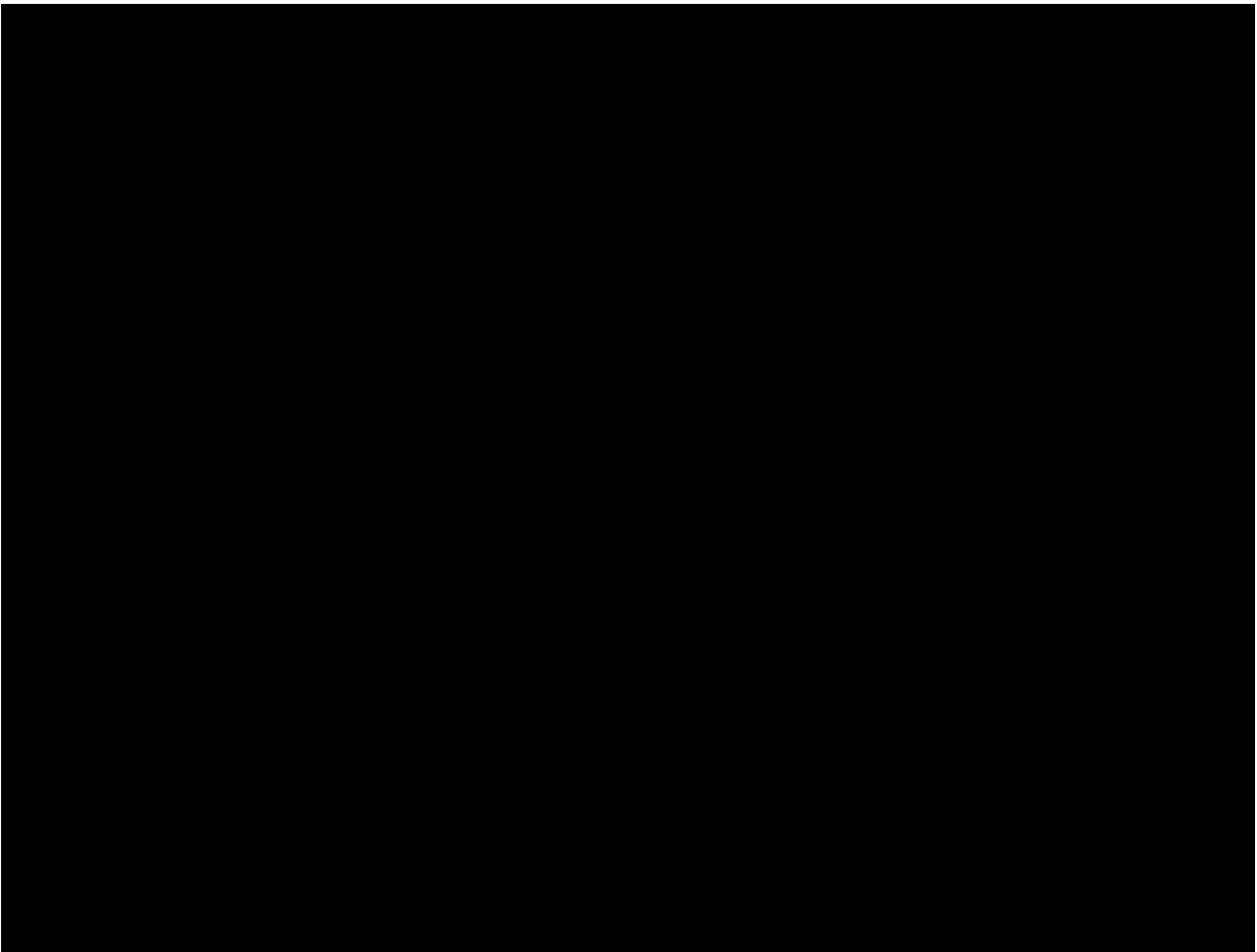
**ATTACHMENT  
F – FBI REPORT**

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Generated: 06/12/2020 11:36 AM EDT

## Incident Summary

643302\_DE (U) Fraud complaints regarding Dreamlab Industries in Traverse City, MI



(U) Assistant U.S. Attorney Chris O'Connor referred a complaint received via [REDACTED] regarding a Traverse City business that has advertised the sale of masks and accepted orders but is not delivering product. SA Olson contacted the complainant who filed the complaint and obtained the following information:

Jeremy [REDACTED], telephone number [REDACTED], residing at [REDACTED] Kentwood, MI 49508, stated that he is an electrical worker and was looking for a protective mask. His brother referred him to Dreamlab Industries, a company in Traverse City, MI who was manufacturing and advertising masks. After conducting research on the company, [REDACTED] placed an order for 2 masks at \$10 each on April 2, 2020. The website confirmed his order and estimated delivery in 7-10 days. [REDACTED] also located a Go Fund Me page in which this company was seeking to raise money to buy 3D machines to increase production capacity. [REDACTED] mother also ordered 4 masks. When the masks were not received, [REDACTED] began

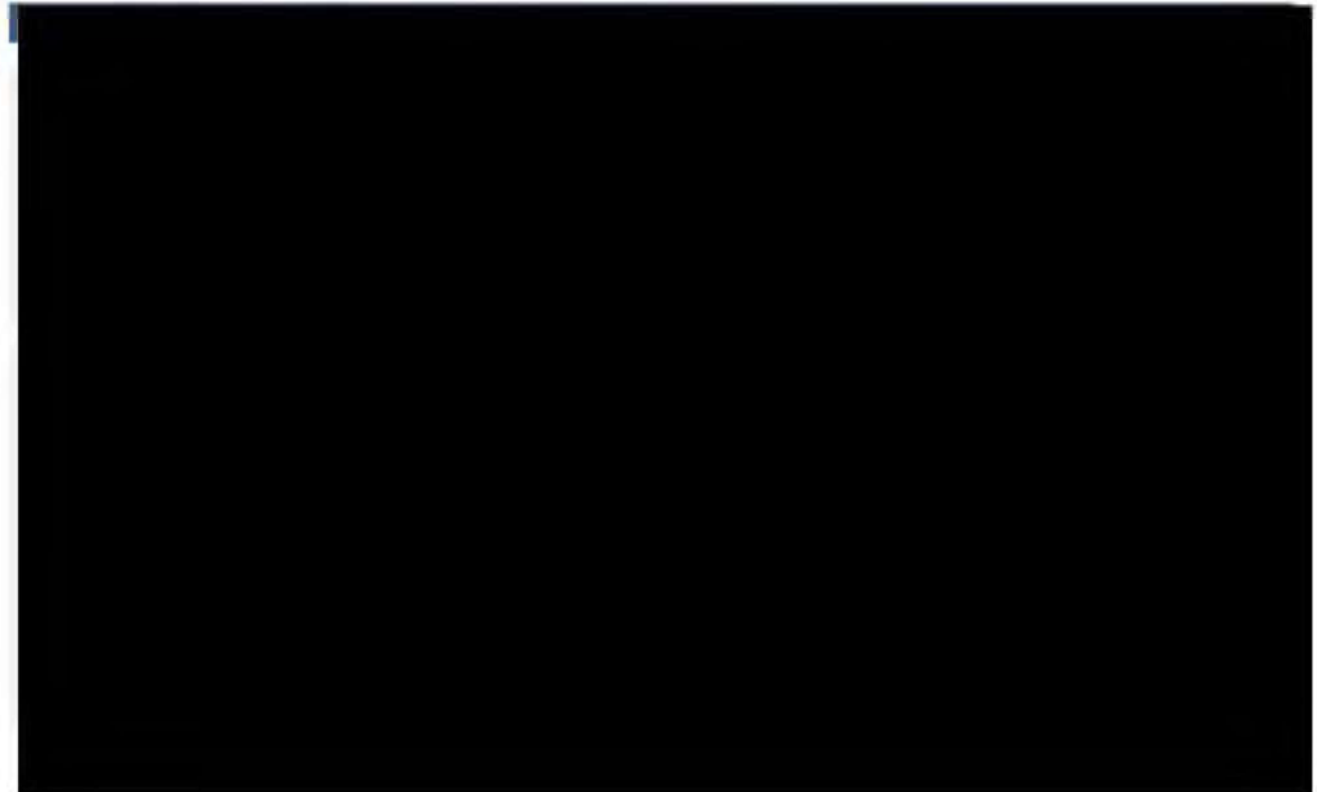
contacting the company. He was unable to get through to a live person for a long time and he began private messaging the company on Facebook. [REDACTED] could tell that someone in the company was reading his messages but he was not getting any response. [REDACTED] finally spoke to a customer service representative named Autum, who was using telephone number 231-489-0539. Autum provided various excuses as to the delay in receiving his masks. He was told that the company was moving to a new building initially. Other excuses included that they were waiting for materials and their printers had crashed. At one point he was told that his masks were in the mail waiting for pickup, and during a follow up call was told that they were not picked up yet. Autum told him she was attending a meeting the following week and would have more information. After that alleged meeting, he contacted her again and point blank asked her what was going on. She admitted that she had only been working for the company for 3 weeks and was working from home and really did not know what was going on. She advised him that the owner instructed her to tell customers various reasons to simply keep them happy. When he expressed his frustration, she told him that she has not even been paid yet if that makes him feel any better. [REDACTED] stated that the company's Facebook page is no longer online and believes he was defrauded. He further stated that the company has raised several thousands of dollars on Go Fund Me.

SA Olson conducted online research concerning Dreamlab Industries and located a news story featuring the company. The owner, Brandon Williams, is interviewed and footage is depicted of the company making masks. Williams tells the news reporter that they have not been able to keep up with the demand for masks and hopes that the company can buy additional printers to increase the production capacity. Beneath the news story which is featured on the news Facebook page are negative comments that by individuals who state that they saw the story and ordered masks but have not received them. Additional online research revealed negative reviews for the company with similar complaints.

Online resources reflect that the business is located at 955 E. Commerce Drive, Suite B, Traverse City, MI. The company's website is still advertising the sale of masks and is also soliciting donations for first responders. No address is listed on the company's website.

SA Olson obtained complaints submitted by [REDACTED] and another relative to the Michigan State Attorney General's office, which will be attached.

Deconfliction was conducted with the U.S. Attorney's Office to ensure no other investigative agency is currently investigating this matter. SA Olson requests an Assessment be opened to determine whether the company is defrauding consumers.



## Interviews and Attached 302s

## (U) Interview of Brandon Williams

Authorized: Interview or request information from members of the public and private entities.

Method:

Description: BRANDON WILLIAMS, date of birth (DOB [REDACTED]), residing at [REDACTED], Traverse City, MI, was interviewed at Dreamlab Industries, 2662 Garfield Road, Traverse City, MI, by Federal Bureau of Investigation Special Agents Daniel L. Olson and Garrett H. Croon on 5/20/2020. After being advised of the identity of the interviewing Agents and the nature of the interview, WILLIAMS provided the following information:

[Agent Observations: Agents attempted to gain access to Dreamlab Industries via the front door but the door was locked and there was no response. Agents proceeded to the rear door of the business where they gained access from an individual, at which time they were directed to WILLIAMS' office. While walking through the business, agents observed two individuals working with wires and numerous printers in various states. Agents did not observe any masks being produced or assembled at that time.]

WILLIAMS has been producing masks as owner of Dreamlab Industries, LLC, since approximately March 27, 2020, but the demand was overwhelming his business and he has experienced production issues. WILLIAMS stated that he currently has 110 orders pending that have not been fulfilled. WILLIAMS estimated that he has had approximately 587 orders to date, with 110 still pending. WILLIAMS acknowledged that he has been dealing with a lot of bad Yelp reviews and emails complaining about the delivery time. The local news featured his business approximately 5 days of beginning to produce masks and since then the orders overwhelmed his business. When he started, they had 6 3D printers, but are now up to 43 printers, but they only run when they feel like it. WILLIAMS has been trying to keep the printers running and had problems servicing them as well as obtaining materials to produce the masks. WILLIAMS recently moved to this new location because the old location was too small and heated up too much. WILLIAMS is currently in negotiations in finalizing a business arrangement with DSI (Dynamic Services Integration), based in Maryland, who will be helping his business increase productivity. The plan is to buy more printers to increase their capacity and to have DSI assist in the production.

WILLIAMS referenced a customer in Hawaii who ordered masks and later complained about not receiving them in a timely manner. The company needed 300 masks. WILLIAMS told the company he could not deliver that many masks and offered them \$1000 off. WILLIAMS was able to ship them 150 masks and sent them a refund for \$500 via Paypal. WILLIAMS saved screenshots showing the refund but stated they had not accepted the money back as far as he knew. WILLIAMS acknowledged that he accepted payment of \$3,000 up front for the mask order.

WILLIAMS hired a female named AUTUM RICHMOND, to handle customer service inquiries. WILLIAMS stated that she was part of the problem and was not responding to customers, which caused customers to complain. RICHMOND is no longer working at Dreamlab. WILLIAMS provided her with an iPhone to use for work and has not received it back as of this date. WILLIAMS provided her contact information of cell telephone [REDACTED], home telephone [REDACTED], and the iPhone he supplied of 231-499-0539. WILLIAMS stated that she was not an actual employee but was paid as a contractor. WILLIAMS stated that he was the one instructing her what to tell customers what to say and explained they had numerous problems in production with gaskets going bad and printers not working. WILLIAMS was asked whether those reasons he provided to RICHMOND were actually true and he stated that it was all true. WILLIAMS stated that due to issues with suppliers, he resorted to buying things off the shelf at Home Depot.

WILLIAMS was asked how his billing operates when a customer orders a mask. WILLIAMS stated that a customer is billed for the mask at the time of order via Paypal, and the money is then transferred to his business account. WILLIAMS uses Team One Credit Union for his business account. WILLIAMS was asked whether funds are transferred to any other account and he stated that it all is being deposited in his business account. WILLIAMS uses the money in his account to pay for all the expenses associated with his business, including payroll. WILLIAMS stated that his workers have all been paid and that

he has 3 people working for him but they are currently contractors. He has also had some volunteers work for him. WILLIAMS was asked about an update he posted that he now has 10 employees. WILLIAMS explained that at one time he had that amount helping him when he was setting up machines. The longest employee he has is a person he identified as RJ, who has worked for him for a year. WILLIAMS was asked who the other two individuals were that the interviewing Agents observed as they entered the business and he advised that they were electrical workers doing electrical work in the building.

WILLIAMS was asked about his refund policy. WILLIAMS stated that he has a no refund policy because he cannot accept a return of a mask once it has been delivered. WILLIAMS was asked whether he provides refunds to customers that complain about the wait time before a mask is delivered and he stated that he has always given refunds if the customer requests it before they have delivered the mask. Initially, the wait time was 7-10 days, and then it increased to 10-15 days. Currently, there is no specific time promised to a customer and orders are filled when he can. WILLIAMS stated that he is currently running at 5-10 days to fill an order. WILLIAMS stated that initially it was over 30 days for some customers.

WILLIAMS currently has no government contracts. WILLIAMS sent a sample to the Department of Veterans Affairs but has not heard back from them. WILLIAMS supplies masks to the Michigan Nurses Association, which ordered 2500 masks. To date, WILLIAMS has produced and delivered 1500 masks to this association. WILLIAMS could not recall who he was dealing with but stated that Andrew [REDACTED] and Jason, possibly Jason [REDACTED], were nurses who would come and pick them up.

WILLIAMS was asked to clarify the number of orders he previously described and stated that he was counting the number of orders, not number of masks. WILLIAMS was asked how many masks he has produced to date. WILLIAMS estimated that it was approximately 4,000 but that he could be way off. WILLIAMS stated that they are getting pretty close to that number.

WILLIAMS uses WooCommerce as his billing and tracking platform. WILLIAMS stated that he has had problems because Shopo, the shipping platform, does not communicate back to WooCommerce to identify what orders have been fulfilled. WILLIAMS stated that some orders show up in Shopo and he has been having problems knowing what has been shipped. WILLIAMS stated that he does not have any inventory system in place and that they are trying to figure that out so they can close an order out. WILLIAMS was questioned regarding who designates a order for shipment in Shopo. WILLIAMS stated he goes into that system himself and designates it for shipment. WILLIAMS stated that the problem is that Shopo does not close out the order in the WooCommerce system. WILLIAMS acknowledged that he has designated items for shipment before the order has been filled and he did not have a good grasp on what has been filled and shipped and what has not. WILLIAMS was asked whether it is possible that he is shipping items twice because he has not been tracking orders. WILLIAMS stated that his fear is that he has been shipping masks more than once on the same order. WILLIAMS could not explain why he designates items for shipment before he is ready to fill the order. WILLIAMS acknowledged that their current system is not working very well and he is trying to figure out a better system.

WILLIAMS was asked about RICHMOND leaving and he stated she quit. WILLIAMS communicated with her via phone and emails because she worked from home. WILLIAMS stated that she was paid for her services and that she was not grasping the production side of things.

WILLIAMS was asked about his claim that he had received inquiries from the CDC. WILLIAMS stated he was contacted by the CDC inquiring whether he had a waiver for emergency approval of his masks. Dreamlab currently did not, but they were going to try to obtain it. WILLIAMS was asked about his reference to inquiries from DLA (Defense Logistics Agency), and he stated it was the same as the CDC inquiry.

WILLIAMS was asked how he used the funds from his Go Fund Me page which was raising funds. WILLIAMS used those funds to buy approximately 43 printers. WILLIAMS moved to this current location at the beginning of May and it took them 2 weeks to get up to speed.

WILLIAMS was asked about his solicitation of donations for health care workers posted on his business website. WILLIAMS stated he used those funds to subsidize the cost of the masks when he was charging \$7.50 per mask. WILLIAMS received a couple of hundred dollars in donations. WILLIAMS stated the money was used to purchase materials.

WILLIAMS had to increase the price of mask to \$10, then \$15, due his supplier, who initially was located in the U.S, then moved out, and then back again.

WILLIAMS stated that he has worked very hard to here and was given advice from others but acknowledged it has been difficult.

WILLIAMS was asked about the Hawaii customer. WILLIAMS stated he gave her all the masks he could and identified the company was Novictor Aviation. WILLIAMS believed the company was donating the masks to a hospital.

WILLIAMS has been in business for approximately 4 and a half years. His company has run in the red most of the time. WILLIAMS had difficulty describing how much his revenue has been and when asked for the most he has grossed, stated that \$45,000 is the most he has grossed in a year. WILLIAMS generates \$40,000-\$45,000 in gross income. Dreamlab Industries is organized as an LLC and he is the managing member. He has one other member, Joel Soleberg (phonetic), who owns 25%. MYK JONES from DSI is going to buy Soleberg's share, which was an initial investment of \$18,500. Soleberg initially helped with the business but now has his own business and does not have any involvement.

WILLIAMS initially had an accountant but switched to doing his own books using Quickbooks. DSI will be handling the books once their arrangement is finalized. WILLIAMS pays \$1,500 in rent but is receiving two months of free rent. His previous location charged \$810 and \$1200 for two separate spaces. WILLIAMS stated he was in arrears on his rent at his previous location most of the time.

WILLIAMS financed a 3D printer from the dealer for approximately \$7,000. He also has a Venture North loan that he took out in 2017 that he took out for \$18,500. He currently owes \$8,000 on that loan and current on the loan. WILLIAMS' mother co-signed the financing for the 3D printer.

WILLIAMS expressed concern and inquired whether he was in trouble. WILLIAMS was advised that his solicitation of donations could be problematic in that he admitted that he was not actually donating the money but using it to fund his business. WILLIAMS was advised that he could be subject to regulatory consequences even if that was not a crime. WILLIAMS was advised that the interviewing Agents could not provide him with legal advice, but that it would be prudent to return that money to donors and keep very good records of that if he chose to do so. WILLIAMS was also admonished that collecting payment up front with no expectation of when the product could be delivered could be considered fraudulent.

WILLIAMS was cautioned that even if his actions were not criminal, other regulatory agencies could take action if consumers continue to complain.

At the conclusion of the interview, WILLIAMS asked SA Olson whether he was "fucked." WILLIAMS was advised that if he lied to the interviewing agents, he could face a criminal charge. WILLIAMS stated he did not lie to the interviewing agents. WILLIAMS was further advised that the interviewing agents could only caution him that if he is engaged in fraud, then he could face criminal charges.

As the interviewing agents were departing, an individual who identified himself as MYK was entering the business, who then went to meet WILLIAMS.

Following the interview, SA Olson visited the Dreamlab Industries webpage to capture screen shots of the website approximately an hour after the interview. When SA Olson clicked on the donation option, the webpage soliciting donations for healthcare workers was no longer active.

Status: Completed

History:

05/26/2020 02:05:27 PM Created Note: Interview of Brandon Williams - DANIEL OLSON (DETROIT/DE-LAI)

#### (U) Interview of Autum Richmond

Authorized: Interview or request information from members of the public and private entities.

Method:

Description: Autum Richmond, born on [REDACTED], residing at [REDACTED], Traverse City, MI, cell telephone number [REDACTED] was interviewed via telephone on 5/20/2020 by Special Agent Daniel L. Olson. After being advised of the identity of the interviewing agent and the nature of the interview, [REDACTED] provided the following information:

Richmond worked at Dreamlab Industries for approximately one month. Richmond left the employment because of the owner, Brandon Williams. Richmond stated that Williams lied a lot to customers and made false promises on when masks could be delivered. Some customers waited for over a month and orders were not being prioritized on when they were received. Richmond described Williams as in over his head and she advised him at one point to stop taking orders. Williams wanted her to focus on big orders and he only prioritized orders from people who threatened him. When customers threatened to call the Attorney General, he prioritized their order and shipped them. Williams seemed to favor friends and family on the priority of orders as well. Williams also focused on filling an order for a hospital that was ordered through a Michigan Nurses Association. Williams never fully met their weekly amount, and he piggy-backed orders by using new orders to fill older ones. Williams also would not refund orders when people initially complained. Williams also wanted customers with large orders to make downpayments so he could meet the current demand on other orders.

Richmond had access to the computer system to see the orders but she did not do any bookkeeping for the business. Williams wanted Richmond to get an order from the Veterans Administration and wanted her to get a downpayment from them.

Williams did not have the equipment to fill all the orders and when he obtained new printers, they didn't work. Other printers were broken as well. Richmond went to the new location a few times but worked from home. Richmond went to the new location once to collect a paycheck and another time for team meeting. Richmond was paid but was always paid late. Richmond had to threaten to quit in order to get paid.

Williams made it impossible to fill big orders and claimed that Richmond was the problem in getting big orders. Williams instructed Richmond on what to tell customers and would tell her to say that things were running slow. After several weeks customers began demanding refunds and Williams would tell her to say there were no refunds. Richmond recalled one customer named Jeremy [REDACTED] and recalled telling him that she had no idea when his masks would be produced and that she was not getting paid. Richmond stated that by that time, she was done lying to customers and she herself had not been paid yet.

Williams would occasionally print shipping labels so that it looked like the order had been shipped. Williams would instruct Richmond to send the customer the tracking number, but Richmond could tell when checking the tracking number that the parcel had not been submitted to the USPS. When Richmond visited the business, she saw rolls of shipping labels printed and just sitting there. Williams alluded to the concept that if the shipping labels were issued and printed, it would make customers think the masks had shipped.

Richmond had access to the WooCommerce platform and could see that some transactions were on hold or cancelled as being contested by the cardholder. The WooCommerce system required Williams to physically enter the tracking number. Richmond would speak to Williams about a specific order either on the phone or via text or email, and say that an order was marked as shipped but it shows that it's still in process or not picked up by USPS. Richmond could tell that Williams was showing orders as being shipped when they had not been.

Richmond communicated daily via email about what customers had called and what orders to check on. Richmond stated that it was difficult to know exactly what was going on at the business because she was not there. Often Williams just swept the complaints away and did not resolve them. Richmond recalled a large order from Hawaii. Initially, she was told by Williams that order had been filled. Later, Williams told Richmond that only a portion of the order had shipped. Williams told Richmond to just do whatever she could to appease the customer. When the customer demanded a refund for the portion that had not been shipped, Richmond told Williams that they had to refund the money. Williams blamed Richmond for not being able to appease the customer and told her that she was too emotional. Other times Williams would praise her, and he was largely inconsistent to deal with. When Williams finally refunded the difference, he could not make payroll.

Richmond has worked in customer service for several years and worked as a store manager. Richmond had no difficulty dealing with customers except for the problems that Williams was creating. On several occasions Williams would instruct Richmond to tell customers that the order had shipped, when in fact she could see upon checking later that the order had not shipped.

Richmond did not know anything about donations solicited from the website but knew that the money from the Go Fund Me website was used to buy materials, printers, and fund

payroll. Williams posted that the goal was to buy 100 or 75 printers but they were nowhere near that.

Richmond did not have access to the payroll system. Initially, the website for ordering did not say anything about refunds, but it was later added to reflect no refunds. Richmond stated that general policy was no refunds unless you threatened them or it hadn't shipped.

Richmond used a gmail account that she set up which received customer emails through a forwarding portal. When she quit, Williams asked her to delete the email account, which she did.

When Williams was attempting to get an order from the VA, Williams was promising to produce 500 to 1000 masks per week. Based on what was happening, Richmond knew that Williams could not come close to that number and it was entirely unrealistic. At most they produced 20 mask per day. The VA never agreed to a contract because Williams wanted a down payment.

One employee named RJ had been there the longest. At one point there were 5-6 people working there and one volunteer. Richmond believed that there were 4 employees being paid when she worked there.

Williams claimed that he hadn't paid himself since early on in the business. Williams always had trouble paying for things. Williams claimed they were only charging for the cost of materials, but guys in the shop joked that the masks cost 10 cents. Richmond believed they were joking but that the actual cost was probably 3-5 dollars. Richmond stated that the price of the masks was initially \$7.50 and that when the price was raised, allegedly due to the cost of materials, it was not entirely true from what she knew. Richmond did not have any knowledge of off-setting the cost of the masks with money donated but stated that Williams and RJ were secretive about certain financial matters.

Richmond spent an hour on the phone with one irate customer. Richmond was also getting threats on Facebook because she was linked to the company Facebook page and when she threatened to quit, Williams told her she was just weak.

Williams asked employees to write positive reviews online to counter negative reviews. Richmond still had the iPhone that she was issued and is planning to return it. Richmond had delayed returning it simply because she does not want to deal with Williams anymore. Richmond wiped the iPhone already after she asked Williams if he wanted her to do that. Richmond had the iPhone set up to her gmail account and felt it was logical to wipe it so that it did not log into her personal email account.

Richmond worked at Dreamlab from approximately April 13 to May 13, 2020. Richmond did not expect to be paid the day she quit but was paid for all the other days she worked.

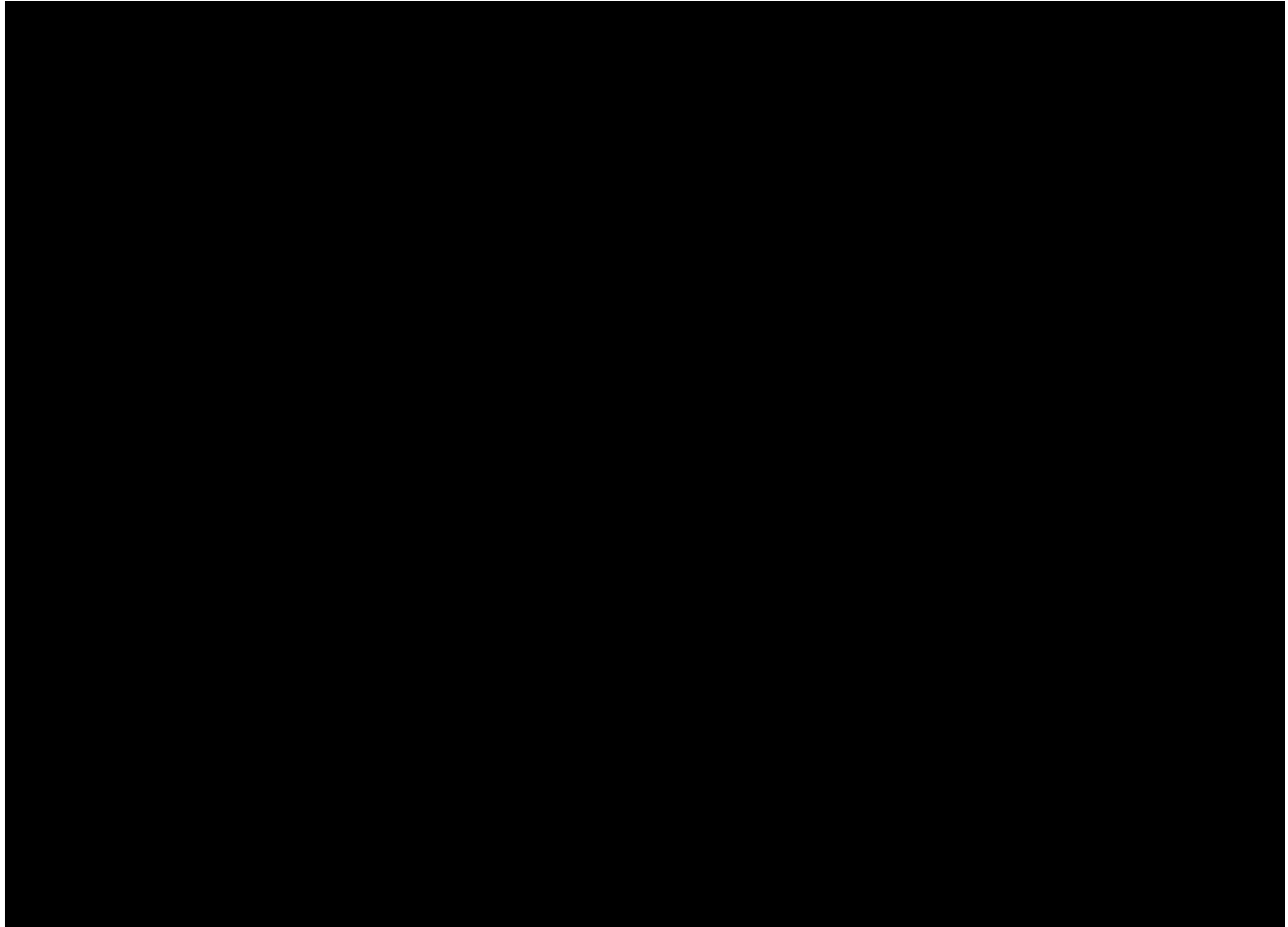
Status: Completed

History:

05/26/2020 02:31:15 PM Created Note: Interview of Autumn Richmond : DANIEL OLSON (DETROIT /DE-LA1)

## Referrals

Has this matter been referred to OGA/State/Local?



**ATTACHMENT**  
**G – JEREMY S. COMPLAINT**

# Michigan Office Of Attorney General Consumer Complaint Form

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Web Complaint Number: 2020-cp05081105718-A

Submitted: 5/8/2020 11:05:23 AM

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## Consumer Information

Your Last Name:	██████████	First Name: Jeremy	M.I.:
Your Street Address:	████████████████████	City: Kentwood	
Your State:	██	Zip Code: █████	
Your County:			
Your Home Phone:	██████████	Your Work Phone:	Ext.:
Fax Number:		E-mail Address	████████████████████

---

## Primary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name: Dreamlab Industries Llc	
Street Address: 955 E Commerce Drive Suit B	City: Traverse City
State: MI	Zip Code: 49685
County:	Phone:
Fax Number:	E-mail Address:
Web Site Address:	Product Offered:
Primary Jurisdiction: None	

---

## Secondary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name:	
Street Address:	City:
State: MI	Zip Code:
County:	Phone:
Fax Number:	E-mail Address:
Web Site Address:	

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## Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:  
Vehicle VIN No.:

---

## **Complaint Information**

Incident Date\Time: 4/3/2019 1:00:00 AM

Incident Location:

Approximate Monetary Value:

Did you sign a contract? False

Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? True

Did you complain directly to the business? True

What was the response from the business?

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? False

---

## **Complaint Detail/Inquiry Information**

April 3 I order some mask from DreamLab industries Llc. I order them because there a local company and I know where there coming from, also there 3D printed. After it said it ships 7-10 days, after day 10 I sent email,message on facebook and tried to call. I could see on Facebook that they were reading my messages but not responding. Finally I got ahold of autum she stated in couple weeks there going to send. In mean time I am doing research on this company. Comes to find out he did a go fund me a raised thousand on dollars, his company has grown so big that they moved buildings, now I am thinking this is a scam so I start to read comments from others and there in same boat as me place an order no response or same go around but at end of day no mask

---

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

---

(\*)I certify that the information on this form is true and accurate to the best of my knowledge.

(\*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

---

ATTACHMENT  
H – FBI INTERVIEW REPORT



## FEDERAL BUREAU OF INVESTIGATION

Date of entry 06/08/2020

JEREMY [REDACTED], telephone number [REDACTED], residing at [REDACTED] Kentwood, MI [REDACTED], was telephonically interviewed by Special Agent Daniel L. Olson. After being advised of the identity of the interviewing Agent and the nature of the interview, [REDACTED] provided the following information:

Within a week of speaking to SA Olson, [REDACTED] received the two masks he ordered from Dreamlab Industries. Both masks were broken when he received them. The masks were split down the middle and unusable. [REDACTED] will attempt to contact the company for replacement masks.

---

Investigation on 06/08/2020 at Traverse City, Michigan, United States (Phone)File # 209C-DE-3272221Date dictated 06/08/2020by Daniel L. Olson

ATTACHMENT  
I – ADAM S. COMPLAINT

# Michigan Office Of Attorney General Consumer Complaint Form

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Web Complaint Number: 2020-cp05091631459-A

Submitted: 5/9/2020 4:31:55 PM

---

## Consumer Information

Your Last Name: [REDACTED]	First Name: Adam	M.I.:
Your Street Address: [REDACTED]	City: Grand Rapids	
Your State: MI	Zip Code: 49505	
Your County:		
Your Home Phone: [REDACTED]	Your Work Phone:	Ext.:
Fax Number:	E-mail Address: [REDACTED]	

---

## Primary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name: Dreamlab Industries	
Street Address: 1605 Carlton Ave Ne	City: Traverse City
State: MI	Zip Code: 49685
County:	Phone:
Fax Number:	E-mail Address:
Web Site Address: Dreamlabindustries.com	Product Offered:
Primary Jurisdiction: Licensed Business/Person	

---

## Secondary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name:	
Street Address:	City: Grand Rapids
State: MI	Zip Code: 49505
County:	Phone:
Fax Number:	E-mail Address:
Web Site Address:	

---

## Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: MI  
Vehicle VIN No.:

---

## **Complaint Information**

Incident Date\Time: 4/2/2020 1:00:00 PM

Incident Location:

Approximate Monetary Value:

Did you sign a contract? False

Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? True

Did you complain directly to the business? True

What was the response from the business? No response and or just continued promises

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? False

---

## **Complaint Detail/Inquiry Information**

On April 2nd I placed an order on DreamLabindustries.com. I order to face masks. After approx 3.5 weeks of waiting I reached out to the company to check status as they were posting through social media that these masks shipped in 7-10 business days and that they were also available for local pickup in travers city at there business address. I was told min would be shipping soon. Continued to wait and continued to have my emails and phone calls mostly ignored. There are many many people complaining of similar issues through Facebook where they have said they have paid thousands to order these for businesses and haven't received them and there is no communication as to when or if these will ever be available. For several weeks now I've been told I'll get it soon. But there is no indication as to what "soon" means. Recently there customer service rep told me that she was just told to lie to people and tell them that there masks were on the way. I have her contact info. Lots of emails. Screen shots of social media that they continue to delete. They raised thousands through go fund me I think it's all just a scam.

---

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[True] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

---

(\*)I certify that the information on this form is true and accurate to the best of my knowledge.

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ATTACHMENT  
J – JOYCE E. COMPLAINT

From: [Michigan Attorney General](#)  
To: [Email CP](#)  
Subject: FW: DreamLab Industries, LLC  
Date: Monday, May 18, 2020 12:07:12 PM

---

From: Joyce [REDACTED]  
Sent: Friday, May 15, 2020 7:09 PM  
To: Michigan Attorney General <miag@michigan.gov>  
Subject: DreamLab Industries, LLC

**CAUTION: This is an External email. Please send suspicious emails to [abuse@michigan.gov](mailto:abuse@michigan.gov)**

On WZZM-13, there was a story about a place in Traverse City, DreamLab Industries, LLC, making facial masks. On March 28th, my daughter ordered 3 for her family and 2 for my husband and me (these to be shipped to our address) and I sent her a check to pay for ours. Seemed simple enough. Right?

My daughter, after a few days went by, called the company and they told her they only had one line making them and it usually took 7-10 days to ship. Sounded good, so we waited. I then inquired, on April 12th, by e-mail and was told they had been waiting for supplies and had gotten them and I should be getting my masks the following week, which didn't happen.

I then waited until April 21st and e-mailed again. This time I was told that they'd had more orders than anticipated and had had problems getting the supplies quickly, but they were legitimate, which I'd questioned, even telling this Autumn person who was replying to me that I was beginning to doubt they were legit and was considering contacting the BBB and Attorney General.

I emailed again on May 12th and but have not gotten a reply yet. However, I'm writing to make you aware that I've become leery of this company. Something is not ringing true as being overwhelmed by orders should have nothing whatsoever to do with the speed of orders already accepted and way past when the products were supposed to be shipped.

I called the phone number on the receipt my daughter sent me yesterday afternoon. I was given another number to call, 231-714-0880, the explanation being that the other number was not being monitored. I left a message but have received no return call and still no reply to my e-mail.

If you need a copy of the receipt my daughter sent me, please let me know and I'll scan and send it to you.

Thank you for your time and for looking into this company.

Joyce [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

--

Have a wonderful day!

[REDACTED]

ATTACHMENT  
K – AG REPORT



DEPARTMENT OF  
ATTORNEY GENERAL  
CORPORATE OVERSIGHT  
DIVISION

ORIGINAL DATE May 19 <sup>th</sup> , 2020	ATTY GEN LEGAL FILES NUMBER 2020-0293120-A
DATE OF THIS REPORT June 23, 2020	LANSING - CORPORATE OVERSIGHT

SPECIAL AGENT NAME Jeff Campbell	AAG ASSIGNED Darrin Fowler	COMPLAINANT Multiple
STREET ADDRESS AND CITY OF INVESTIGATOR OFFICE 525 W. Ottawa St., Lansing, MI 48933 (517)373-1160		REPORT NUMBER AND CASE STATUS #1 - Initial - Open

**Report Type:**

Initial

**Complaint/Nature of Incident:**

Michigan Consumer Protection Act Violation

**Venue:**

Traverse City, MI

**Complainant:**

Multiple

**Suspect:**

DreamLab Industries, LLC  
2682 Garfield Road  
Traverse City, MI 49686

**Resident Agent/Owner:**

Brandon Williams  
[REDACTED]

**Information:**

On 5/19/19, I was assigned to investigate a complaint regarding a business called Dream Lab Industries (DLI). Complainants Joyce [REDACTED], Adam [REDACTED], and Jeremy [REDACTED] each indicated they had ordered protective face masks from DLI and had waited for weeks after expecting delivery before attempting to contact the company. At the time of the complaints, they had not received delivery on the face masks they ordered and had been unable to successfully resolve their complaints by contacting the company.

At the time that I received these complaints, I was also informed that the U.S. Department of Justice in Michigan had received similar complaints and would be proceeding with an investigation. On 6/18/2020, after asking for an update, I received a call from FBI Special Agent Daniel Olson, who advised he had talked with complainants, a former employee of DLI, and the owner Brandon Williams. SA Olson provided me with copies of his reports on this complaint, and they are included with this complaint file. I have also requested the DLI website

Page 1 of 3	INVESTIGATED BY Special Agent Campbell	REPORTED BY Special Agent Campbell
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DEPARTMENT OF  
ATTORNEY GENERAL  
CORPORATE OVERSIGHT  
DIVISION

ORIGINAL DATE May 19 <sup>th</sup> , 2020	ATTY GEN LEGAL FILES NUMBER 2020-0293120-A
DATE OF THIS REPORT June 23, 2020	LANSING - CORPORATE OVERSIGHT

screenshots SA Olson advised me he had taken, and those will be sent to me separately via U.S. Mail.

After speaking with SA Olson and reviewing his reports, I checked Attorney General records, and located a 4<sup>th</sup> complaint from [REDACTED] Melinda [REDACTED]. [REDACTED] complaint indicates she ordered masks from DLI on 3/30/2020, paying \$26.50 for 2 masks, and making a \$50 donation via the DLI website to support frontline health care workers. She followed up with the company in April and May because she had not received her order. She was told by a customer service representative that the masks would be shipped soon. On 5/21/2020, she received an email from DLI thanking her for her donation, and stating that, "the language that appeared on our website was vague about where the funds would go and exactly how they would be used. In lieu of this oversight, we are updating our policies and website. Please accept this refund of your \$50 donation and donate to a local healthcare organization of your choice."

On 5/27/2020, [REDACTED] received an email from PayPal stating that "The refund sent by Dreamlab Industries LLC [REDACTED] did not clear from the sender's bank. You have not received funds for this payment in your PayPal account." The PayPal email also provided the following refund details:

Amount: \$50.00 USD  
Sender: Dreamlab Industries LLC  
Sender's email: [REDACTED]  
Transaction ID: [REDACTED]  
Transaction date: 20200521

I checked with SA Olson to see if he received similar information, but he did not have any new complainants other than the ones previously received and investigated, and he had nothing from [REDACTED]. I emailed [REDACTED] on 6/18/2020 to ask her if she had received her order, or if she had received a refund for her order or her donation. She responded and told me she finally received the two masks she ordered a week prior to my email. She also said she assumed that her credit card account had been refunded for the donation but had not yet received her monthly statement to verify it. She indicated she would advise me once she received her next monthly credit card statement.

On 6/19/2020, I received complaint information from the Better Business Bureau (BBB) serving Western Michigan, showing a total of 4 complaints against DLI that were filed with the BBB, along with documentation showing that refunds had been provided to 2 complainants after they had not received the masks they ordered from DLI. Further details on these complaints can be found in the BBB records included with this file.

Page 2 of 3	INVESTIGATED BY Special Agent Campbell	REPORTED BY Special Agent Campbell
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DEPARTMENT OF  
ATTORNEY GENERAL  
CORPORATE OVERSIGHT  
DIVISION

ORIGINAL DATE May 19 <sup>th</sup> , 2020	ATTY GEN LEGAL FILES NUMBER 2020-0293120-A
DATE OF THIS REPORT June 23, 2020	LANSING – CORPORATE OVERSIGHT

On 6/22/2020, I spoke with each of the BBB complainants by telephone. Bruce [REDACTED] told me he had finally received the masks he ordered a week prior to my call. He told me they were very poor quality, and the elastic bands on one of his masks had snapped on his first attempted use. He also told me that his wife had disputed the credit card charge on their account prior to receiving the masks, and they had been refunded their money by the credit card company already.

I spoke to the wife of complainant James [REDACTED] who told me they had never received the masks they ordered, but they had been refunded their money through PayPal, and had verified that their account had been credited. [REDACTED] also told me her aunt, Patrice [REDACTED] had ordered masks as well, and had not received them, but did not know if her money had been refunded yet. She attempted to call [REDACTED] while I was on the phone but was not able to reach her.

I spoke with Mary Kate [REDACTED], who told me she had not received her masks after several months but had finally received a refund of her money from the order.

I spoke with Diane [REDACTED] on 6/22/2020. She confirmed that she placed an order totaling \$108.25 for masks on 3/30/2020 and has not yet received the 10 masks she ordered from DLI. She told me she had attempted to communicate with DLI via email and Facebook Messenger numerous times but had been unsuccessful in getting much response from DLI. She also received a message from them indicating her money was being refunded, but she has yet to receive that refund. I asked [REDACTED] to collect any messages or records of communications with DLI and send them to me. Those will be added to the complaint file once I receive them.

On 6/22/2020, I collected screenshots of the DLI website and Facebook page as they were displayed on that date. I also located a GoFundMe page for DLI, which showed that as of 6/22/2020, a total of \$5,614 had been raised to support DLI.

I spoke with Joyce [REDACTED] (email complaint to the Attorney General) on 6/23/2020. She told me she finally received the masks she ordered a few days before my call, along with a letter of apology from DLI.

Based on the information obtained, I will forward this complaint to the Corporate Oversight Division for review and determination on any appropriate enforcement action. Any other information gathered will be included in supplemental reports.

**Status:**  
**Open**

Page 3 of 3	INVESTIGATED BY Special Agent Campbell	REPORTED BY Special Agent Campbell
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ATTACHMENT  
L – MELINDA K. COMPLAINT

# Michigan Office Of Attorney General Consumer Complaint Form

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Web Complaint Number: 2020-cp05271223181-A

Submitted: 5/27/2020 12:23:47 PM

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## Consumer Information

Your Last Name: [REDACTED]	First Name: Melinda	M.I.: [REDACTED]
Your Street Address: [REDACTED]	City: Mount Pleasant	
Your State: MI	Zip Code: [REDACTED]	
Your County: [REDACTED]		
Your Home Phone: [REDACTED]	Your Work Phone: [REDACTED]	Ext.: [REDACTED]
Fax Number: [REDACTED]	E-mail Address: [REDACTED]	

---

## Primary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name: Dreamlab Industries Llc	
Street Address: 955 E Commerce Dr Suite B	City: Traverse City
State: MI	Zip Code: 49685
County: Grand Traverse	Phone: 2313577375
Fax Number:	E-mail Address: customercare@dreamlabindustries.com
Web Site Address: <a href="https://www.dreamlabindustries.com/">https://www.dreamlabindustries.com/</a>	Product Offered: 3D printed face masks
Primary Jurisdiction: Licensed Business/Person	

---

## Secondary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name:	
Street Address:	City:
State: MI	Zip Code:
County:	Phone:
Fax Number:	E-mail Address:
Web Site Address:	

---

## Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:  
Vehicle VIN No.:

---

## **Complaint Information**

Incident Date\Time: 3/30/2020 1:00:00 AM

Incident Location: online order

Approximate Monetary Value: \$76.25

Did you sign a contract?

Where did you sign this contract?

Is a court action pending?

Do you have an attorney representing you on this matter?

Are you willing to testify in court regarding this complaint?

Did you complain directly to the business? True

What was the response from the business? They kept delaying until offering me a partial refund via PayPal, which didn't clear their bank

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? False

---

## **Complaint Detail/Inquiry Information**

On or about March 30, 2020, I purchased online from DreamLab Industries LLC two 3D-printed face masks, one for myself and one for a friend who, like me, is at high-risk from Covid-19. The masks cost \$26.50, and I also made a \$50 donation to support front line healthcare workers for a total of \$76.50. I followed up with the company in April and May to find out why I had not yet received the masks; the customer service representative responded relatively quickly, basically stating that the order would be shipped soon. On May 21, I received an odd email from the company thanking me for my donation and stating that, "the language that appeared on our website was vague about where the funds would go and exactly how they would be used. In lieu of this oversight, we are updating our policies and web site. Please accept this refund of your \$50 donation and donate to a local healthcare organization of your choice." The email did not explain how the donation would be refunded to me, but the email itself suggested to me that other customers had probably complained and that the company was in trouble. Today (May 27, 2020), I received an email from PayPal stating that "The refund sent by Dreamlab Industries LLC [REDACTED] did not clear from the sender's bank. You have not received funds for this payment in your PayPal account." PayPal also provided the following refund details: Amount: \$50.00 USD Sender: Dreamlab Industries LLC Sender's email: [REDACTED] Transaction ID: [REDACTED] Transaction date: 20200521 I don't know whether DreamLab Industries LLC has committed fraud or if the owners simply aren't knowledgeable, experienced business people (or both). The amount of money involved in my case is small, but if other customers are in the same situation, then the amount of money involved overall could be quite substantial. At this point, I doubt I'll ever receive the masks or a refund for the purchase price, but if possible, I would like to redirect the \$50 donation to an established local charity. If you would like copies of the original invoice and my subsequent email exchanges with the company's customer service representative, I will provide them. Thank you in advance for investigating DreamLab Industries LLC and its business practices. Melinda [REDACTED] (working remotely through August 3, 2020)

---

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

---

(\*)I certify that the information on this form is true and accurate to the best of my knowledge.

(\*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

---

## ATTACHMENT

M – 7.15.20 DREAMLAB HOMEPAGE



## Contract Manufacturing at Your Fingertips

GET A PROTOTYPE SHIPPED TODAY

Order PPE Equipment (Face Masks,  
Handy-Touch, Protector)

### Get quote

1 Upload File

2 Customer Order

3 Delivery Options

4 Checkout

1 Upload 3D models

2 Get a 3D printer

3 Delivery in 5-7 days

Upload file

Upload 3D models and get it printed

ATTACHMENT  
N – 3.30.20 HOMEPAGE

## Contract Manufacturing at Your Fingertips

- 3D Printing & Assembly
- Injection Molding
- Sheet Metal Fabrication
- Turnkey Manufacturing

At DreamLab Industries, we provide a full range of contract manufacturing services to our clients. We are a one-stop solution for all your manufacturing needs. Our services include 3D printing, injection molding, sheet metal fabrication, and turnkey manufacturing. We have a team of experienced professionals who can help you with every step of the process, from design to production. We are committed to providing high-quality products and exceptional customer service. Contact us today to learn more about our services.



# ATTACHMENT

O – 3.30.20 DONATION PAGE

## DONATION TO HEALTHCARE WORKERS

Donations are accepted frequently, and are accepted

\$1.00 - \$1,000.00

Donations are accepted

Donations are accepted

Donations are accepted

Donations are accepted

CREDIT

PayPal

Donations are accepted

Donations are accepted

Donations are accepted

ATTACHMENT  
P – BBB COMPLAINTS

COMPLAINT # 37091970

**COMPANY INFO**

NAME: **Dream Lab Industries, LLC**

---

**CONSUMER INFO**

NAME: **Bruce**

ADDRESS:

Haslett, MI

48840

\$ VALUE: \$50.00

DAY PHONE:

EVE PHONE: -

EMAIL:

FAX: -

---

**DETAILS**

CONCERNING: **Delivery Issues**

OPENED: 19 May 2020

CLOSED: 17 June 2020

ENTERED BY:

ASSIGNED TO:

CLOSE CODE: 150 - Answered

CLOSED BY:

NATURE OF DISPUTE: Hello, At this point my complaint is in regards of whether the company even exists. Over two months ago I ordered four N95 respiratory masks (4). The first email from them said the delivery issue was caused by more orders that they had expected and that now they were in the process of purchasing more machines to make the product. The second email said that were now catching up with the orders and our masks would be sent out within the next two days. That was about three weeks ago. They process my credit card payment within the first week of my initial transaction. I'm feeling now that it was a scam and the company does not exist. At this point I would like to have verified that the company exists.

Product\_Or\_Service: Five Covid19 Face Masks

Order\_Number: 3810

DESIRED RESOLUTION: DesiredSettlementID: Delivery

At this point I would like to know if there is actually such a company. email from DreamLab Industries:

Original Message -----From: Autumn To:

Date: April 30, 2020 at 12:18 PM Subject: Order# 3810 Firstly, I want to apologize as I know you reached out via phone call, I am just emailing back to be more efficient and catch up on my replies as I had taken a couple of days off. Secondly, I want to thank you for your p

BUSINESS RESPONSE: We sincerely apologize for the delays in processing of orders and we owe you an explanation.

First, we received an abundance of orders and we prioritized our frontline workers orders. Second, we have had delayed deliveries of material and machinery due to COVID-19. And lastly, we had to ask for help and move to a new larger location to accommodate all the order processing.

We are committed to you and are taking immediate corrective steps to regain your confidence in us. We have begun putting a comprehensive plan in place to provide better and more timely information to customers, more tools and resources for our employees and improved procedures for handling these operational difficulties that we have been facing.

You deserve better from us and we let you down. Nothing is more important to us than regaining your trust. With these new measures in place we are committed to ensuring that you will not have to deal with this ever again.

We value you and your business.

Brandon Williams

CEO

DreamLab Industries LLC

DECISION:

ACTIVITY:

**05/19/2020 web BBB** Case Received by BBB

**05/20/2020 Otto BBB** Case Reviewed by BBB

**05/20/2020 04ts EMAIL** Send Acknowledgement to Consumer

**05/20/2020 Otto EMAIL** Notify Business of Dispute

**06/05/2020 WEB BBB** RECEIVE BUSINESS RESPONSE : We sincerely apologize for the delays in processing of orders and we owe you an explanation.

First, we received an abundance of orders and we prioritized our frontline workers orders. Second, we have had delayed deliveries of material and machinery due to COVID-19. And lastly, we had to ask for help and move to a new larger location to accommodate all the order processing.

We are committed to you and are taking immediate corrective steps to regain your confidence in us. We have begun putting a comprehensive plan in place to provide better and more timely information to customers, more tools and resources for our employees and improved procedures for handling these operational difficulties that we have been facing.

You deserve better from us and we let you down. Nothing is more important to us than regaining your trust. With these new measures in place we are committed to ensuring that you will not have to deal with this ever again.

We value you and your business.

Brandon Williams

CEO

DreamLab Industries LLC

**06/08/2020 04ts EMAIL** Forward Business response to Consumer

**06/10/2020 BBB** MORE INFO RECEIVED FROM THE BUSINESS : We are shipping this order out today!

**06/17/2020 Otto BBB** No Consumer Response- Answered with Letter

**06/17/2020 Otto EMAIL** Inform Business - Case Closed Answered

**06/17/2020 Otto BBB** Case closed - ANSWERED

COMPLAINT # 37091525

**COMPANY INFO**

NAME: **Dream Lab Industries, LLC**

---

**CONSUMER INFO**

NAME: **James** [REDACTED]

DAY PHONE: [REDACTED]

ADDRESS: [REDACTED]  
Tiffin, OH

EVE PHONE: [REDACTED]

44883

EMAIL: [REDACTED]

\$ VALUE: \$57.00

FAX: -

---

**DETAILS**

CONCERNING: **Delivery Issues**

OPENED 01 May 2020

CLOSE CODE: 150 - Answered

CLOSED 17 June 2020

CLOSED BY: [REDACTED]

ENTERED BY:

ASSIGNED TO: [REDACTED]

NATURE OF DISPUTE: On April 7, 2020 I purchased 5 3D printed masks from this company for 57.00. I have tried contacting them repeatedly with no response. Every time I call customer service the only option I have is to leave a message. Which I have done on numerous occasions. I still have not received the product. Nor have I received a response from them. I also know of numerous other individuals who are having the same issue.

Product\_Or\_Service: 3D printed mask

DESIRED RESOLUTION: DesiredSettlementID: Billing Adjustment  
All I want now is a refund.

BUSINESS RESPONSE: We sincerely apologize for the delays in processing of orders and we owe you an explanation.

First, we received an abundance of orders and we prioritized our frontline workers orders. Second, we have had delayed deliveries of material and machinery due to COVID-19. And lastly, we had to ask for help and move to a new larger location to accommodate all the order processing.

We are committed to you and are taking immediate corrective steps to regain your confidence in us. We have begun putting a comprehensive plan in place to provide better and more timely information to customers, more tools and resources for our employees and improved procedures for handling these operational difficulties that we have been facing.

You deserve better from us and we let you down. Nothing is more important to us than regaining your trust. With these new measures in place we are committed to ensuring that you will not have to deal with this ever again.

We value you and your business. We will provide you with a full refund of your order.

Brandon Williams  
CEO  
DreamLab Industries LLC

DECISION:

ACTIVITY:

**05/01/2020 web BBB** Case Received by BBB  
**05/05/2020 Otto BBB** Case Reviewed by BBB

**05/05/2020 04ts EMAIL** Send Acknowledgement to Consumer

**05/05/2020 Otto EMAIL** Notify Business of Dispute

**06/05/2020 WEB BBB** RECEIVE BUSINESS RESPONSE : We sincerely apologize for the delays in processing of orders and we owe you an explanation.

First, we received an abundance of orders and we prioritized our frontline workers orders. Second, we have had delayed deliveries of material and machinery due to COVID-19. And lastly, we had to ask for help and move to a new larger location to accommodate all the order processing.

We are committed to you and are taking immediate corrective steps to regain your confidence in us. We have begun putting a comprehensive plan in place to provide better and more timely information to customers, more tools and resources for our employees and improved procedures for handling these operational difficulties that we have been facing.

You deserve better from us and we let you down. Nothing is more important to us than regaining your trust. With these new measures in place we are committed to ensuring that you will not have to deal with this ever again.

We value you and your business. We will provide you with a full refund of your order.

Brandon Williams

CEO

DreamLab Industries LLC

**06/08/2020 04ts EMAIL** Forward Business response to Consumer

**06/11/2020 BBB** MORE INFO RECEIVED FROM THE BUSINESS : \*\*\*Document Attached\*\*\*

We went in to refund this order and it shows that a refund was processed on May 6, 2020. I have attached proof of refund.

**06/17/2020 Otto BBB** No Consumer Response- Answered with Letter

**06/17/2020 Otto EMAIL** Inform Business - Case Closed Answered

**06/17/2020 Otto BBB** Case closed - ANSWERED

COMPLAINT # 37091974

**COMPANY INFO**

NAME: **Dream Lab Industries, LLC**

**CONSUMER INFO**

NAME: **marykate**  
ADDRESS: **traverse city, MI  
49685**  
\$ VALUE: **\$26.25**

DAY PHONE:   
EVE PHONE: **-**  
EMAIL:   
FAX: **-**

**DETAILS**

CONCERNING: **Refund or Exchange Issues**

OPENED: **19 May 2020**

CLOSE CODE: **150 - Answered**

CLOSED: **12 June 2020**

CLOSED BY:

ENTERED BY:

ASSIGNED TO:

NATURE OF DISPUTE: I placed an order on 3/31 for two face masks. The company charged my account on 4/1. On 4/13, they said they would be mailed within the week. I still haven't received the masks & all I get from them are excuses. I have tried to cancel my order, but they won't respond to emails anymore. On 5/10 they sent out an email to all customers that stated they were working on filling orders, but they WILL NOT issue any refunds for people that want to cancel their order due to how long it has taken. They said their customers are important, but front line employees are their first priority. I don't think they should except orders from the general public if they can't come thru. It is too bad, because I live in Traverse City & they are located in Traverse City, that is why I ordered from them, I wanted to keep it local.

Product\_Or\_Service: **DLI 3d printed face mask**

Order\_Number: **DLI Purchase 3861**

Account\_Number:

DESIRED RESOLUTION: **DesiredSettlementID: Refund**

I would like a full refund. It has taken too long to receive my order, so I have had to get masks elsewhere.

BUSINESS RESPONSE: We received email from customer saying she did not want the order, we just went and pulled order off the shipping shelf. We will be issuing her a refund.

DECISION:

ACTIVITY:

**05/19/2020 web BBB** Case Received by BBB

**05/20/2020 Otto BBB** Case Reviewed by BBB

**05/20/2020 04ts EMAIL** Send Acknowledgement to Consumer

**05/20/2020 Otto EMAIL** Notify Business of Dispute

**06/05/2020 WEB BBB** RECEIVE BUSINESS RESPONSE : We sincerely apologize for the delays in processing of orders and we owe you an explanation.

First, we received an abundance of orders and we prioritized our frontline workers orders. Second, we have had delayed deliveries of material and machinery due to COVID-19. And lastly, we had to ask for help and move to a new larger location to accommodate all the order processing.

We are committed to you and are taking immediate corrective steps to regain your confidence in us. We have begun putting a comprehensive plan in place to provide better and more timely information to customers, more tools and resources for our employees and improved procedures for handling these operational difficulties that we have been facing.

You deserve better from us and we let you down. Nothing is more important to us than regaining your trust. With these new measures in place we are committed to ensuring that you will not have to deal with this ever again.

We value you and your business.

Brandon Williams

CEO

DreamLab Industries LLC

**06/08/2020 04ts EMAIL**Forward Business response to Consumer

**06/10/2020 BBB** MORE INFO RECEIVED FROM THE BUSINESS : We are shipping this order out today!

**06/10/2020 WEB BBB** BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

I will not support this business. They have very poor customer service.

**06/11/2020 04ts BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : We received email from customer saying she did not want the order, we just went and pulled order off the shipping shelf. We will be issuing her a refund.

**06/11/2020 04ts EMAIL**Send Business' Rebuttal Response to Consumer

**06/11/2020 BBB** MORE INFO RECEIVED FROM THE BUSINESS : \*\*\*Document Attached\*\*\*

We went in to process refund and our records show a refund was already processed. I have attached proof of the refund.

**06/12/2020 WEB BBB** CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

Very poor business practices.

**06/12/2020 04ts BBB** Bureau Judged Case AJR

**06/12/2020 Otto EMAIL**Inform Consumer Case Closed Answered

**06/12/2020 Otto EMAIL**Inform Business - Case ADMINISTRATIVELY CLOSED

**06/12/2020 Otto BBB** Case ADMINISTRATIVELY CLOSED

COMPLAINT # 37091758

**COMPANY INFO**

NAME: **Dream Lab Industries, LLC**

---

**CONSUMER INFO**

NAME: **Diane** [REDACTED]

DAY PHONE: [REDACTED]

ADDRESS: [REDACTED]

EVE PHONE: -

Indian River, MI

49749

EMAIL: [REDACTED]

\$ VALUE: \$0.00

FAX: -

---

**DETAILS**

CONCERNING: **Product Issues**

OPENED 12 May 2020

CLOSE CODE: 0 - Pending

CLOSED

CLOSED BY:

ENTERED BY:

ASSIGNED TO: [REDACTED]

NATURE OF DISPUTE: I placed order online 3.30.20 and pymnt was taken from my account 3.31.20 I have tried multiple times to contact company and still not received  
I placed order online 3.30.20 and pymnt was taken from my account 3.31.20 \$108.25. Per site was told 7 to days to receive. I have tried to contact company via phone and website multiple times. Finally got ahold of someone on Facebook messenger 4.29.20 and was told my order would go out the next day. I have still not received my order of face masks and now book messenger is shutoff. Tried calling no one answers just leave msgs that no one ever returns. If needed I can provide copies of receipt and also facebook messenger conversation.

DESIRED RESOLUTION: At this point I have zero faith in this company, their products, and their customer service. I want my money back.

BUSINESS RESPONSE: \*\*\*Document Attached\*\*\*

We are sorry that the mask did not meet expectations. We have refunded your full order amount. You can ship the faulty mask back to us. Thanks again and sorry for the inconvenience.

DECISION:

ACTIVITY:

**05/12/2020 web BBB** Case Received by BBB

**05/12/2020 web BBB** Case Reviewed by BBB

**05/12/2020 Otto EMAIL** Send Acknowledgement to Consumer

**05/12/2020 Otto EMAIL** Notify Business of Dispute

**05/19/2020 04ts BBB** MORE INFO RECEIVED FROM THE CONSUMER : Direct email from consumer:

Diane [REDACTED]

Attachments

8:22 AM (19 minutes ago)

to Better

I have finally received my order but it is not as expected. Several of the masks came without the filters properly attached and we have tried to attach them but they do not stay in place. I have also sent an email to the company about this as well.

Diane [REDACTED]

**06/03/2020 04ts BBB** MORE INFO RECEIVED FROM THE CONSUMER : Direct email from consumer:

Diane [REDACTED]

11:32 AM (50 minutes ago)

to me

Left several messages and not recd any further response from the company regarding the refund they said they were issuing. Can you please advise if you have received anything from them or how I should proceed.

Thank you

Diane

**06/09/2020 WEB BBB** RECEIVE BUSINESS RESPONSE : We sincerely apologize for the delays in processing of orders and we owe you an explanation.

First, we received an abundance of orders and we prioritized our frontline workers orders. Second, we have had delayed deliveries of material and machinery due to COVID-19. And lastly, we had to ask for help and move to a new larger location to accommodate all the order processing.

We are committed to you and are taking immediate corrective steps to regain your confidence in us. We have begun putting a comprehensive plan in place to provide better and more timely information to customers, more tools and resources for our employees and improved procedures for handling these operational difficulties that we have been facing.

You deserve better from us and we let you down. Nothing is more important to us than regaining your trust. With these new measures in place we are committed to ensuring that you will not have to deal with this ever again.

We value you and your business.

Brandon Williams

CEO

DreamLab Industries LLC

**06/09/2020 04ts EMAIL**Forward Business response to Consumer

**06/10/2020 WEB BBB** BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

The business had sent me an email on May 20 stating they were refunding me. I received an email from PayPal May 26 that there was an error in the refund and to contact the refund sender. As of today I have not received the refund. I have left multiple messages with company regarding this and received no response. I would like my refund even if it has to be in the form of a paper check and mailed to me.

Diane

**06/10/2020 04ts EMAIL**Forward Consumer Rebuttal to Business

**06/10/2020 BBB** MORE INFO RECEIVED FROM THE BUSINESS : We asked customer for the color mask that she has so we can send replacements. Still waiting for an answer.

**06/11/2020 04ts BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : \*\*\*Document Attached\*\*\*

We are sorry that the mask did not meet expectations. We have refunded your full order amount. You can ship the faulty mask back to us. Thanks again and sorry for the inconvenience.

**06/11/2020 04ts EMAIL**Send Business' Rebuttal Response to Consumer

**06/16/2020 WEB BBB** CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

I have checked both my bank account and paypal account and have not received a refund. As for the colors of masks business is referring to I will have to check. It has been since May 20th I have been waiting for refund. When will I receive it.

**06/18/2020 04ts EMAIL**Forward Consumer Rebuttal to Business



# ATTACHMENT

Q – 3.31.20 PRODUCT POSTING



## DLI 3D PRINTED ANTIMICROBIAL FACE MASK V2.0



### DLI 3D PRINTED ANTIMICROBIAL FACE MASK V2.0

**\$10.00**

With this Face mask, DreamLab Industries is answering the call to help with the COVID-19 pandemic.

SKU: DL-FACEMASK-01

Category: Gear

<http://web.archive.org/web/20200331165545/http://www.dreamlabindustries.com/product-category/gear/>



Choose an option

DESCRIPTION [Reviews \(0\)](#)

### Product description

**NOTE:** The masks will ship as soon as possible. As they're 3D printed, at times we may be waiting on materials to arrive. This listing has been updated on 3/24/20. All previous orders will be made like this one. We've improved the seal and are including extra Polypropylene filter material.

**These masks are not a replacement for the N95. This is our own design and not crowdsourced. DreamLab Industries LLC is not claiming that these masks will prevent disease.**

Answering the call to help out with the pandemic, Here is the DLI antimicrobial face mask. We are only charging \$10 which covers materials.

Here is a bit of information on the material:

Antibacterial action has been scientifically validated eliminating more than 99.99% of fungi, viruses, bacteria and a wide range of microorganisms.

Antibacterial properties confirmed by two microbiology laboratories in Chile and USA.

PLACTIVE™ is a FDA Registered Material and EU compliant (No. 10/2011, No. 1915/2004 and No. 2021/2006).

The manufacturer also has certification ISO 9001/2015 and is REACH compliant.

It has thermofusing characteristics that facilitates post-processing and final adjustments of the 3D printed application.

Clinically tested in prostheses for amputees with excellent results. Ideal for the manufacture of other medical applications where it's dangerous to have bacterial contamination, such as postoperative prostheses, wound dressing and surgical equipment.

The Nano-Additive maintains all the mechanical properties of the material.

PLACTIVE is currently being tested by NASA to evaluate its impact on interplanetary microbial contamination.

Non-toxic product and environmentally friendly (biodegradable).

[Privacy Policy](#)

<http://web.archive.org/web/20200331165545/http://www.dreamlabindustries.com/privacy-policy/>

### Related products

<http://web.archive.org/web/20200331165545/http://www.dreamlabindustries.com/product/the-nano-boost/>



(<http://web.archive.org/web/20200331165545/https://www.dreamlabindustries.com/product/face-mask/>)

#### THE HANDY TOUCH

(<http://web.archive.org/web/20200331165545/https://www.dreamlabindustries.com/product/the-hand-touch/>)

★★★★★

> Privacy Policy

(<http://web/20200331165545/https://www.dreamlabindustries.com/privacy-policy/>)

AdVost

## ATTACHMENT

### R – 4.3.20 PRODUCT POSTING



## DLI 3D PRINTED ANTIMICROBIAL FACE MASK V2.0



### DLI 3D PRINTED ANTIMICROBIAL FACE MASK V2.0

**\$10.00**

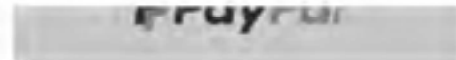
With this face mask, DreamLab Industries is answering the call to help with the COVID-19 pandemic.

SKU: DL-FACEMASK-01

Category: Gear

<http://web.archive.org/web/20200403170513/http://www.dreamlabindustries.com/product-category/gear/>

Choose an option



#### DESCRIPTION

#### REVIEWS (0)

#### Product description

**NOTE:** The masks will ship as soon as possible. As they're 3D printed, at times we may be waiting on materials to arrive. This listing has been updated on 5/24/20. All previous orders will be made like this one. We've improved the seal and are including extra Polypropylene filter material.

**These masks are not a replacement for the N95. This is our own design and not cross-contaminated. DreamLab Industries LLC is not claiming that these masks will prevent disease.**

Answering the call to help out with the pandemic, here is the DLI antimicrobial face mask. We are only charging \$10 which covers materials.

Here is a bit of information on the materials:

Antibacterial action has been scientifically validated eliminating more than 99.99% of fungi, viruses, bacteria and a wide range of microorganisms.

Antibacterial properties confirmed by two microbiology laboratories in Chile and USA.

PLACTIVE™ is a FDA Registered Material and EU compliant (No. 10/2011, No. 1935/2004 and No. 2023/2006).

The manufacturer also has certification ISO 9001/2015 and is REACH compliant.

It has thermoplastic characteristics that facilitates post-processing and final adjustments of the 3D printed application.

Clinically tested in prostheses for amputees with excellent results. Ideal for the manufacture of other medical applications where it's dangerous to have bacterial contamination, such as postoperative prostheses, wound dressing and surgical equipment.

The NanoAdditive maintains all the mechanical properties of the material.

PLACTIVE is currently being tested by NASA to evaluate its impact on interplanetary microbial contamination.

• Non-toxic product and environmentally friendly (biodegradable).

<http://web.archive.org/web/20200403170513/http://www.dreamlabindustries.com/privacy-policy/>

#### Related products



<http://web.archive.org/web/20200403170513/http://www.dreamlabindustries.com/product/the-handy-touch/>

<http://web.archive.org/web/20200403170513/http://www.dreamlabindustries.com/product/the->



(http://web.archive.org/web/20200403170513/https://www.dreamlabindustries.com/product/face-mask/)

> Privacy Policy

(http://web.archive.org/web/20200403170513/https://www.dreamlabindustries.com/privacy-policy/)

AdVost

## ATTACHMENT

S – 3.20.20 FACEBOOK POST



**DreamLab Industries LLC** is at DreamLab Industries LLC.

March 20 · Traverse City · 🌐

...

Answering the call to help out with the pandemic. Here is the DLI antimicrobial face mask. We are only charging \$10 which covers materials. You can now place orders directly from our website.

Keep in mind materials will be arriving this week. Unfortunately, the orders won't be shipped within normal shipping time frames. We are doing our best to complete orders as fast as we can so you can protect your loved ones!

There are two size options. One for adults and one for children. You can use any type of filtration material such as cut up shirt, propylene, cotton makeup pads, gauze, etc.

Thank you and stay safe!!!!!! [DreamLabIndustries.com](http://DreamLabIndustries.com)



# ATTACHMENT

T – 6.19.20 PRODUCT POSTING

(<https://www.dreamlabindustries.com/>)



## DLI 3D ADULT PRINTED ANTIBACTERIAL FACE MASK "THE VIPER"



### DLI 3D ADULT PRINTED ANTIBACTERIAL FACE MASK "THE VIPER"

~~\$20.00~~ \$15.00

With this face mask, DreamLab Industries is answering the call to help with the COVID-19 pandemic.



SKU: Adult DL-FACEMASK-01

Category: Gear (<https://www.dreamlabindustries.com/product-category/gear/>)

+

-

ADD TO CART



DESCRIPTION	ADDITIONAL INFORMATION
<p>Product description</p> <hr/> <h2>Protecting those who protect us!</h2> <hr/> <p>Order replacement filters here: <a href="https://www.dreamlabindustries.com/product/face-mask-replacement-filters/">https://www.dreamlabindustries.com/product/face-mask-replacement-filters/</a>  (<a href="https://www.dreamlabindustries.com/product/face-mask-replacement-filters/">https://www.dreamlabindustries.com/product/face-mask-replacement-filters/</a>)</p> <p><b>Due to high demand and material scarcity, it may take longer than usual before your order is ready to ship. We are adding more production machines to our fleet weekly to help reduce processing times as fast as possible.</b></p> <p><b>These masks are not a replacement for the N95. This is our own design and not crowdsourced. DreamLab Industries LLC is not claiming that these masks will prevent disease.</b></p> <p>13,000+ Michigan Nurses Association (MNA) members trust our DLI face mask and are worn in hospitals throughout all of Michigan. We have listened to your feedback and have made some changes. All of our masks are built by volunteers. We only charge for materials and take great pride in our products knowing that they are being used to protect our neighbors and front line workers!</p> <p>Answering the call to help out with the pandemic. Here is the DLI antimicrobial face mask, "The Viper" equipped with a filter rating of 95%/03-10 microns! We are only charging \$20 to cover materials. <b>You can have a custom logo added for just \$45! After purchase, just email us your logo – <a href="mailto:info@dreamlabindustries.com">info@dreamlabindustries.com</a></b></p> <p>Here is a bit of information on the materials:</p> <p>Antibacterial action has been scientifically validated eliminating more than 99.99% of fungi, viruses, bacteria and a wide range of microorganisms.</p> <p>Antibacterial properties confirmed by two microbiology laboratories in Chile and USA.</p> <p>PLACTIVE™ is a FDA Registered Material and EU compliant (No. 10/2011, No. 1935/2004 and No. 2025/2006).</p> <p>The manufacturer also has certification ISO 9001/2015 and is REACH compliant.</p> <p>It has thermoforming characteristics that facilitates post-processing and final adjustments of the 3D printed application.</p> <p>Clinically tested in prosthesis for amputees with excellent results. Ideal for the manufacture of other medical applications where it's dangerous to have bacterial contamination, such as postoperative prostheses, wound dressing and surgical equipment.</p> <p>The Nano-Additive maintains all the mechanical properties of the material.</p> <p>PLACTIVE is currently being tested by NASA to evaluate its impact on interplanetary microbial contamination.</p> <p>Non-toxic product and environmentally friendly (biodegradable).</p>	

## Related products

(<https://www.dreamlabindustries.com/product/face-mask-replacement-filters/>)



(<https://www.dreamlabindustries.com/product/face-mask-replacement-filters/>)

### DLI FILTERS FACE MASK REPLACEMENT FILTERS – 5 PACK

(<https://www.dreamlabindustries.com/product/face-mask-replacement-filters/>)

\$10.00

[» Privacy Policy \(/privacy-policy\)](#)



(<https://www.facebook.com/dreamlabindustries/>)  
f



## ATTACHMENT

U – DREAMLAB INDUSTRIES BUSINESS  
ADVERTISING FACEBOOK PAGE

DreamLab  
Industries Business  
Advertising Custom  
Accessories

Private group

Shortcuts

OMG



+ Join Group

More

Join this group to see the discussion, post and comment.

### About This Group

#### Description

At DreamLab Industries LLC, we believe that "If you can dream it, we can build it". We have over 330 3D printers with a wide variety of options for materials to choose from! We have served the armed forces, Michigan Nurse Association and thousands of other customers! Will you be next?

Private

Only members can see who's in the group and what they post

Visible

Anyone can find this group

General

#### HISTORY

Group created on July 14, 2020

See More

Sponsored

Create Ad



ATTACHMENT  
V – FAQ PAGE

[\(https://www.dreamlabindustries.com/\)](https://www.dreamlabindustries.com/)

## FAQ

---

### DO YOU SHIP WORLDWIDE? WHAT IS THE SHIPPING FEE?

Yes. We are providing international shipping. However, due to some postal problems, we cannot deliver a shipment to a military area and some small countries.

If you happen to be located in one of those countries, we will contact you.

Shipping fee changes based on your order value:

- \$100.00 USD and up: Free shipping
- Less than \$100.00 USD: \$5.99 USD to worldwide

### What about customs?

We are not responsible for any customs fees once the items have shipped. By purchasing our products, you consent to one or more packages may be shipped to you and may get customs fees when they arrive in your country.

### How long does shipping take?

Shipping to USA, Canada:

- Order processing: 3-5 Days
- Standard Shipping: 2-3 Weeks

Note: The items you ordered will reach you within 25 days for Standard Shipping.

Shipping to other countries:

- Order processing: 3-5 Days
- Standard Shipping: 2-6 Weeks

Note: The items you ordered will reach you within 30-45 days for Standard Shipping

- All Paypal pending orders need 1 more week for verification and processing.
- When it's the high peak of demand for logistics / holiday / festival / disaster / strike / demonstration... it will be slower according to the incidents which we cannot control.

### Do you provide tracking information?

Yes, you will receive an email once your order is shipped that contains your tracking information. If you do not receive the tracking information within 5 days of getting a shipped notice, please contact us.

### My tracking says "no information available at the moment".

For some shipping companies, it takes 2-5 business days for the tracking information to be updated into the online system. If there is still no information on your tracking code within 5 days of receiving it, please contact us.

### Will my items be sent in one package?

For logistical reasons, items in the same purchase will sometimes be sent in separate packages, even if you've specified combined shipping.

If you have any other questions, please contact us (<https://www.dreamlabindustries.com/contact-us/>) and we will do our best to help you out.

> [Privacy Policy \(/privacy-policy\)](/privacy-policy)



(<https://www.facebook.com/dreamlabindustries/1808151802791928/dreamlab-f>)

ATTACHMENT  
W – PPE ZONE HOMEPAGE

## Professional Customer Service

The PPE Zone is a veteran-owned small business manufacturing personal protective equipment (PPE) right here in the USA. We are dedicated to your safety and take pride in providing the highest quality PPE.

### Committed to Quality

Quality should never be compromised. No matter what product you choose, you can feel confident that our products are of the highest caliber.

### 100% Satisfaction Guaranteed

You should be completely happy with your experience. If you have any questions about us, our products, or even shipping, get in touch!

## FEATURED PRODUCTS



THE 'ROCK-N-PULL' TOUCHLESS DOOR  
OPENER!

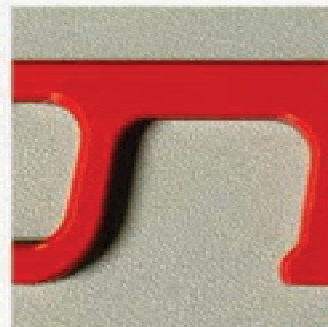
~~\$29.99~~ **\$24.99**

[More options]



PPEzone PACK

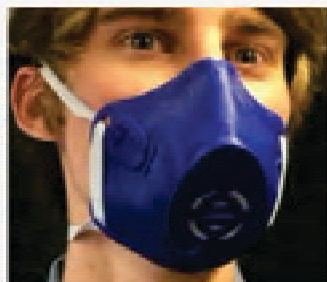
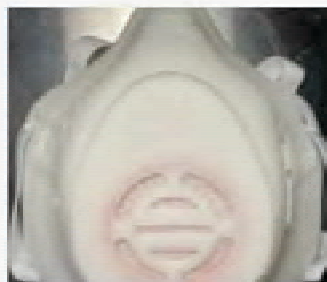
~~\$37.00~~ **\$28.00**



PROTECTO

**\$9.00**

[More options]



ATTACHMENT  
X – PRODUCT PAGE

## ALL PRODUCTS

### Categories

All Products

Masks

Bundles

Tools

Sort by Most popular



PROTECTO

\$9.00

(More options)



PPEzone PMCK

\$37.00 ~~\$28.00~~

Save 26%



SERAPH Adult  
Antibacterial Face Mask

\$20.00

(More options)



SERAPH Face Mask  
Filter Replacements

\$8.00



SERAPH Children's  
Antibacterial Face Mask

\$18.00

(More options)



HANDY-TOUGH

\$12.00



THE "WICK-N-PULL"  
TOUCHLESS DOOR  
OPENER!

\$60.00 ~~\$24.99~~

(More options)



Custom Logo  
Antibacterial Reusable  
Face Mask

\$45.00

(More options)

### ABOUT US

#### The PPE Zone

2682 N Garfield, Suite 21, Traverse city, MI 49685

info@theppezone.com

### This website uses cookies.

We use cookies to analyze website traffic and optimize your website experience. By accepting our use of cookies, your data will be aggregated with all other user data.

ACCEPT

## ATTACHMENT

### Y – SERAPH ADULT MASK LISTING

6 All Products



## SERAPH ADULT ANTIBACTERIAL FACE MASK

\$20.00

MADE

- Select -

QUANTITY

1

ADD TO CART

### About the SERAPH Adult Antibacterial Face Mask

- Designed to be worn comfortably over and over again.
- Washable. Just remove the filter then wash it and dry it by hand.
- The replaceable filter is good for approximately 60 hours of wear time.
- Non-toxic product and environmentally friendly (biodegradable).

Antibacterial properties confirmed by two microbiology laboratories in Chile and the USA and scientifically validated to eliminate more than 99.99% of fungi, viruses, bacteria, and a wider range of microorganisms. PLACTIVE™ is an FDA registered material and EU compliant (No. 10/2011, No. 1975/2004 and No. 2002/9006).

DISCLAIMER: This mask is not a replacement for an N95 mask. This mask will not prevent disease. This design by DreamLab Industries (DLE) is unique and proprietary.

\*Please allow 10-14 business days for order fulfillment. Should you have any questions or concerns about your order please email us at [info@theppezone.com](mailto:info@theppezone.com).

### ABOUT US

#### The PPE Zone

2682 N Garfield, Suite 21, Traverse City, MI 49685

[info@theppezone.com](mailto:info@theppezone.com)

### This website uses cookies.

We use cookies to analyze website traffic and optimize your website experience. By accepting our use of cookies, your data will be aggregated with all other user data.

ACCEPT

ATTACHMENT  
Z – ABOUT US PAGE

## ABOUT US



### Safe for all ages

We use only FDA approved antibacterial materials ensuring that our customers receive the safest, highest quality PPE on the market!



### Anything is Possible!

We believe that anything is possible! We see a need and we work hard to innovate and fulfill the need. The PROTECTO and Handy-Touch were both designed to reduce physical contact with doorknobs, handles, buttons, deadbolts, and dozens of other uses.



### Inventory

We work diligently to ensure that we have enough inventory to fulfill all orders in a timely manner. On occasion, we may have an item on backorder, however, we are capable of replenishing our inventory quickly with our in-house fleet of state of the art 3D printers.

## ABOUT US

### The PPE Zone

2682 N Garfield, Suite 21, Traverse city, MI 49685

[info@thePPEzone.com](mailto:info@thePPEzone.com)

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ACCEPT

ATTACHMENT  
AA – FACEBOOK REVIEWS



**Kathy Stafford** doesn't recommend DreamLab Industries LLC.



June 15 at 11:37 AM · 🌐

No I ordered almost 3 months ago and emailed customer service several times I only order 4 masks never get a response. I feel like I have been robbed. You can't refuse a refund if you never sent anything



2

1 Comment



Like



Comment



Share



**Ashland Joyner Korn** Go through your bank or credit card company and dispute the charge if you haven't already - I had the same problem but my bank refunded me.

Like Reply 2h



**Christy Penrod**

May 11 · 🌐

doesn't recommend DreamLab Industries LLC.

...


Placed an order for the viper mask April 18. Was told they ship in 7-10 days. After about 3 weeks I tried to find some answers. Called 2 different numbers, left voice mails. Called several more times throughout the week. No one ever called me back and no one ever answers the phone. After sending 2 different emails to 2 different addresses ( so much false customer service info) I FINALLY got a reply...full of excuses and still no answers. So I waited a week and emailed again. Still no answers, only more excuses. I was hoping to have the mask when we actually need them, like right now. I ordered some masks from another company and had them in 6 days. I asked Dreamlabs for a refund. They said no refunds. But they said ships in 7-10 days and didn't uphold that part so why should they still uphold no refunds? I have filed a complaint with paypal. So much for me trying to support a local business. I can't recommend this company to anyone. HORRIBLE EXPERIENCE!



Like

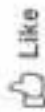
Comment

Share

 **Ashland Joyner Korn LLC** doesn't recommend DreamLab Industries

2 hrs

I liked the idea of ordering 3D printed masks from what I thought was a small business, but after waiting to hear about my order for a while I emailed. The customer service person (emailing from a personal address, not a business address) told me they didn't give refunds - I hadn't asked for one, just an update - and wouldn't give me any idea of when my order might ship. I asked for more clarification and never heard back. It's been 3 months since then. I ended up disputing the charge through my bank to get my money back for a product that was apparently not intended to make it to me.




Like



Comment



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 **Barbara Budwell-Radke LLC** doesn't recommend DreamLab Industries ...

May 7

Send the masks I ordered and paid for on March 30 or refund my money.

4

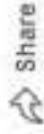
2 Comments



Like



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Adam Saunders [https://www.michigan.gov/ID,4534,7-359-92297\\_92299...](https://www.michigan.gov/ID,4534,7-359-92297_92299...)



MICHIGAN.GOV

AG - Nessel's Consumer Protection...

Like · Reply · Tw

2



Christy Penrod Good luck. Had to file a complaint with paypal.

Like · Reply · Tw

1



**Katie Main**  
April 28

doesn't recommend DreamLab Industries LLC.

Placed an order on 3/30 for masks. Have gotten 0 masks but have been told they're shipping "tomorrow" at least twice.

3

5 Comments

Like Comment Share



Shane Unkle Des No Rae gets the masks

Like Reply Edit



Katie Main Shane Unkle I have gotten a few so I'm good. It's just the principal. If I pay \$60 for masks a month ago. I want \$60 worth of masks. PERIODDD.

Like Reply Edit



Shane Unkle Katie Main ok just making sure n I agree u paid I would want it to

Like Reply Edit



**Christi Strong-Waldman** Same here Katie

Like · Reply · 8w



**Barbara Budweil-Radke** Same experience for me. Ordered and paid for 4 masks on March 30 - still waiting to get the masks despite being told they were being sent 2 weeks ago.

Like · Reply · 7w



**Katie Main** Dispute your charges. They were so rude and unprofessional!!!!

Like · Reply · 7w



**Christy Penrod** Only getting excuses, no answers. Had to file a complaint through paypal. Not happy. They are quick to take your money but no product and no refund.

Like · Reply · 7w



**Katie Main** Christy Penrod I finally did get my refund! But they were so rude and unprofessional on my personal page where I posted about them.

Like · Reply · 7w



**Christy Penrod** Katie Main they told me ships in 7-10 days. I ordered a month ago.  
They say no refunds but they don't ship in 7-10 days so why should they honor no refund policy but not their shipping policy? I'll let paypal sort it out. Yet they had time to go move into a bigger facility amidst all of this. I kinda wanted the mask now while we are supposed to be wearing them, not in months from now. So over it!

Like · Reply · 7w



**Katie Main** Christy Penrod same! PayPal was great!

Like · Reply · 7w

Christy Perrod What kind of business owner calls someone a douchebag on social media? So unbecoming!

Be the first to like this

— DreamLab Industries LLC

Thanks for the 'terrible rating' 😞

2y · Like · Reply

— Eric Gram Stop tagging me i sleep...

— DreamLab Industries LLC

Douchebag

1y · Like · Reply

Like · Reply · 7w

Katie Main Christy Perrod not shocking. They were terrible to me!!

Like · Reply · 7w



Alex Guerrero  doesn't recommend DreamLab Industries LLC.

June 19 at 10:45 PM · 

Took wayyyyyyyyyyyyyy to long to get.



Like



Comment



Share





Angel Doty  doesn't recommend DreamLab Industries LLC.

June 30 

...

Ordered masks April 17th after seeing a post in one of my nurse groups. Quoted turnaround time was 7-10 days although I expected that might be a bit longer with the world being what it is. After hearing nothing and receiving nothing I emailed May 17th to ask about these and was sent a generic apology response with no timeframe estimate included. When I asked for that I got no reply so I continued to wait. It's June 30th and now I get an almost identical apology email quoting 10-14 more days because they state a backlog was created when they prioritized a large order for nurses. So this nurse got pushed back from 7-10 days to 12+ weeks?? I filed a dispute days ago already as this seems sort of scammy at this point.



1

1 Comment



Like



Comment



Share



Brandon Williams Angel, I am very sorry about your experience! We have corrected the communications issues and really want to make it up to you. If it is okay with you, I would like to ship your items tomorrow and send 2 masks on the house. I can't express how truly sorry we all are!

Like

Reply

2w





**Yulianna Stus**  doesn't recommend DreamLab Industries LLC.

6d · 

Placed an order for n95 masks in April, never received them, tried to e-mail the company, radio silence

1 Comment



Like



Comment



Share



**DreamLab Industries LLC** Hello Yulianna, we apologize for the poor communication. We now have a fully staffed customer service department that is reachable at 231.714.0880 or [customer@dreamlabindustries.com](mailto:customer@dreamlabindustries.com). We started out with only myself and one other person and had to scale overnight which wasn't that easy during a pandemic. I am going to make sure your order gets out today. We are very sorry!

Like · Reply · 5d · 



**Yulianna Stus** DreamLab Industries LLC thank you for the response, I will update once I get the masks

Like · Reply · 5d · 



1



**Johnny Andres**  recommends DreamLab Industries LLC. April 20 

I just got my mask from Dreamlab Industries LLC. Good quality mask, very happy with my purchase.



2 Comments 1 Share



**Brandon Williams** Thank, you so much!

Like · Reply · 12w 



**Christy Penrod** You must be a relative or you know someone cuz no one else are getting any. Lucky you...

Like · Reply · 9w · Edited 



**Johnny Andres** lol, not at all. The only thing in common with me is that I live in the same state. About 4 hrs away driving.

Like · Reply · 9w 



**Christy Penrod** Johnny Andres, I live in the same town and can't get my order filled. It's been a month. Filed a complaint with paypal. Horrible company.

Like · Reply · 9w 



**Archer Knight** recommends DreamLab Industries LLC.

April 28 · 🌐

...

This business is absolutely AMAZING! They're doing an amazing service during one of the hardest times to be a business! Thank you so much for everything that you do!



3

2 Comments



Like



Comment



Share



**Brandon Williams** That is an awesome comment! Thank you so much, this means a lot to us. We are working SO hard to make this happen and it's people like you that make it all worthwhile!

Like · Reply · 11w · 🟢

^ Hide 12 Replies



**Barbara Budweil-Radke** Brandon Williams - when can I expect to receive the order I paid for on March 30?

Like · Reply · 9w · 🟢



**Brandon Williams** Barbara Budweil-Radke please contact [support@dreamlabindustries.com](mailto:support@dreamlabindustries.com) we don't give out personal information on Facebook posts

Like · Reply · 9w · 🟢



**Barbara Budweil-Radke** Brandon Williams - not asking for personal information. I want the masks that I ordered and paid for on March 30. And I have contacted support and have been given the same lie for the past month. Was told April 27 that the masks were being mailed out that day and I'm still waiting.

Like · Reply · 9w · Edited · 🟢



**Brandon Williams** Barbara Budweil-Radke We had multiple material delays which set us back a bit. We are working very hard with our volunteers to get these out as quickly as possible in the order they came in. Our reputation means a lot to us so when a customer doesn't recommend us and needs answers we want to do everything we can do to make sure the customer gets taken care of. We have hired a customer service representative to help field calls and emails and when the budget allows for more we will hire more. We will get your order out ASAP. Sorry for the long wait!

Like Reply 9w



**Adam Saunders** Brandon Williams how do I get a refund. I want to cancel my order. I've emailed and called but no one is responding. I want to cancel my order placed April 2nd and get my money back please

Like Reply 9w



**Brandon Williams** Adam Saunders have you tried support@dreamlabindustries.com? We recently hired a very nice customer service representative to help us take care of the large volume of customers we received literally overnight.

Like Reply 9w



**Adam Saunders** Brandon Williams I've been trying for days to cancel my order and get a refund. I want a refund. Can I get a refund?

Like Reply 9w



**Brandon Williams** Adam Saunders you are all set. I personally apologize for the delay. I am looking to hire another customer service representative to help keep up with customer inquiries. Have a great weekend!

Like Reply 9w



**Jeremy Saunders** Brandon Williams not telling you what to do, I don't feel like another customer service rep is going to help you out. Customers want truth not lies. Every week when we call to get an update and it's the same story and I ask why. Your current rep goes that's what he's telling me to say. It all starts with you tell customers the trust. If it's going to be a year then tell them that, if it's 2 weeks tell them that. Just an idea.

Like Reply · 9w



**Brandon Williams** Jeremy Saunders I couldn't agree more with you. We were basing the delivery dates off of our supplier delivery dates for headband material and antibacterial filament. We had more delays than I could have ever anticipated. I personally apologize for the long wait!

Like Reply · 9w



**Jeremy Saunders** Brandon Williams that's fine I get it that there is delays and other issues. If that's the case make it public for when I call I don't get the same old line. It's shipping this week. Seems like there is others writing same response. I accept your apology. Hoping next time I order I don't have same results as I did this time. I was just trying to support a Michigan company but for sure put a bad taste in My mouth from all the lies I got from your customer service rep

Like Reply · 9w



**Brandon Williams** Jeremy Saunders learned a lot during these past two months. Too much to mention in a Facebook post.

Like Reply · 9w



**Christi Strong-Waldman** I can't get anyone to call me back about my order placed over a month ago. I've called and emailed. I wish I could have shared the same experience you did.

Like · Reply · 10w



1



**Barbara Budwell-Radke** Christi Strong-Waldman - I placed my order on March 30 and am still waiting to receive it. Would never recommend this company.

Like · Reply · 9w



**Christi Strong-Waldman** Barbara Budwell-Radke I finally received mine yesterday but it was not without me being a pest. A friend ordered the same day you did and still not order. Even though two weeks ago they said it was packaged and ready to go.

Like · Reply · 9w



**Barbara Budwell-Radke** Christi Strong-Waldman - yes that's what I was told. Still waiting to get the masks I ordered. Would never recommend this company.

Like · Reply · 9w



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### 8 reviews for DreamLab Industries that are not currently recommended

Note: The reviews below are not featured on the business's overall star rating.



**Zhi H. Wu**  
 Milwaukee, WI  
 10 friends  
 0 reviews



I saw on line that they started a Go-Fund Me page to buy additional 302 printers to make face masks for the COVID-19 pandemic. Since it was a local company willing to help I donated \$1000 and I don't 2 orders, 2 masks for my family and three for a niece. Another niece order 2 for her family, very small orders. One order was placed on 3/30/20 and the other on 4/02/20 both thru PayPal. DreamLab billed my credit card for both orders but as of today, 5/18/20, I have not received the masks. I contacted the company last month asking for an update. I got a response stating they received a bad batch of material, that was the problem. Nothing since. In my opinion this is an unethical company and will waste you out of your money. It's a sad day when a company takes advantage of the pandemic to scam people to make money. Remember that old adage, "Bigger he wins".



**Amy D. Davis**  
 St. Louis, MO  
 0 friends  
 0 reviews



DreamLab is doing a very hard working company. I'm impressed with their recent push on the 302 mask model. They have started producing. Love that they are helping the greater good right now! The sales, Brandon, is very personable and will get you the product you want and quickly. Highly quality work every time!

[Comment from Brandon W. at DreamLab Industries:](#)

10/20/20 - Amy, thank you so much for the kind words! It's nice to someone understands that doing the pandemic things aren't normal and getting work is hard. If there ever ANYTHING I can do to help improve your life, just ask! Thank you.



**Olivia A. Travers**  
 Traverse City, MI  
 0 friends  
 0 reviews



Amazing company with amazing staff!



**Brian T. Travers**  
 Traverse City, MI  
 0 friends  
 0 reviews



When Covid-19 hit we required me to wear a mask. I saw DreamLab's and went with it. It took a little more time than anticipated. A delay during a pandemic. I was in need and can't thank them for that. I like the fit of the mask and my kids like the red color when they get it. I would definitely buy from DreamLab.



**Sara R. Travers**  
 Traverse City, MI  
 0 friends  
 0 reviews



DreamLab Industries is an amazing company! Brandon is absolutely great with all and goes above and beyond to help make quality products you want and need. I would highly recommend them!



**Brandon W. Travers**  
 Traverse City, MI  
 0 friends  
 0 reviews



The team over at DreamLab took the time to get to know my son's needs and designed an amazing product! I would recommend them for all of your product development or shoulder run manufacturing needs! Price was not the cheapest but you get what you pay for... professional and fast quality.

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tacos, cheap dinner, &amp;

San Francisco, CA



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# DreamLab Industries Claimed

★☆☆☆☆ 2 reviews

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3D Printing, Product Design Edit

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You can now request a quote from this business or from Yelp.

Request a Quote

[dreamlabindustries.com](http://dreamlabindustries.com)

(231) 357-7375

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## COVID-19 Updates

Contact the business for more information about recent service changes.

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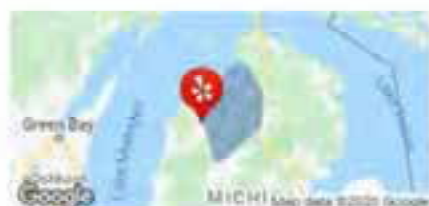
## About the Business

**Brandon W.**  
Business Owner

At DreamLab Industries we help small to large manufacturers with all of their short run manufacturing and rapid prototyping needs. We house an impressive collection of 3D printers to tackle just about any project.

[Read more](#)

## Location & Hours

955 E Commerce Dr  
Ste B  
Traverse City, MI 49685[Get directions](#)

Mon	9:00 am - 6:00 pm
Tue	9:00 am - 6:00 pm
Wed	9:00 am - 6:00 pm
Thu	9:00 am - 6:00 pm
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Sat	Closed
Sun	Closed

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Serving Traverse City Area

## Amenities

 Accepts Credit Cards **Yes**

## Ask the Community

Yelp users haven't asked any questions yet about **DreamLab Industries**.[Ask a Question](#)

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Sort by **Yelp Sort** ▾With so few reviews, your opinion of **DreamLab Industries** could be huge. Start your review today.

**Nicole V.**  
Windsor, CA  
0 friends  
4 reviews



5/6/2020

First to Review

It pains me to write this review, but despite all of our positivity within our mission, we have to report that this company has been extremely dishonest. We ordered 300 masks from the company on March 27th for \$3000. Brandon, the owner, said they would ship within a week and a half. After the time had passed, there was no communication from him so I called. Then he pushed it out another week, which I was totally understanding due to COVID-19. Again a week went by and no masks or response. This issue went on for another week and a half and only 150 out of 300 finally shipped on April 20th. Because we had a commitment to the organization we were donating to and they were so late, Brandon had offered \$1000 refund and that he would send me the other half. To date, it's May 3rd, we have not received our \$1000 refund. I have contacted Brandon many times but he hasn't responded to my texts since prior to half of our order being shipped. I emailed the new secretary yesterday, and now he is claiming that they do not owe us any masks or money. What's even more saddening, is that Brandon claims he is doing this to help people, but did not acknowledge any of the publicized event we did donating the masks or respond to the chance to contributing any kind words about his company when asked in order to try to support the effort of Dreamlabs. It's clear to me that he is just trying to make money due to the pandemic. Buyer's beware, this company will scam you no problem.



Useful 1



Funny



Cool



Comment from Brandon W. of DreamLab Industries  
Business Owner

6/5/2020 • We sincerely apologize for the delays in processing of orders and we owe you an explanation.

First, we received an abundance of orders and we prioritized our frontline workers orders. Second, we have had delayed deliveries of material and machinery due to COVID-19. And lastly, we had to ask for help and move to a new larger location to accommodate all the order processing.

We are committed to you and are taking immediate corrective steps to regain your confidence in us. We have begun putting a comprehensive plan in place to provide better and more timely information to customers, more tools and resources for our employees and improved procedures for handling these operational difficulties that we have been facing.

You deserve better from us and we let you down. Nothing is more important to us than regaining your trust. With these new measures in place we are committed to ensuring that you will not have to deal with this ever again.

Since we have refunded you would you please remove this negative review so that we can start to rebuild our reputation? Thank you very much!

We value you and your business.

Brandon Williams  
CEO  
DreamLab Industries LLC

[Read less](#)



Chrissy S.  
Rochester, MI  
7 friends  
21 reviews



5/23/2020

BUYER BEWARE! This is a scam. I ordered 2 masks in March. I was told they would ship in a week and a half. They never shipped. I emailed them and got no response. No phone number to call them. My Uncle ordered masks around the same time I did and never received his orders. After several emails we were told we would get a refund to our PayPal accounts. The refund never hit our accounts. PayPal notified us there was an error and we should call DreamLabs. We give up. They scammed us. If I could give them 0 stars I would.



Useful



Funny 1



Cool



Comment from Brandon W. of DreamLab Industries  
Business Owner

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You deserve better from us and we let you down. Nothing is more important to us than regaining your trust. With these new measures in place we are committed to ensuring that you will

not have to deal with this ever again.

We will get your refund squared away ASAP and apologize for the oversight!

We value you and your business.

Brandon Williams  
CEO  
DreamLab Industries LLC

[Read less](#)

1 of 1

5 other reviews that are not currently recommended

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ATTACHMENT

CC – PROPOSED ORDER AUTHORIZING THE  
ISSUANCE OF SUBPOENAS

STATE OF MICHIGAN  
IN THE 13<sup>TH</sup> JUDICIAL CIRCUIT COURT  
FOR THE COUNTY OF GRAND TRAVERSE

DANA NESSEL, ATTORNEY GENERAL  
OF THE STATE OF MICHIGAN,

Petitioner,

No. 20-

-CZ

v

HON.

DREAMLAB INDUSTRIES LLC,

Respondent.

\_\_\_\_\_ /

Rebecca A. Berels (P81977)  
Darrin Fowler (P53464)  
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---

**ORDER AUTHORIZING ISSUANCE OF CIVIL INVESTIGATIVE  
SUBPOENAS**

At a session of said Court, held on  
July \_\_\_\_, 2020, in the City of Traverse, Michigan.  
Present: HON. \_\_\_\_\_

The Michigan Department of Attorney General (“Attorney General”) has presented this Court with an *Ex Parte* Petition for Civil Investigative Subpoenas related to an investigation of Respondent DreamLab Industries LLC. Through the *Ex Parte* Petition, the Attorney General alleges that there is probable cause to

believe Respondent has violated the Michigan Consumer Protection Act (“MCPA”),  
MCL 445.901, *et seq.*

Having had an opportunity to review these materials, this Court finds that  
probable cause exists to believe Respondent has violated the MCPA.

THEREFORE, IT IS ORDERED that the Attorney General, acting through  
her assistants, is authorized to issue investigative subpoenas to Respondent and to  
Respondent’s agents.

IT IS FURTHER ORDERED that the Attorney General, acting through her  
assistants, is authorized to issue additional investigative subpoenas seeking  
testimony and documentation from persons and entities that are identified during  
the course of the investigation.

IT IS SO ORDERED.

Date: \_\_\_\_\_

---

Hon.  
Circuit Court Judge