

ANNUAL REPORT

OFFICE OF THE ATTORNEY GENERAL

2025 CONSUMER PROTECTION



DAVE YOST
OHIO ATTORNEY GENERAL



The Attorney General's Office
protects Ohio and its families.

Our actions are driven by their interests,
guided by the rule of law
and the relentless pursuit of justice.

We seek to constrain evil and empower good,
without partisan preference
or subjective judgment, as defined
by the law and by the Constitutions
of the United States and Ohio.



DAVE YOST
OHIO ATTORNEY GENERAL



DAVE YOST

OHIO ATTORNEY GENERAL

Dear Colleagues,

One of the attorney general's foremost responsibilities is protecting Ohio consumers from unfair, deceptive or unconscionable acts or practices. On a daily basis, the Consumer Protection Section of my office protects the unprotected by fighting fraud, advancing fairness in the marketplace and working one-on-one with Ohioans to resolve their complaints.

In 2025, staff members assisted 29,595 consumers who contacted my office for help with identity theft, home-improvement scams, problems obtaining titles to their vehicles and many other issues. On our own and in collaboration with state and federal partners, we won major settlements that yielded real benefits for consumers, and we forced bad actors to comply with the law. Through education and outreach, we taught consumers to protect themselves from scams.

The Robocall Enforcement Unit — which combats fraudsters who bombard Ohioans with illegal calls, hoping to get their hands on the hard-earned money of unwitting consumers — elicited more than 8,460 reports of unwanted calls in 2025. We use this information to stop such fraudulent calls and texts. The unit serves as a leader of the Multistate Anti-Robocall Litigation Task Force, a nationwide group that works to stop illegal robocall traffic and investigates bad actors.

Other notable work from the year:

- Our Civil Investigative Unit opened 122 cases, and the Civil Legal Unit filed 33 lawsuits against bad actors, obtaining more than \$3.58 million in judgments on behalf of the Attorney General's Office, including more than \$1.6 million ordered back to consumers.
- Our Economic Crimes Unit identified, investigated and prosecuted scam artists, opening 380 criminal investigative matters. In cooperation with local law enforcement and prosecutors, the unit filed two indictments and obtained five convictions. These cases resulted in more than \$356,600 in consumer restitution orders.

We proudly share our accomplishments from 2025 in this annual report and pledge to continue doing Big Good on behalf of Ohio consumers.

Yours,

A handwritten signature in blue ink that reads "Dave Yost".

Dave Yost
Ohio Attorney General

REPORT TO THE GOVERNOR AND GENERAL ASSEMBLY ON THE OPERATIONS OF THE ATTORNEY GENERAL UNDER CHAPTER 1345 OF THE OHIO REVISED CODE

A. SCOPE

Chapter 1345 of the Ohio Revised Code, the Consumer Sales Practices Act (CSPA), gives the state attorney general the duty and enforcement authority to prohibit a supplier from committing an unfair, deceptive or unconscionable act or practice in connection with a consumer transaction. The CSPA is the primary consumer protection statute in Ohio and one of the most comprehensive consumer protection statutes in the nation. Since its adoption in 1972, the law has proved to be a fair and effective regulatory tool, providing protection for consumers and marketplace flexibility for businesses.

Consumer protection in Ohio has expanded through the years, giving the attorney general's Consumer Protection Section the responsibility of enforcing many additional consumer protection laws through civil legal proceedings. The section has concurrent jurisdiction to enforce numerous federal consumer protection statutes. Although no consumer protection statute gives the attorney general original criminal prosecutorial authority, if a local prosecutor declines a referral, the attorney general is authorized to prosecute violations of the Homebuyers' Protection Act, the Telephone Solicitation Sales Act and the Credit Services Organization Act. Additionally, the section's Economic Crimes Unit works proactively with local law enforcement and prosecutors to assist in identifying, investigating and prosecuting consumer fraud of a criminal nature.

To further protect Ohioans from predatory and illegal business practices, the section educates consumers and businesses about Ohio consumer law and offers a complaint resolution process to resolve disputes between consumers and businesses.

The CSPA requires the attorney general to report annually to the governor and the General Assembly about operations related to Chapter 1345 of the Ohio Revised Code and violations of this chapter. Here is a summary of the Consumer Protection Section's 2025 activities.

B. ENFORCEMENT

The attorney general is empowered to investigate CSPA violations and enforce the law. To accomplish this, the Consumer Protection Section has several tools at its disposal. The attorney general may issue a cease-and-desist order to address a supplier's behavior. The attorney general has authority to enter into an Assurance of Voluntary Compliance, a formal out-of-court agreement between the attorney general and the supplier in which the supplier agrees to cease violating the law, to reform business practices, to make appropriate restitution, and, when appropriate, to pay other monetary amounts. Finally, the attorney general can pursue litigation to address possible violations. Some cases are handled as multistate actions in cooperation with other state attorneys general.

The Legal and Investigative units work together to ensure compliance with Ohio consumer laws. In 2025, the Consumer Protection Section opened 122 civil investigations. It also initiated 33 lawsuits for

various unfair, deceptive or unconscionable business practices and obtained 29 judgments and Assurances of Voluntary Compliance totaling more than \$3.58 million in consumer restitution, civil penalties, costs and other relief.

The following are summaries of the lawsuits, judgments and settlements in 2025.

LAWSUITS

All Streets Auto, LLC and Dalton Lindesmith

Cuyahoga County Court of Common Pleas, Case No: CV-25-128167

All Streets Auto is a Cleveland-area used-car dealer operated by Dalton Lindesmith. Our office received complaints of poor service, misrepresentation of vehicles and late delivery of motor vehicle titles. On Nov. 14, 2025, the Attorney General's Office filed a lawsuit against All Streets Auto and Lindesmith for violations of the Consumer Sales Practices Act and Certificate of Motor Vehicle Title Act, including selling cars to consumers and not transferring the titles in a timely fashion. The complaint seeks declaratory and injunctive relief, reimbursement to the Title Defect Recision Fund, civil penalties and costs. It also requests that the supplier post a \$25,000 surety bond in favor of the State as required. The matter is pending.

AMB Auto Sales LLC, Jamel Cowherd Sr.

Hamilton County Court of Common Pleas, Case No. A2503705

Jamel Cowherd Sr. operates AMB Auto Sales, a used-car seller. The Attorney General's Office filed a lawsuit against AMB and Cowherd on July 29, 2025, for violations of the Consumer Sales Practices Act. Counts include failure to file applications for certificate of title within 30 days, failure to obtain certificate of title on or before the 40th day, and failure to disclose that a vehicle was previously titled a salvage vehicle before obtaining a signature. The lawsuit seeks a declaratory judgment, permanent injunction, restitution to the Title Defect Recision Fund, and civil penalties. The case is pending.

American Construction Group, LLC / William H. Foster III

Summit County Court of Common Pleas, Case No. CV-2025-06-2893

American Construction Group and owner William H. Foster III designed and built swimming pools. Consumers complained that they paid the business for services that were not completed or were provided in a shoddy, substandard or unworkmanlike manner without being corrected. The Attorney General's Office filed a lawsuit against American Construction Group and Foster on June 26, 2025, for violations of the Consumer Sales Practices Act. Counts include performing work in a shoddy and substandard manner, abandoning the worksite after partial performance, continuing to engage in consumer transactions with unpaid consumer judgments, and engaging in unconscionable sales acts or practices. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Automax of Canton LCC / Elias Eberly

Stark County Court of Common Pleas, Case No. 2025 CV 962

On April 28, 2025, the Attorney General's Office filed a lawsuit against Automax of Canton and owner Elias Eberly for violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act. Defendants operated a used-car dealership in Canton. Defendants sold used cars but did not transfer the titles to the consumers. The case was resolved on Oct. 16, 2025, with a Consent Judgment and Final Agreed Entry and Order. The settlement included a declaratory judgment; a permanent injunction; \$59,551.51 in reimbursement to the Title Defect Recision Fund; and \$25,000 in civil penalties, \$20,000 of which was suspended on the condition of full compliance with the payment plan and terms of the settlement.

Building With Faith Construction, LLC and Joseph Schlosser

Defiance County Court of Common Pleas, Case No. 25-CV-47174

Joseph Schlosser owned and operated Building With Faith Construction, a business offering general contracting and home-remodeling services. Consumers complained that work was done poorly, when done at all, and that in some instances the work damaged consumers' homes. The Attorney General's Office filed a lawsuit against Building With Faith and Schlosser on Sept. 12, 2025, for violations of the Consumer Sales Practices Act. Counts include failure to deliver, shoddy and substandard work, and abandoning the worksite after partial performance. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution, and civil penalties. The case is pending.

Ecommerce Business Builders, LLC and Cole M. Dockery

Defiance County Court of Common Pleas, Case No. 25-CV-47252

Ecommerce Business Builders is a corporation owned and operated by Cole M. Dockery that sold business opportunity plans to consumers in the form of advice and assistance in operating online stores through platforms such as Amazon and Tik Tok. Dockery advertised Ecommerce Business Builders as a way to quickly maximize profits following an initial investment and offered to research, store and ship merchandise to be sold in the consumers' stores. He also promised to market the consumers' stores through paid influencers. The Attorney General's Office sued Ecommerce Business Builders and Dockery on Nov. 17, 2025, for failing to provide a proper disclosure statement, misrepresentation, making false and misleading statements, accepting excessive down payments, failing to obtain a surety bond, and failing to include a notice of cancellation in its contracts, in violation of the Business Opportunity Purchasers Protection Act. The lawsuit alleges that the defendants misrepresented the profitability of their services and failed to comply with statutory requirements regarding excessive down payments and maintaining a bond. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer reimbursement, civil penalties and any other appropriate relief. The case is pending.

Erin Burke & Burke Décor LLC

Mahoning County Court of Common Pleas, Case No. 2025CV00651

Burke Décor, owned by Erin Elizabeth Burke, offers high-end home furnishings and decorations for sale. Hundreds of consumers complained to the Attorney General's Office that Burke Décor accepted money from consumers for furnishings and décor and then allowed more than eight weeks to elapse without providing the purchased items or refunds. The Attorney General's Office filed a lawsuit against Erin Burke and Burke Décor on March 19, 2025, for violations of the Consumer Sales Practices Act. Counts include failure to deliver, poor customer service and misrepresentation. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution, and civil penalties. The case is pending.

Exquisite Event Center, LLC

Cuyahoga County Court of Common Pleas, Case No. 25 CV 125867

Jaylin L. Hines Mitchell and Jahla I. Smith owned and operated Exquisite Event Center, a party center on the east side of Cleveland. Consumers complained to the Attorney General's Office that they paid the business for parties, but the company canceled the contract before the events and failed to return the deposits. Defendants also represented that they would provide deposit refunds but failed to do so. The Attorney General's Office filed a lawsuit against Exquisite Event Center, Jaylin L. Hines Mitchell, and Jahla I. Smith on Oct. 6, 2025, for violations of the Consumer Sales Practices Act. Counts include failure to deliver and misrepresentation. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Cody Glick dba Cody Glicks Remodeling and Landscape

Hancock County Court of Common Pleas, Case No. 2025 CV 00511

Cody Glick is a handyman who performs odd jobs in his northwest Ohio neighborhood. Consumers complained that Glick either failed to deliver the contracted services or provided substandard services. The Attorney General's Office filed a lawsuit against Glick on Dec. 5, 2025, for violations of the Consumer Sales Practices Act. The lawsuit seeks — and the entry includes — a declaratory judgment, consumer reimbursement, a permanent injunction, civil penalties and other relief. A consent judgment entry was immediately submitted to the court after filing for court approval, and the parties await the court's signature.

Trevor B. Bush / Harrison Township Cemetery Association

Montgomery County Court of Common Pleas, Case No. 2025 CV 00557

Trevor B. Bush and the Harrison Township Cemetery Association sold headstones and other grave markers. Both operated using the business name Greencastle Cemetery, and Bush also used the name Affordable Monuments. Consumers complained that they paid for customized grave markers but never received them. On Jan. 30, 2025, the Attorney General's Office filed a lawsuit against the two defendants alleging that they violated the Consumer Sales Practices Act by accepting money from consumers, failing to make full delivery of the goods and services, and failing to provide refunds. After the defendants failed to defend the lawsuit, the court granted the Attorney General's request for a default

judgment. The court entered a Final Judgment Order and Entry against the defendants, which included declaratory and injunctive relief and also ordered the payment of \$12,454.49 in consumer restitution and \$30,000 in civil penalties.

iDrive Motors LLC and Oleksandr Lukovych

Summit County Court of Common Pleas, Case No. CV-2025-09-4214

Oleksandr Lukovych was the operator of iDrive Motors, a used-car seller. The complaint involves a consumer who purchased a vehicle but did not receive the title within the required 40 days, resulting in a payout made from the Title Defect Recision Fund to resolve the complaint. The Attorney General's Office filed a lawsuit against iDrive Motors and Lukovych on Sept. 4, 2025, for violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act. Counts include failure to file applications for certificate of title within 30 days and failure to obtain certificate of title on or before the 40th day. The lawsuit seeks a declaratory judgment, a permanent injunction, restitution to the Title Defect Recision Fund, and civil penalties. The case is pending.

Highway 22 Auto Sales, LLC / Debra Jeffers

Fairfield County Court of Common Pleas, Case No. 25CV387

On April 24, 2025, the Attorney General's Office filed a lawsuit against Highway 22 Auto Sales and owner Debra Jeffers for violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act. The defendants, operators of a used-car dealership in Lancaster, sold used cars but did not transfer the titles to the consumers, resulting in payouts made from the Title Defect Recision Fund to resolve the complaints. Default judgment was granted on July 3, 2025. The default judgment entry included declaratory and injunctive relief, payment of \$32,326 to the Title Defect Recision Fund, \$50,000 in civil penalties, a prohibition to operate and payment of court costs.

John E. Stauffer / KJNS Enterprises LLC, dba Prestige Family Cars

Wood County Court of Common Pleas, Case No. 2025CV0283

John Stauffer and KJNS Enterprises operated a used-car dealership named Prestige Family Cars in Perrysburg. They sold vehicles to consumers but failed to transfer titles in a timely fashion. The dealership is now closed, and BMV revoked its license, due mainly to record-keeping violations and the failure to transfer titles in a timely fashion. The Attorney General's Office paid \$6,883.25 in claims from the Title Defect Recision Fund to resolve three consumers' title issues. On April 24, 2025, the AGO filed a lawsuit against Stauffer and KJNS Enterprises alleging violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act. The lawsuit is the second filed by the AGO against Stauffer and KJNS; the office entered into a consent judgment with them in 2016 to resolve a previous case. The 2025 action sought repayment to the Title Defect Recision Fund, civil penalties of \$5,000 based on the latest violations, and the imposition of the previously suspended \$15,000 in civil penalties from the 2016 matter. On Dec. 10, 2025, the court granted a default judgment and ordered repayment to the Title Defect Recision Fund in the amount of \$6,083.25, civil penalties of \$5,000, and the imposition of the previously suspended \$15,000 in civil penalties, to be paid within seven days of the entry.

Mercedes-Benz USA, LLC / Mercedes-Benz Group AG

Franklin County Court of Common Pleas, Case No. 25CV010906

As part of a multistate investigation, the Ohio Attorney General's Office filed a lawsuit on Dec. 12, 2025, against Mercedes-Benz USA, LLC and Mercedes-Benz Group AG. The suit alleged that the defendants willfully manufactured, marketed, advertised and/or engaged in the wholesale distribution of certain model year 2009-2016 vehicles equipped with "BlueTEC" Diesel Technology containing undisclosed software intended to circumvent federal or state emission standards and that the defendants concealed the software from the public as well as state and federal regulators. A consent judgment was submitted to the court on the same day, in which the defendants agreed to pay restitution to current and former owners and lessees of the subject vehicles and to pay \$2,198,285.81 into the Consumer Protection Enforcement Fund. The parties await the court's signature and filing of the consent judgment.

Philip W. Johnson Jr.

Franklin County Court of Common Pleas, Case No. 25 CV 005092

Philip W. Johnson Jr., under his own name and the trade name "Scarlet Events," engaged in the business of promoting, offering for sale, and selling tickets for sporting events, concerts and other events. Consumers complained that they paid Johnson for tickets they never received. The Attorney General's Office filed a lawsuit against Johnson on June 16, 2025, for violations of the Consumer Sales Practices Act, including unfair, deceptive and unconscionable sales acts or practices. On Oct. 22, 2025, the court entered a Consent Judgment and Final Agreed Order and Entry against Johnson with certain declaratory relief, a permanent injunction, \$5,813.20 in consumer damages, \$7,500 in civil penalties (suspended in full) and costs.

Luis Rafael, Luis Alejandro, LLY Auto Sales, LLC

Fairfield County Court of Common Pleas, Case No. 25 CV 001248

Luis Rafael and his son Luis Alejandro own and operate LLY Auto Sales LLC, a central Ohio used-car dealership. Consumers complained to the Attorney General's Office that they did not receive titles for the cars they purchased. The Attorney General's Office filed a lawsuit against all three defendants on Nov. 21, 2025, for violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act. The lawsuit seeks a declaratory judgment, permanent injunction, payment to the Title Defect Recision Fund, civil penalties, and other relief. The case is pending.

Love Bug Organics, LLC, Mark Brooks and Rochelle Brooks

Franklin County Court of Common Pleas, Case No. 25 CV 006369

Mark Brooks and Rochelle Brooks owned and operated Love Bug Organics, a business that sold soaps, lotions and other artisanal products. Consumers complained that they paid for goods they never received. The Attorney General's Office filed a lawsuit against Love Bug Organics and the Brooks on July 28, 2025, for violations of the Consumer Sales Practices Act. Counts include failure to deliver and misrepresentation. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Shawn Marioth / Marioth Custom Construction LLC

Franklin County Court of Common Pleas, Case No. 25CV005529

Shawn Marioth ran Marioth Custom Construction, a residential interior-remodeling business. Marioth and his company repeatedly delayed services to five consumers over the course of two years, resulting in \$44,588 in consumer losses. The Attorney General's Office filed a lawsuit against Marioth and his company on June 30, 2025, for violations of the Consumer Sales Practices Act. Counts include unfair and deceptive practices and failure to deliver. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Ohio Luxury Imports, LLC / Renato Jovanovski

Licking County Court of Common Pleas, Case No. 25CV00630

On April 24, 2025, the Attorney General's Office filed a lawsuit against Ohio Luxury Imports and owner Renato Jovanovski for violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act. The defendants sold used cars but did not transfer titles to the consumers, resulting in payouts made from the Title Defect Recision Fund to resolve the complaints totaling \$71,858.38 thus far. The defendants failed to post a surety bond after payouts were made from the Title Defect Recision Fund. The complaint requests declaratory and injunctive relief, payment to the Title Defect Recision Fund and civil penalties, and to enjoin Jovanovski from obtaining a dealership license in the future. The case is pending.

Brian E. Priest individually and dba Priest Roofing, Siding and Remodeling

Wood County Court of Common Pleas, Case No. 2025 CV 0819

Brian E. Priest owned and operated Priest Roofing, Siding and Remodeling, a business that offered home-improvement services. Consumers complained to the Attorney General's Office that they paid the business for services that were performed in a shoddy manner and left incomplete. The office filed a lawsuit on Nov. 19, 2025, against Brian E. Priest individually and dba Priest Roofing, Siding and Remodeling for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts include performing work in a shoddy manner, abandoning the worksite after partial performance, failure to secure necessary permits, and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties.

Robinson Auto, LLC / Shawn D. Robinson

Fayette County Court of Common Pleas, Case No. CVH20250150

Shawn Dewayne Robinson owned and operated a used-car dealership known as Robinson Auto in Jeffersonville, Ohio. The dealership appears to be out of business. Ten purchasers did not receive titles to their vehicles, and the Title Defect Recision Fund paid out \$62,453.50. The Attorney General's Office was able to recoup \$25,000 from the suppliers' bond, but \$37,453.50 remains due. On April 25, 2025, the office filed a lawsuit against Robinson Auto and Shawn Robinson alleging violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act, for not transferring titles to consumers who bought cars. On Dec. 17, 2025, the court granted summary judgment, ordering repayment of \$44,034.71 to the Title Defect Recision Fund, \$50,000 in civil penalties and granting injunctive and declaratory relief.

Ronald E. Lewis dba Ron Lewis Cement

Franklin County Court of Common Pleas, Case No. 25 CV 004490

Ronald Lewis owned and operated Ron Lewis Cement, an unincorporated business that offered concrete pouring services. Consumers complained that they paid for services that were not received. The Attorney General's Office filed a lawsuit on May 27, 2025, against Lewis, doing business as Ron Lewis Cement, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts include failure to deliver, failure to register with the Ohio Secretary of State, abandoning the worksite after partial performance, and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Royalty Home Renovations, LLC / Daniel L. King

Franklin County Court of Common Pleas, Case No. 25 CV 008077

Royalty Home Renovations and its owner Daniel L. King engaged in business under the "Royalty Roofing" trade name to solicit for sale, sell and provide indoor and outdoor home-improvement goods and services to Ohio consumers, including roof and siding replacement, painting, deck repairs and general home-renovation work. Consumers complained to the attorney general that they paid the business for services that were not provided. The Attorney General's Office filed a lawsuit against Royalty Home Renovations and King on Sept. 19, 2025, for violations of the Consumer Sales Practices Act. Counts against both defendants include abandoning the worksite after partial performance and failure to provide services. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Eric Rugh, Rugh's Remodeling, LLC

Franklin County Court of Common Pleas, Case No. 25 CV 009883

Eric Rugh owned and operated Rugh's Remodeling, a central Ohio business that offered roof and siding replacement services. Consumers complained to the Attorney General's Office that they paid the business for services that were not received or performed improperly. The Attorney General's Office filed a lawsuit on Nov. 14, 2025, against Rugh and his business for violations of the Consumer Sales Practices Act. Counts include failure to deliver; performing shoddy, substandard or incomplete work; and false representation of warranties. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Ryan Construction and Roofing LLC and Daniel Sechriest

Muskingum County Court of Common Pleas, Case No. CH 2025-0362

Ryan Construction and Roofing and Daniel Sechriest offer roof repair, roof replacement and other exterior home repair. The supplier's contract states that the final price is the agreed-on price between the consumer's insurance company and the supplier. The supplier would communicate directly with the consumers' insurance companies for the purpose of negotiating a price for the home-improvement goods and services. The supplier would add supplemental work to the contract for which the insurance company and the consumer did not separately agree to pay before the work being completed. The supplier would then put a lien on the consumers' homes for charges exceeding the approved insurance payments. Further,

some consumers complained that the services provided were incomplete, shoddy and substandard and that the company and Sechriest failed to correct the work. The Attorney General's Office filed a lawsuit on Sept. 12, 2025, against Ryan Construction and Roofing and Daniel Sechriest for violations of the Consumer Sales Practices Act. Counts include shoddy and substandard work, false and/or misleading statements, abuse of lien process, and violation of a previous court order. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

TS Holdings Unlimited / TS Relief Group LLC

Montgomery County Court of Common Pleas, Case No. 2025 CV 03766

TS Holdings Unlimited and TS Relief Group promise a service that aids consumers in getting released from undesirable timeshare contracts. Consumers claim the companies' sales representatives employ some of the same tactics used by timeshare salespeople — namely, engaging in high-pressure tactics during in-person sales meetings and misrepresenting the efficacy and delivery timeframe of their service. The Attorney General's Office filed a lawsuit on June 30, 2025, against TS Holdings Unlimited and TS Relief Group for unfair and deceptive acts and practices under the Consumer Sales Practices Act, including failing to deliver the promised timeshare exit services and not communicating with consumers who sought updates or customer service help. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Uber Technologies, Inc. and Uber USA, LLC

U.S. District Court, N.D. of CA, Oakland Division, Case No. 4:25-cv-03477

In an amended complaint filed on Dec. 15, 2025, Ohio, 20 other states and the District of Columbia joined the Federal Trade Commission in a lawsuit against Uber Technologies, Inc. and Uber USA, LLC. Consumers complained that they were misled about the benefits of the Uber One subscriptions and were billed before the promotional free period had ended. Further, consumers found it difficult and confusing to cancel their Uber One subscriptions. Other consumers complained that they were enrolled in an Uber One subscription without their knowledge and that the disclosures provided by Uber were not clearly and conspicuously disclosed. Ohio's counts in the amended complaint include misrepresentation under the Consumer Sales Practices Act R.C. 1345.01 et seq., in addition to violations of the federal Restore Online Shopper's Confidence Act. The lawsuit seeks a permanent injunction, consumer restitution, civil penalties and other appropriate costs. The case is pending.

Vall Iliev / ShotStop Ballistics LCC / Valmar Studios, LLC

Summit County Court of Common Pleas, Case No. 2025 CV 04 1964

Vall Iliev used two companies under his control, ShotStop Ballistics and Vallmar Studios, to illegally import, market and sell falsely labeled, defective and counterfeit armored plates to consumers and law enforcement officers. Iliev smuggled unlabeled, inferior plates from China and then applied false and misleading labels claiming they were made in Stow, Ohio, and certified at a certain standard of protection by the National Institute of Justice. The Attorney General's Office sued Iliev on April 29, 2025, for violations of the Consumer Sales Practices Act, R.C. 1345.01 et seq., including failure to

deliver, deceptive acts and practices such as mislabeling the armored plates, knowingly marketing the plates as a different product, and selling defective products. The lawsuit seeks consumer restitution, civil penalties and injunctive relief in its case. The case is pending.

Sirius Motors, Inc. / Timothy Thacker

Butler County Court of Common Pleas, Case No. CV 2025 04 1051

Timothy Thacker owned the used-car dealership Sirius Motors in Monroe, Ohio. They sold vehicles to consumers but failed to transfer titles in a timely fashion. The AGO paid \$86,318.89 in claims from the Title Defect Recision Fund to resolve title issues for six consumers. On April 24, 2025, the Attorney General's Office filed a lawsuit against Thacker and Sirius Motors alleging violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act. The court entered a Final Judgment Entry and Order on Oct. 15, 2025, granting default judgment against both defendants and awarding injunctive and declaratory relief, payment to the Title Defect Recision Fund in the amount of \$86,333.89, and \$50,000 in civil penalties.

Starfleet Cars LLC and Jonathan Paul Kirkham

Delaware County Court of Common Pleas, Case No. 25 CV H 01 0119

Starfleet Cars is an Ohio limited liability company last operating in Delaware, Ohio. Jonathan Paul Kirkham, aka Paul Kirkham, is the principal owner and operator of Starfleet. Consumers complained to the attorney general that they hadn't received their titles from the dealer. The Attorney General's Office resolved numerous consumer complaints, with at least \$138,135 being paid from the Title Defect Recision Fund. On Jan. 28, 2025, the Attorney General's Office filed a lawsuit against Starfleet Cars and Kirkham for violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act for failing to transfer the titles to the consumers. The lawsuit seeks declaratory and injunctive relief, payment to the Title Defect Recision Fund, civil penalties, and a prohibition against engaging in consumer transactions or obtaining or renewing a dealer's or salesperson's license. The lawsuit is pending.

Dwight William Artrip / The Painting Co., Inc.

Fairfield County Common Pleas Court, Case No. 25 CV 258

Consumers complained that Dwight William Artrip and his business, The Painting Company, Inc., accepted money for kitchen and bathroom remodeling projects, provided shoddy and substandard home-improvement services, and then failed to correct such services or make promised refunds. Allegations also include failure to provide a three-day right to cancel or notice of cancellation form to execute. Consumer damages total roughly \$12,000. The attorney general filed a lawsuit on March 20, 2025, against Artrip and The Painting Company, Inc. for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The complaint requests declaratory and injunctive relief, payment of restitution to consumers, a civil penalty, and a prohibition against engaging in consumer transactions while the judgment is outstanding.

Way 2 Go Auto Sales LLC and Kofi A Bimpeh

Franklin County Court of Common Pleas, Case No. 25 CV 0671

Way 2 Go Auto Sales is an Ohio limited liability company operating in Columbus. Kofi A. Bimpeh is the principal owner and operator. Consumers complained to the Attorney General's Office that they purchased vehicles but did not receive the titles. A review of title transfers for Way 2 Go identified a pattern of either rolling back the odometers of vehicles while titled to Way 2 Go and then selling the vehicles to consumers, or selling rebuilt salvage motor vehicles to consumers without providing consumers with required notices, in addition to title transfer violations. On Jan. 28, 2025, the Attorney General's Office filed a lawsuit against Way 2 Go and Bimpeh alleging violations of the Consumer Sales Practices Act, Certificate of Motor Vehicle Title Act and the Odometer Rollback and Disclosure Act. The complaint seeks declaratory and injunctive relief, payment to the Title Defect Recision Fund, civil penalties and a prohibition against engaging in consumer transactions or obtaining or renewing a dealer's or salesperson's license. The lawsuit is pending.

ZC Home, LLC, Zheng Zhang, and Zhilian Chen

Hamilton County Court of Common Pleas, Case No. A 2504541

Zheng Zhang and Zhilian Chen owned and operated ZC Home, a limited liability company that operated as a third-party seller on online platforms, including Walmart.com. On behalf of ZC Home, Zhang and Chen ordered refurbished Dyson products and sold them as new to consumers nationwide. The Attorney General's Office filed a lawsuit on Sept. 16, 2025, against ZC Home, Zheng Zhang, and Zhilian Chen for violations of the Consumer Sales Practices Act. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

OTHER JUDGMENTS OR SETTLEMENTS**1st Choice Renew, LLC and Aaron Cowans**

Delaware County Court of Common Pleas, Case No. 24 CV H 09 1000

Aaron Cowans owns and operates 1st Choice Renew to provide various indoor and outdoor home-improvement services, including the repair and replacement of roofs, flooring and decks, and the remodeling of basements, bedrooms and bathrooms. Consumers complained to the attorney general that they paid the business for services that were either provided in a shoddy, substandard or unworkmanlike manner or not provided at all. The Attorney General's Office filed a lawsuit on Sept. 30, 2024, against 1st Choice Renew and Cowans for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts against both defendants included failure to provide services, performing work in a shoddy and substandard manner, abandoning the worksite after partial performance, and failing to provide proper notice of cancellation rights. The lawsuit included an additional count against Cowans for violation of a prior Consumer Sales Practices Act judgment. The court entered a Final Judgment Entry and Order on April 29, 2025, granting default judgment against both defendants and awarding injunctive and declaratory relief, consumer damages in the amount of \$178,427.47, and \$125,000 in civil penalties.

B&L Custom Concrete LLC and Lawrence Hurst

Franklin County Court of Common Pleas, Case No. 24 CV 001832

Lawrence Hurst and his company, B&L Custom Concrete, operate a home-improvement business in central Ohio. Consumers reported that Hurst and his company took large deposits from consumers for home-improvement projects and failed to deliver the promised work correctly or, in some cases, at all. In 2022, the Attorney General's Office sued Hurst and his previous company, True 2 Finish, for violations of the Consumer Sales Practices Act. After receiving new consumer complaints alleging that Hurst and B&L Custom Concrete were again violating Ohio consumer protection laws, the Attorney General's Office on March 4, 2024, sued them again. The lawsuit alleges violations of the Consumer Sales Practices Act and Home Solicitation Sales Act, including shoddy workmanship and operating as a supplier without satisfying prior consumer judgments. This case was resolved on Jan. 10, 2025, with a default judgment against Hurst and B&L Custom Concrete, which included a declaratory judgment and a permanent injunction. The court ordered Hurst to pay a \$50,000 civil penalty and \$34,295 in consumer restitution to be distributed to two consumers.

Barkley Construction LLC and Derek Barkley

Marion County Court of Common Pleas, Case No. 2024CV0070

Derek Barkley and his business, Barkley Construction, primarily provide home-improvement and -repair services. Consumers complained to the Attorney General's Office that Barkley and Barkley Construction took money for goods and services but either failed to deliver or provided shoddy and substandard work, which the company failed to correct. The Attorney General's Office filed a lawsuit on Feb. 14, 2024, against Barkley and Barkley Construction for violations of the Consumer Sales Practices Act. The court entered a consent judgment on May 21, 2025, awarding injunctive and declaratory relief, consumer damages of \$34,458.63 for nine consumers, and a \$30,000 civil penalty with \$20,000 suspended, as long as the defendants comply with the consent judgment.

Benny R. Bryant / B.R. Bryant Custom Homes, LLC

Butler County Court of Common Pleas, Case No. CV 2023 08 1686

Benny R. Bryant owned and operated B.R. Bryant Custom Homes, which built custom homes and pole barns until abruptly ceasing operations. Consumers complained to the Attorney General's Office that their houses were not finished and that subcontractors were owed money. On Aug. 22, 2023, the Attorney General's Office filed a lawsuit against Bryant and his business alleging violations of the Home Construction Service Suppliers Act, including counts for failure to provide contracts containing all statutorily required information, failure to provide refunds, and misrepresentation. On Aug. 19, 2025, the court entered a consent judgment awarding injunctive and declaratory relief, consumer damages of \$232,519.74 for three consumers, and a \$25,000 civil penalty. Bryant obtained a bankruptcy discharge, so the damages were ordered against Bryant Custom Homes only, and the civil penalty will be paid by both defendants. Bryant is prohibited from working in Ohio for three years.

Central Tobacco and Stuff, Inc. dba Central Tobacco

Delaware County Court of Common Pleas, Case No. 24-CVH-070664

Central Tobacco and Stuff, Inc., doing business as Central Tobacco, operates in Delaware, Ohio. After becoming aware that Central Tobacco might be selling unauthorized and illegal vapes, the Attorney General's Office sent Central Tobacco a letter putting it on notice. Further investigation revealed that Central Tobacco continued to offer unauthorized and illegal vapes for sale. The Attorney General's Office filed a lawsuit on July 9, 2024, against Central Tobacco for violations of the Consumer Sales Practices Act, including unfair or deceptive acts and practices, unconscionable acts or practices, exclusions and limitations in advertisements, and unsubstantiated claims in advertising. The defendant filed a motion to dismiss for preemption by federal law, which was granted by the court on Oct. 29, 2024. The state appealed the dismissal decision to the Ohio 5th District Court of Appeals. The 5th District affirmed the lower court's judgment. The Ohio Attorney General's Office is seeking certification for the Ohio Supreme Court to hear the argument.

Conex Express, LLC, Conex Pro, LLC, and Duane Milby

Warren County Court of Common Pleas, Case No. 24CV097870

Duane Milby owns and operated Conex Express and Conex Pro. Milby, through his companies, sold Conex shipping containers. Consumers complained that Milby accepted full payment for the containers, allowed more than eight weeks to elapse and failed to deliver the paid-for containers. Consumers complained that Milby did not communicate regarding these delays and refused to provide refunds. The Attorney General's Office filed a lawsuit on Sept. 4, 2024, against Conex Express, Conex Pro and Milby for unfair and deceptive acts and practices under the Consumer Sales Practices Act. A default judgment was granted against the defendants on Feb. 7, 2025. A civil penalty of \$30,000 was assessed against Milby, Conex Express, and Conex Pro jointly and severally. Defendants were ordered to pay \$20,804.25 in consumer restitution, with \$10,798 of this judgment being a joint and several with Milby and Conex Express, and the remaining \$10,006.25 being a joint and several with Milby and Conex Pro.

Curtis Lee Marcum Jr., individually and dba Supreme Home Renovation LLC

Franklin County Court of Common Pleas, Case No. 24CV0761

Curtis Lee Marcum Jr. and his business, Supreme Home Renovation, primarily provide home-improvement and -repair services. Consumers complained to the Attorney General's Office that Marcum and Supreme Home Renovation took money for home-improvement goods and services but failed to deliver the goods and services, provided shoddy and substandard services, and failed to correct those services. The Attorney General's Office filed a lawsuit on Jan. 29, 2024, against Supreme Home Renovation and Marcum for violations of the Consumer Sales Practices Act. A default judgment was granted on June 30, 2025. The default judgment entry included declaratory and injunctive relief, payment of \$36,597.79 in consumer restitution, a civil penalty of \$20,000 and a prohibition against engaging in consumer transactions as a supplier as long as the judgment is unpaid.

Daryl Renard Allen / Bernard Crist / Shane Michael Bates / Charles A. Brown / Columbus Deck Company / Capital Deck Company LLC

Franklin County Court of Common Pleas, Case No. 22CV008146

The Attorney General's Office previously sued Daryl Allen in 2019 for violating Ohio's consumer protection laws with his home-improvement company, Deck Builders Unlimited. After having a judgment rendered against him in Franklin County, Allen continued to operate home-improvement businesses by starting Columbus Deck Company and Good News Builders. His collaborators, Bernard Crist and Shane Michael Bates, registered the companies for him. Consumers complained to the Attorney General's Office that they paid for services that were not received or were performed improperly. The Attorney General's Office filed a lawsuit on Nov. 17, 2022, against the individuals and businesses for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act, adding newly discovered defendants Charles A. Brown and Capital Deck Company on Aug. 15, 2023. The court issued a final judgment against all parties on Feb. 5, 2025, ordering them to pay \$204,662.80 in restitution to the consumers and a \$75,000 civil penalty. Daryl Allen was ordered to pay an additional \$25,000 civil penalty. The order also enjoined all defendants from acting as suppliers in Ohio until the judgment is satisfied.

Decks and Beyond, LLC and Russell Miller

Miami County Court of Common Pleas, Case No. 24-292

Russell Miller and his business, Decks and Beyond, operate a home-improvement business. Consumers complained to the Attorney General's Office that Miller and Decks and Beyond provided shoddy work on their outdoor projects and failed to deliver promised goods and services. The Attorney General's Office filed lawsuit on July 12, 2024, for violations of the Consumer Sales Practices Act. The court entered a Final Judgment Entry and Order on May 12, 2025, granting the plaintiff's requested declaratory and injunctive relief, \$59,299.68 in consumer restitution, and \$13,000 in civil penalties, with \$3,000 of the civil penalties suspended.

Elevate Smoke, LLC dba Elev8 Smoke Shop

Hamilton County Court of Common Pleas, Case No. A2403034

Elevate Smoke, doing business as Elev8 Smoke Shop, has its principal place of business in Cincinnati. After becoming aware that Elev8 might be selling unauthorized and illegal vapes, the Attorney General's Office sent the company a letter putting it on notice. Further investigation revealed that Elev8 continued to offer unauthorized and illegal vapes for sale. The Attorney General's Office filed a lawsuit against Elev8 on July 9, 2024, for violations of the Consumer Sales Practices Act. Counts include unfair or deceptive acts and practices, unconscionable acts or practices, exclusions and limitations in advertisements, and unsubstantiated claims in advertising. The defendant filed a motion for summary judgment for preemption by federal law, which the court granted on Feb. 20, 2025. The state appealed the dismissal decision to the Ohio 1st District Court of Appeals. The 1st District affirmed the lower court's judgment on Dec. 19, 2025. The Ohio Attorney General's Office is considering next steps.

First Premier Home Warranty Corp. and Albert Sayegh

Franklin County Court of Common Pleas, Case No. 24CV006513

First Premier Home Warranty and its owner, Albert Sayegh, market and sell home “warranties” that purport to provide coverage on home systems and appliances. Consumers complained that when a “covered” appliance or system broke down, consumers — following the procedures outlined — would contact the defendants to send a technician to diagnose the problem. Oftentimes, defendants would take days or even weeks to send a technician. Consumers also complained that the coverage was not as represented and that the companies denied coverage based on fine print or paid only a small amount of the cost of the repair or replacement. It was discovered that the defendants were manipulating online reviews and creating false reviews, acting as product users when such was not the case. Additionally, First Premier Home Warranty was not registered as a telemarketer in Ohio. The Attorney General’s Office filed a lawsuit on Aug. 22, 2024, against First Premier Home Warranty and Sayegh for unfair, deceptive, and unconscionable acts and practices under the Consumer Sales Practices Act and violations of the Telephone Solicitation Sales Act. The case was resolved with a Consent Judgment and Final Agreed Entry and Order on Oct. 30, 2025. The settlement included declaratory relief, injunctive relief, consumer restitution of \$23,617.70 and a civil penalty of \$100,000, with \$30,000 suspended on the condition of full compliance.

Good Measure Contracting LLC / Jason Rocha

Cuyahoga County Court of Common Pleas, Case No. CV 2023 984428

Jason Rocha owned and operated Good Measure Contracting, which provided home-improvement goods and services, including roof and siding installation and repair. Consumers complained to the Attorney General’s Office that they gave deposits to the defendants but received no goods or services. Additionally, the defendants failed to register as a contractor in applicable jurisdictions and failed to obtain proper permits. On Aug. 23, 2023, the Attorney General’s Office sued Rocha and Good Measure Contracting alleging violations of the Consumer Sales Practices Act. On Feb. 3, 2025, the parties came to an agreement and the court signed an agreed judgment entry ordering GMC and Rocha to pay \$4,000 in civil penalties and to reimburse consumers in full in the amount of \$12,684.94, due upon the execution of the agreed judgment entry.

In and Out Creations, LLC and Jeffrey Grimes

Fairfield County Court of Common Pleas, Case No. 24 CV 00587

Jeffrey Grimes owns and operates In and Out Creations, which does residential home improvements. Consumers complained that they paid for outdoor projects that were never done or only partially completed. On July 24, 2024, the Attorney General’s Office filed lawsuit against Grimes and his business, alleging violations of the Consumer Sales Practices Act for failure to deliver and shoddy workmanship, and violations of the Home Solicitation Sales Act for failing to provide consumers with notice of their right to cancel in three days. The court granted a default judgement on Nov. 12, 2025, which included a declaratory judgment, permanent injunction, \$6,550 in consumer restitution and a \$6,000 civil penalty.

Knight Restorations, LLC and Jeffrey C. Gibson

Clark County Court of Common Pleas, Case No. 24 CV 517

Jeffrey C. Gibson is the sole owner and operator of Knight Restorations, which provides general home-improvement services – often roof, siding and window replacements. Consumers complained to the Attorney General’s Office that they paid the business for services that were not received or that services were performed in a shoddy and unworkmanlike manner. The Attorney General’s Office filed a lawsuit on July 9, 2024, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner, and failure to provide proper notice of cancellation rights. The court granted default judgment and entered a final order on June 11, 2025, which included a declaratory judgment, permanent injunction, \$37,750 in consumer restitution and a \$30,000 civil penalty.

Korite Michael Kalango dba Kalango Links

Franklin County Court of Common Pleas, Case No. 23 CV 0952

Korite Michael Kalango does business as Kalango Links, a central Ohio used-car dealership. Consumers complained to the attorney general about the defendant’s misrepresentations in the sale of motor vehicles and odometer discrepancies. The Attorney General’s Office sued the defendants on Feb. 13, 2023, for violations of the Consumer Sales Practices Act and Odometer Rollback and Disclosure Act. The case was resolved with a consent judgment and Final Agreed Entry and Order on Oct. 7, 2025. The settlement included a declaratory judgment, a permanent injunction, \$138,712 in consumer restitution, and \$200,000 in civil penalties, \$120,000 of which was suspended on the condition of full compliance with the payment plan and terms of the settlement.

Magic Touch Exteriors, LLC, Joseph Slye and David Harvey

Franklin County Court of Common Pleas, Case No. 24CV006861

Joseph Slye and David Harvey operate Magic Touch Exteriors, which typically works with insurance companies to complete roofing, gutter and siding work that is subject to consumers’ insurance claims. Consumers complained to the Attorney General’s Office that they paid for services that were not received and that the business never refunded their money. The Attorney General’s Office filed a lawsuit on Sept. 5, 2024, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in an incomplete manner and abandoning the worksite, and failure to provide proper notice of cancellation rights. The court granted default judgment and on Feb. 13, 2025, entered a final order awarding injunctive and declaratory relief, consumer damages of \$334,166.69 and civil penalties of \$150,000, with \$50,000 assessed to each defendant.

MBR, LLC, Ransom Kulasa and Maggie Kulasa

Union County Court of Common Pleas, Case No. 24CV0227

Ransom and Maggie Kulasa own and operated MBR, which offered repair and installation services for windows and doors in central Ohio. On Oct. 17, 2024, the Attorney General's Office filed a lawsuit against the Kulasas and their business, alleging violations of the Consumer Sales Practices Act for failure to deliver and for performing shoddy, substandard or incomplete work. On Nov. 24, 2025, the court entered a consent judgment awarding injunctive and declaratory relief; consumer damages totaling \$50,805.08 for 18 consumers; and a \$40,000 civil penalty, of which \$20,000 was suspended.

Musisca Custom Construction Co., Musisca & Sons Construction Co., LLC, and Augustine A. Musisca

Carroll County Court of Common Pleas, Case No. 2024 CVH30603

Augustine A. Musisca owns and operates Musisca Custom Construction and Musisca & Sons Construction in Carroll County, Ohio. He contracts for home additions/remodels, landscaping, outdoor shed construction, etc. Consumers complained to the Attorney General's Office that they paid for services that were not fully provided and that the completed work was substandard. At least one consumer was told that no permit or registration was required for the project, which was false; the supplier, in turn, began work on the property without obtaining the required permits. The Attorney General's Office filed a lawsuit on Oct. 30, 2024, for violations of the Consumer Sales Practices Act. Counts included failure to deliver, performing work in a shoddy manner, commencing work without first obtaining a permit, failing to obtain contractor registration, and making false/misleading statements to consumers to their detriment. The case was resolved with the granting of a default judgment on June 10, 2025. The order included a declaratory judgment, a permanent injunction, \$39,473.26 in consumer restitution, and \$50,000 in civil penalties.

Myriad Capital Management Inc dba Franklin Moss & Associates and Koplan Welsh & Associates and Blackwell Mathis Group / Chris Rivera

Franklin County Court of Common Pleas, Case No. 23CV007742

On Oct. 31, 2023, the Attorney General's Office filed a lawsuit against debt collector Myriad Capital Management, based in Orlando, Florida, and its owner, Chris Rivera who collected debts from Ohio consumers using various business names, including Franklin Moss & Associates, Koplan Welsh & Associates, and Blackwell Mathis Group. The complaint alleges that Rivera frequently changed business names and purposefully used names that sound like law firms to convince consumers that a lawsuit would be filed if they did not pay the debts. The lawsuit alleges that the defendants committed illegal debt collection practices — including engaging in abusive, harassing, and deceptive conduct — that violate various provisions of the Consumer Sales Practices Act. On Oct. 21, 2024, the court granted a default judgment against both defendants. On April 7, 2025, the court issued an Entry Adopting the Magistrate's Decision on monetary amounts and entered a Final Judgment Entry and Order. The defendants were ordered to pay \$99,000 in civil penalties and \$1,413.14 in consumer restitution. The court also issued the injunctive and declaratory relief requested.

Ohio Mega Group LLC / Dominic Wiley

Franklin County Court of Common Pleas, Case No. 23 CV 6463

Dominic Wiley owns and operates Ohio Mega Group, a central Ohio used-car dealership. Consumers complained to the Attorney General's Office about the defendant's misrepresentations in the sale of motor vehicles, including failure to deliver title, failure to disclose the salvage status of vehicles, and odometer discrepancies. The Attorney General's Office sued the defendants on Sept. 12, 2023, for violations under the Consumer Sales Practices Act, Certificate of Motor Vehicles Title Act and Odometer Rollback and Disclosure Act. Wiley was served but failed to file an answer, and a motion for default judgment was filed and granted. The plaintiff was unable to serve defunct defendant Ohio Mega Group and dismissed OMG as a defendant. The court entered a final judgment against Wiley on April 21, 2025, ordering him to pay \$46,054.26 in damages for distribution to 21 consumer victims of odometer fraud; \$34,339.34 in damages for distribution to three consumers who unknowingly purchased salvage vehicles from the defendant; \$3,371.05 payment to the Title Defect Recision Fund for payments made to resolve two consumer title complaints; and \$192,000 in penalties. The total amount of the judgment is \$275,764.65. The court also granted injunctive and declaratory relief and imposed prohibitions on engaging in consumer transactions as an auto dealer while the judgment is outstanding, and maintaining, renewing or applying for an auto dealer license.

Orrville Tobacco and Vape Shop LLC

Wayne County Court of Common Pleas, Case No. 2024 CVC-H 000327

After becoming aware that Orrville Tobacco and Vape Shop might be selling unauthorized and illegal vapes, the Attorney General's Office sent the business a letter putting it on notice. Further investigation revealed that Orrville Tobacco continued to offer unauthorized and illegal vapes for sale. The Attorney General's Office filed a lawsuit on July 9, 2024, for violations of the Consumer Sales Practices Act. Counts include unfair or deceptive acts and practices, unconscionable acts or practices, exclusions and limitations in advertisements, and unsubstantiated claims in advertising. The defendant filed a motion to dismiss for preemption by federal law, which was granted by the court on Feb. 5, 2025. The state appealed the dismissal to the Ohio 9th District Court of Appeals. The appeal is pending.

Superior Auto Mart, LLC and Tareq Daoud

Clermont County Court of Common Pleas, Case 2024 CVH 1647

Superior Auto Mart is a used-car dealership in Amelia, Ohio, owned by Tareq Daoud. Superior and its owner sold used cars but did not transfer the titles to the consumers; this resulted in \$14,227.30 in payouts from the Title Defect Recision Fund to resolve their complaints. The Attorney General's Office filed a lawsuit on Nov. 18, 2024, for violations of the Consumer Sales Practices Act and the Certificate of Motor Vehicle Title Act. The court granted default on May 5, 2025. The entry included injunctive and declaratory relief, payment to the Title Defect Recision Fund of \$14,267.30 and a civil penalty of \$30,000. The defendants also are prohibited from engaging in consumer transactions until they have satisfied all civil penalties and court costs and have made payment to the Title Defect Recision Fund. The defendants also are prohibited from maintaining, renewing, or applying for an auto dealer's license.

Superior Concrete & Hardscape Design LLC and Justin Cole Hensley

Butler County Court of Common Pleas, Case No. CV 2024 10 2022

Justin Cole Hensley operated Superior Concrete & Hardscape Design, a landscaping company based in Independence, Kentucky, that also did business in southern Ohio. The defendants accepted money from consumers to perform home improvements — mainly asphalt and concrete repair, replacement and installation — but did not perform the work. The Attorney General's Office filed a lawsuit on Oct. 10, 2024, alleging violations of the Consumer Sales Practices Act and its Failure to Deliver Rule and the Home Solicitation Sales Act. The defendants failed to file answers and default judgment was granted on Aug. 20, 2025. The default judgment entry included declaratory and injunctive relief, consumer restitution of \$66,410, a civil penalty of \$25,000, a prohibition from engaging in consumer transactions as suppliers until they have satisfied all restitution, civil penalties and court costs. The defendants were also ordered to pay all court costs and any costs of collecting on the judgment.

Sylvania Handyman, LLC, and Robert Hoffman

Lucas County Court of Common Pleas, Case No. 04386

Robert Hoffman owns and operates Sylvania Handyman, a home-remodeling and -repair company. Sylvania Handyman operates out of Hoffman's residence and primarily conducts sales at consumers' homes. Consumers complained that they paid a 50% deposit in each transaction for the purpose of buying materials, but no materials were ordered and Hoffman never returned to perform the work. The Attorney General's Office filed a lawsuit on Nov. 6, 2024, for violations of the Consumer Sales Practices Act. Counts include failure to deliver and failure to offer a three day right to cancel. The court granted default judgment on April 1, 2025, and entered a final judgment order against both defendants, which included a civil penalty of \$10,000 and consumer restitution of \$10,430.

Joseph R. Vega / CLE Masonry LLC / Ohio City Contractors

Cuyahoga County Court of Common Pleas, Case No. CV 23 987946

Joseph Vega operated a masonry business in northeastern Ohio and used various business names, including CLE Masonry and, more recently, Ohio City Masonry. Consumers complained that they paid Vega's businesses for work that was not completed and done in a shoddy manner, or was not started at all. On Nov. 2, 2023, the Attorney General's Office filed a lawsuit against Joseph Vega, CLE Masonry and Ohio City Contractors, alleging violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. On July 31, 2024, the court entered a final judgment entry ordering CLE Masonry to pay \$50,734.44 in consumer restitution and a \$25,000 civil penalty and Ohio City Contractors to pay \$31,228 in consumer restitution and a \$25,000 civil penalty. On Feb. 28, 2025, the court granted summary judgment against Vega and ordered him jointly and severally liable for all amounts in the July 31, 2024, judgment — for a total of \$81,962.44 in consumer restitution and \$50,000 in civil penalties, along with injunctive and declaratory relief.

ASSURANCES OF VOLUNTARY COMPLIANCE (“AVC”)

In the Matter of TFG Holding, Inc. (JustFab)

TFG Holding, Inc. is an online fashion retailer that includes brands JustFab, Shoe Dazzle and FabKids. TFG offers discounted purchases and other incentives to consumers who enroll in their membership program, with membership fees ranging from \$39.95 to 59.95 a month, unless the consumer makes a purchase or affirmatively “skips” the payment via their customer account. A multistate investigation found that TFG misrepresented the price that consumers could expect to pay for products advertised on TFG’s websites; enrolled consumers without their consent, knowledge or authorization into a membership program that included a recurring charge; implemented and maintained policies and practices that frustrated consumers’ ability to cancel their membership programs; and failed to adequately disclose material facts to consumers, including that by purchasing products they would be enrolled in a membership program. An AVC settlement was reached; the AVC created a restitution program that requires TFG to issue automatic refunds to consumers who enrolled in a membership program before May 31, 2016, who only made an initial purchase and who never skipped the monthly fee (total value of \$3.8 million — approximately \$156,000 for 66 Ohio consumers). The AVC also requires TFG to resolve eligible complaints submitted before Jan. 30, 2026. In addition, TFG will be paying the multistate a total of \$1 million as a payment to the states, with the Ohio AGO receiving \$15,000.

In the matter of Hyundai Motor America Hyundai Motor Company, Hyundai Motor North America, Hyundai Motor Manufacturing Alabama, Hyundai America Technical Center Incorporated, Kia Corporation, Kia America, Inc., and Kia Georgia, Inc.

As part of a multistate investigation, Ohio and 34 other attorneys general entered into an AVC with Hyundai Motor America Hyundai Motor Company, Hyundai Motor North America, Hyundai Motor Manufacturing Alabama, Hyundai America Technical Center Incorporated, Kia Corporation, Kia America, Inc. and Kia Georgia, Inc. effective Dec. 16, 2025, to address their failure to include industry standard anti-theft technology, including engine immobilizers, on vehicles manufactured and sold between 2011 and 2022. As part of the AVC, suppliers agree to equip future vehicles with engine immobilizer technology or equivalent technology, and to make available and install a zinc sleeve hardware upgrade in existing vehicles to provide additional theft protection. Suppliers also agreed to a payment program for consumer restitution for theft-related losses.

In the Matter of Menards, Inc.

As part of a multistate investigation, Ohio and nine other state attorneys general entered into an AVC with Menards on Dec. 17, 2025, to address its failure to clearly and conspicuously disclose material limitations to its merchandise credit-check program (rebate program), including that the rebate program is an in-store credit on a future purchase requiring a mail-in rebate submission form, rather than an automatic percentage off at the time of sale. Further, consumers with questions about their rebate submission were directed to Rebates International, which Menards expressly and/or impliedly misrepresented as a separate, unaffiliated entity, when it is actually part of Menards. As part of the AVC, Menards agrees to clearly and conspicuously disclose all material limitations to its rebate program in all advertising as well as all terms and conditions for applying for store credit. As part of the consent judgment, Menards will pay Ohio \$365,173.50.

C. ECONOMIC CRIMES UNIT

The Consumer Protection Section's Economic Crimes Unit (ECU) works with county prosecutors and local law enforcement to investigate and prosecute economic crimes. Thanks to that extensive cooperation, the unit has successfully indicted large- and small-scale criminals. In 2025, the unit and local partners obtained two indictments and five convictions. In 2025, ECU received new restitution orders totaling \$356,643.

The following are cases that the ECU assisted with in 2025.

State of Ohio v. Zachary Hale

Ross County Court of Common Pleas, Case No. 25CR000126

Three consumers from Ross County paid Zachary Hale for roof replacement work, but Hale failed to deliver any services and did not issue refunds to the consumers. In August 2024, he was indicted for felony theft. Hale later pleaded guilty to the charges, and in December 2025 he was sentenced to five years of community control and ordered to pay \$57,642 in restitution. ECU was appointed special prosecutor.

State of Ohio v. Anthony Cowans

Ross County Court of Common Pleas, Case No. 25CR000066

A contractor from Ross County, Anthony Cowans, reportedly received \$13,000 from consumers for home-improvement services but allegedly did not provide the agreed-upon services and failed to issue customer refunds. In February 2025, Cowans was indicted for felony theft. The case is pending. ECU has been appointed special prosecutor.

State of Ohio v. Roger Wright

Hamilton County Court of Common Pleas, Case No. B2506812

In December 2025, a grand jury in Hamilton County issued a 36-count indictment against contractor Roger Wright. Wright is accused of filing false mechanic's liens against property owners, claiming that he had completed work and was owed payment when, in fact, no work had been done. The indictment includes 16 counts of tampering with records and 20 counts of falsification. Many homeowners were unaware of these liens until investigators uncovered them. ECU was appointed special prosecutor for this case, which is pending.

State of Ohio v. Anthony Ryan

Delaware County Court of Common Pleas, Case No. 24CRI090524

Anthony Ryan, doing business as Ryan Roofing and Home Improvements, accepted about \$70,300 from seven Ohio customers for home-improvement services. The investigation determined that Ryan failed to perform the agreed-upon work or issue any refunds. The ECU was appointed special prosecutor, and, in September 2024, Ryan was indicted by a Delaware County grand jury on felony counts of engaging in a pattern of corrupt activities and theft. In March 2025, Ryan pleaded guilty to engaging in a pattern of corrupt activity and was sentenced to four to six years in prison and ordered to pay \$50,032 in restitution.

State of Ohio v. Anthony Lange

Hamilton County Court of Common Pleas, Case No. B2405621

Anthony Lange, owner of Street Food Ventures, LLC, operated a business specializing in customizing trucks and trailers. Lange was paid approximately \$264,000 by seven Ohio customers but failed to provide the agreed-upon services and failed to offer refunds. The ECU assisted local law enforcement with the investigation. Lange was indicted on 15 felony counts. The Hamilton County Prosecutor's Office is handling the prosecution. The case is pending, with a court date set for early 2026.

State of Ohio v. Roger Gray

Hamilton County Court of Common Pleas, Case No. B2403256

Roger Gray, doing business as All Around Concrete, allegedly accepted more than \$56,000 from 10 Hamilton County customers for concrete and home-improvement projects. The investigation determined that Gray failed to perform the agreed-upon services and failed to offer any refunds. The ECU investigated the matter and was appointed special prosecutor. A Hamilton County grand jury indicted Gray on three felony counts. In April 2025, Gray pleaded guilty to participating in a pattern of corrupt activity and was subsequently sentenced to three to four years in prison. He also was ordered to pay \$104,246 in restitution.

State of Ohio v. Brenda Free

Ross County Court of Common Pleas, Case No. 24CR000271

As the executive officer for the Scioto Valley Association of Realtors, Brenda Free allegedly embezzled more than \$50,000 of the association's funds. A Ross County grand jury indicted her on two felony counts, and she pleaded guilty to both charges. In March 2025, she was sentenced to four years of community control and ordered to pay \$57,794 in restitution. ECU was appointed special prosecutor for the case.

State of Ohio v. Samuel Zawosky

Warren County Court of Common Pleas, Case No. 23CR040824

In July 2023, Samuel Zawosky, owner of Equality Contractors 1, was indicted by a Warren County grand jury on six felony counts. The indictment alleged that three homeowners who contracted with Zawosky for home-improvement services paid him roughly \$71,000. After receiving the money, Zawosky never delivered any materials or did any of the work, nor did he provide refunds. Zawosky pleaded guilty to felony theft and in June 2024 was sentenced to five years of community control and ordered to pay \$42,621 in restitution. In early 2025, the defendant appeared before the court for community control violations. He will be sentenced on these violations in February 2026. The ECU was appointed special prosecutor.

State of Ohio v. Ryan Needels

Delaware County Court of Common Pleas, Case No. 23CRI080488

In August 2023, Ryan Needels was indicted by a Delaware County grand jury on 51 felony counts, including charges of theft, money laundering, telecommunications fraud and engaging in a pattern of corrupt activity. From June 2021 through October 2022, Needels allegedly received more than \$500,000 from 21 people in nine Ohio counties. Needels, operating under his business, Clear View Construction LLC, is accused of luring dozens of victims over social media into paying thousands of dollars from their savings, retirement accounts and small businesses with promises to build pole barns and garages and other home additions. The case is set for trial in March 2026. The ECU was appointed special prosecutor.

United States of America v. Timothy Holland

U.S. District Court for the Southern District of Ohio, Case No. 1:23-cr-104

Clermont Metropolitan Housing Authority received more than \$5.9 million in annual federal funds in both 2018 and 2019 to operate and maintain public-housing units as well as provide housing assistance to low-income families and individuals. In November 2023, Timothy Holland, executive director of the Clermont Metropolitan Housing Authority from 2012 to 2019, was indicted for allegedly stealing tens of thousands of dollars intended to assist low-income residents. Holland allegedly stole at least \$70,440 from the agency for his personal use during those years. He was charged with two counts of federal program theft. The ECU investigated the case along with the U.S. Department of Housing and Urban Development. The U.S. Attorney's Office for the Southern District of Ohio is prosecuting the case. Holland pleaded guilty in 2024. In May 2025, Holland was sentenced to four months in prison; he will be under supervised release for three years after he gets out. Holland was also ordered to pay \$86,929 in restitution.

D. CONSUMER ASSISTANCE UNIT

The Consumer Assistance Unit includes complaint specialists, the Identity Theft Unit and Title Defect Recision (TDR) Fund personnel. The staff serves consumers, small businesses and nonprofits that file complaints against various businesses, and those who believe they have been victims of identity theft.

Complaint specialists contact the businesses to provide informal dispute resolution and, if necessary, to bring the businesses into compliance with Ohio law. The specialists have concentrated areas of expertise. For instance, TDR staff members administer the TDR Fund and help motor vehicle purchasers obtain automobile titles and temporary tags.

In 2025, the Consumer Assistance Unit continued to help small businesses and nonprofits resolve their consumer-related disputes and enhance the office's ability to monitor the marketplace for unfair and deceptive practices.

Complaint specialists are trained to identify problems, and the consumer complaint information they gather may be referred for further investigation. Specialists make these referrals based on consumer complaint volume, monetary loss, egregiousness, patterns of abuse and other factors. The ability to identify potential violations is vital to the Consumer Protection Section's efforts to protect consumers. Many complaint referrals have led to successful litigation.

In 2025, the Identity Theft Unit received 515 complaints. Because children in the foster-care system may be especially vulnerable to identity theft, Attorney General Dave Yost has maintained a relationship with the Ohio Department of Job and Family Services to correct errors that are discovered on the credit reports of foster youth. In 2025, the Identity Theft Unit assisted with 37 complaints for minors in foster care.

TOP CONSUMER COMPLAINTS REPORTED TO THE ATTORNEY GENERAL’S OFFICE

Every year, the Attorney General’s Office compiles a list of areas that generate the most consumer complaints. In 2025, the Consumer Protection Section received 29,595 complaints. The top areas were:

1. Motor vehicles
2. Home improvement
3. Professional services
4. Shopping, food or beverages
5. Collections, credit reporting or financial services
6. Utilities, phone, internet or TV service

F. EDUCATION UNIT

The goal of the Education Unit is to inform Ohioans about their rights as consumers and to warn them about scams. The Education Unit conducts consumer protection presentations throughout the state to build collaboration and awareness in the fight against fraud and to help protect Ohioans. In 2025, the Education Unit conducted 206 educational events, reaching 8,975 attendees.



DAVE YOST
OHIO ATTORNEY GENERAL

CONSUMER PROTECTION

ANNUAL REPORT

30 E. Broad St. 14th Floor
Columbus, OH 43215
800-282-0515

www.OhioAttorneyGeneral.gov