To whom it may concern,

I am reaching out to you today in regards to pre-orders I did not receive through a vendor called Mechs and Co. On **[order date]**, I placed online order **#[order number]** with Mechs & Co. for MW Commute (a copy of my order confirmation is attached), which was a group buy (essentially a crowdfunded preorder) for keyboard keycaps. At that time, the product page stated that the estimated shipping time was "Q2 2022" (a copy of the MW Commute product page is attached). Customers were told of numerous delays due to color matching and shipping, and the original estimated shipping time passed, but no new delivery date was ever provided. A record of all mentions of delays is attached.

On 6/2/2023, Mechs & Co. effectively closed their Discord server, their exclusive source of community-wide communication and announcements. See the attached screenshot of the last message on their Discord server. Since then, I have been unable to receive any updates from them about the status of the group buy for MW Commute.

On Discord on 6/22/2023, Milkyway Keys, the manufacturer who is producing the MW Commute keycaps, announced that Mechs & Co. had not paid for MW Commute. Milkyway Keys will be referred to as Milkyway for the remainder of this document. Further, Mechs & Co.'s response when asked for comment was: "nothing financially right now is coming out of us." See the attached screenshot of the message posted on the Milkyway Discord server.

In an announcement on Reddit on 6/23/2023, the moderator teams of r/MechanicalKeyboards and r/mechmarket noted that Mechs & Co. "has been financially struggling" and has insufficient funds to fulfill orders or pay manufacturers for existing orders. In an announcement on Geekhack on 6/23/2023, the moderator team also echoed this statement. For context, r/MechanicalKeyboards and Geekhack are public forums that the community uses to share information. See the attached screenshot of the announcements posted on Reddit.

All indications are that Mechs & Co. is either unwilling or unable to fulfill my order for MW Commute. On **[date of contact attempt]**, I sent Mechs & Co. an email requesting a full refund of **\$[invoice amount]** for my order. On **[date of follow-up]**, I sent a follow up, as I had heard no response. To date, I have not received a reply or any attempts at communication. Therefore, I am requesting a chargeback for merchandise not shipped and not received.

I realize that a considerable amount of time has passed since I made these purchases, however I believe that this is an extenuating circumstance. Mechs & Co. had been providing progress updates and cited numerous delays since the original purchase, but were still promising delivery. The vendor had Discord servers where they and the representatives of the group buy post updates for the customers. The purchase was for a pre-order of mechanical keyboard products in a "group buy". We have been informed by the other vendors and designers in the community as well as the manufacturer (Milkyway) that the vendor is having financial issues and is refusing to pay the manufacturer for these products.

As a result, my order has not been shipped or delivered, and I am confident it will never be. According to my understanding, I'm eligible to escalate this to a Credit Card Chargeback for

the reason code: "Goods Not Shipped / Delivered". I used my [Insert Credit Card used] card to make the purchase. Is this something someone might be able to help me out with?

Please see attached for records of the order, product pages, and an expanded timeline with screenshots of communications, relevant events, and their dates and descriptions. If any further explanation is required, please do not hesitate to reach out.

Thank you so much for your time,

[Name]

On 3/31/2022, the first mention of delays by "acitrin," one of the designers for Mechs & Co. and MW Commute:



acitrin // mw commute 03/31/2022 7:18 PM

Hi folks! It's been a while since our last MW Commute update, so now's a good time as any.

Keycap **colormatching** has been delayed due to circumstances outside of our control. I shipped the color samples via USPS quite a while ago, only to find them in my incoming mail this evening, marked return to sender. I re-shipped them out via UPS and they are expected to arrive to Nebulant on *Monday*.

@stellaidoscope designed a beautiful banderole for the kit packaging. We hope it will be a wonderful surprise when you receive your packages.

Deskmats may be slightly delayed due to a COVID outbreak at our partner's factory.

Switches have been shipped to vendors. Standalone switch orders will likely be shipped before the rest. Several vendors will have extras of these available for order.

HIBI metal artisans are awaiting approval of the keycap colormatching. Once the modifier color has been approved, I'll be sending a color sample down to Kate and her team.

I have no updates to share on the esc lab metal artisans.

Protozoa KNØBs have been ordered. They should be in production by now.

Thank you for bearing with us on the delays with this project. We're looking forward to getting these products in your hands as soon as possible.

On 4/28/2022, acitrin once again provided an update, reassuring customers that this was not a scam and there were delays due to postal issues. This would have been within the originally estimated completion date.



acitrin // mw commute 04/28/2022 11:34 AM

@MW_COMMUTE sorry for the lack of updates but yes we are still here and no this set is not a scam

due to some postal service issues, we've been delayed on colormatching. the final check from nebulant should be kicking off soon, as all necessary elements have arrived. (edited)

On 6/7/2022, Chris, a representative/employee of Mechs & Co. provided another update. The "keycaps" are the product, MW Commute.



Chris | Mechs & Co. 06/07/2022 9:43 AM

Keycaps still aren't coming

(Samples in progress for r2)

By 10/11/2022, Chris admitted he did not know what was causing further delays, but that there were still further delays in production.



Chris | Mechs & Co. 10/11/2022 7:23 AM

Oh I just realized i never took alpha pictures

I'll do that when I get back home.

More info on delays

As I said earlier, we've been waiting on R4 samples for quite some time, there is no information as to what's causing this delay, but samples are sent by air, so whenever those finish, we'll get them relatively quickly.

And on 11/3/2022, Chris revealed he had received samples of the color matching.



Chris | Mechs & Co. 11/03/2022 11:06 AM

Got the samples

Gonna check em but they look better

By 1/1/2023, we were only told MW Commute was making progress, but provided no details.



Chris | Mechs & Co. 01/01/2023 8:48 AM

Hey guys, first of all, happy new year!

Commute is seemingly making progress, I was asked about full sample details, so hopefully we see some movement soon

By late February of 2023, customers were provided a status update of all the components of MW Commute.



Chris | Mechs & Co. 02/20/2023 5:12 AM

I'm super busy atm and can't really spend time saying sorry no update anymore



Chris | Mechs & Co. 02/20/2023 4:33 PM

Here's where we're at: Full kit sample requested

Knobs see below 👇

Mats done

HIBI done



Chris | Mechs & Co. 02/24/2023 11:51 AM

Knob is completed and packed! I have no clue when it will be shipped though

"swishy," a representative of Milkyway provided the update that more samples were being made in April and May of 2023.



swishy 04/07/2023 7:56 PM

@MW_COMMUTE Samples are being made!!!!



swishy 05/09/2023 11:23 AM

@Chris | Mechs & Co. from what I have been told samples are about 70% finished. Estimate is they should be finished this week, but dont quote me...or do I guess.

However, by late May and early June, designers of other products being sold by Mechs & Co. publicly came forward to ask Mechs & Co. for updates regarding their products as they had not been able to get in contact with anyone after multiple attempts. This ultimately led to Mike, owner of Mechs & Co., deleting all chats in their Discord. Chris would make the last official statement on the Mechs & Co. Discord server on 6/2/2023.



Chris 06/02/2023 5:47 PM

To our community,

We had a high influx of customers voice their concerns about the lack of updates regarding the status of the Loki and Saevus group buys. Unfortunately, our handling of the situation does not align with our company beliefs and take full accountability. We are currently in the process of making changes internally to better address the concerns that were brought up and appreciate the patience everyone has shown us.

For those of you inquiring about updates regarding the Loki and Saevus, we are currently working on resolving the issues at hand and will send a follow-up email with updates to everyone affected by the delay

Moving forward, we are working on a permanent solution to update everyone on existing and future group buys and pre-orders in a timely, consistent, and accessible manner. Once a permanent solution has been set in stone, we will notify everyone via email and Discord.

Thank you for your continued support.

Sincerely,

Mechs & Co. Team

On 6/22/2023, an announcement was made on Milkyway's Discord server regarding Mechs & Co.'s failure to make payments.



swishy 06/22/2023 6:05 PM Hello everyone,

I hope you're all doing well. I wanted to provide you with an important update and address some challenging matters. So, let's get straight to it.

Firstly, I'd like to inform you that almost every Q2 set has been sampled and are entering production. While we are still behind our initial estimates, we're making progress now that we have V3 material set up.

Now, onto a more serious topic that requires our attention. We are facing an issue with certain vendors who have either not paid on time or haven't paid at all for their projects. This has put a considerable financial strain on our company. Despite these outstanding payments, we must cover our costs, pay our employees, and compensate our designers. The unpaid sets from these vendors are significantly impacting our operations, and we must consider the long-term sustainability of our company.

Consequently, we have made a decision regarding any future issues with vendors not fulfilling their payment obligations or leaving the community before completing their duties. We are currently working on setting up an international website through which we will reclaim and sell sets that have been deemed unaccounted for due to the aforementioned issues. Our goal is to ensure that we are adequately compensated for our labor. We understand the difficulty of this situation, especially for those of you who have already paid for your sets. However, we cannot allow this financial burden to persist.

Regarding Mech&Co, I have reached out and spoken with Mike, requesting payment for the sets he hasn't paid for yet. I made it clear that if we don't receive payment by a firm deadline, he will forfeit his right to those units. His response was, "Sorry, I really have not been on Discord much as we have quite a bit going on, and I do personally as well. But to give you a gist of things, nothing financially right now is coming out of us."

It saddens me to have to take this step, but as a company, we cannot allow ourselves to suffer due to the actions of other vendors.

We appreciate your understanding and ongoing support during this challenging time. Our priority is to maintain our company's viability so that we can continue serving you in the future. If you have any questions or concerns, please don't hesitate to reach out to us. Thank you.

This is the record of the conversation between swishy and Mike, as provided by swishy, for documentation of Mike's refusal to make payments.



swishy Actually, Mike We would prefer if you discussed with me on a call. At this point the delayed ...



M&C_Mike 06/21/2023 12:13 PM

Sorry I really have not been on discord much as we have quite a bit going on and I do personally as well but to give you a gist of thing nothing financially right now is coming out of us



swishy 06/21/2023 12:13 PM

Can you give me a bit more than that

The more of a story i have to tell

The more lenient they will be, at this point we are discussing selling your stock



M&C_Mike 06/21/2023 12:14 PM

I cannot legally right now. Not until we decide the course of action we are taking



swishy 06/21/2023 12:16 PM

I just wanna make sure you understand that if you can't offer us a reasonable deadline we will be forced to sell your units and all of your customers will be affected by this. This is not the course of action, personally i want to take, but we really have no other choice at this point.

On 6/23/2023, community members and moderators of r/MechanicalKeyboards, r/mechmarket, Mech Group Buys, and Geekhack made a warning statement, largely due to Mechs & Co.'s failure to make payments and provide any forms of communication.

Fri, Jun 23, 2023, 08:29:30 AM Eastern Daylight Time





r/MechanicalKeyboards · Posted by u/Cobertt Control on Caps 6 days ago





PSA regarding Mechs & Co and Vendor Group Buys

News / Meta

Our hobby is subject to the same economic cycles resulting in reduced market demand over the past year. This in turn has increased financial pressures on several KB vendors, many of whom operate on limited cash flow and deferred product fulfillment.

Some vendors (such as Prevail) closed while making good on their customer obligations, while others have overextended themselves, resulting in insufficient funds to fulfill orders or pay manufacturers for existing orders. Notably, while the hobby was in peak demand during covid, several vendors reinvested Group Buy (GB) profits to meet Minimum Order Quantities or MOQ (for example, if there is a minimum quantity of 1000 and only 700 sets sold, the lead vendor bought the remaining required 300), and/or bought a large quantity of extra units beyond the MOQ. Vendors purchased these extra units hoping to make more profit, assuming demand would continue to grow, which has not happened.

It has come to our attention that Mechs & Co, who ran many GBs has been financially struggling due to the aforementioned circumstances. We are currently in touch with the owners, who have committed to providing regular updates and transparency on their unfulfilled GBs and pending orders. While this will not solve the problem for all customers, if they deliver on their promise, it will at least provide more visibility which is currently lacking.

We strongly recommend that the community be extremely cautious when joining any GB from any vendor, especially those who have a large number of unfulfilled GBs. Be alert when updates start to become irregular or cease, and avoid joining more GBs from those vendors.

We intend to follow up as soon as we have more information about the situation.

Signed,

The Mods of r/MechanicalKeyboards, r/mechmarket, Mech Group Buys, and Geekhack

On 6/29/2023, Milkyway posted the following update on their Discord server. The key takeaways from this post are:

- 1. Mechs & Co. is unable to fulfill their payment obligations to Milkyway.
- 2. Milkyway has not received a clear response as to if they will pay.
- 3. Due to the inaction of Mechs & Co., Milkyway will no longer work with them.



swishy Yesterday at 1:48 PM

As previously discussed, the launch of our international storefront, where we will be offering Mechs&Co's unpaid assets. To provide clarity on how this will work, here is a breakdown of our approach.

We have set a fixed price for all the bases at \$80 USD, which we believe is more affordable than most group buy prices. The reason we didn't consider production costs is because Mechs&Co included many additional features that may not sell as well in the current market. Given our cash flow constraints, we need to ensure operational sustainability while also offering everyone a fair chance to purchase our products at a reasonable price.

The sales model will be "first-come, first-served," although it's worth noting that the chances of selling out quickly are not high. However, in the unlikely event that we do sell out, we can always produce more units. We want to assure those who are concerned about the Q3 sets that were previously run with Mechs&Co as the US vendor that we will continue producing those sets and resell their stock on our international store.

We understand the frustrations some of you may have, and we encourage you to continue asking questions. However, please remember that we are not your vendors, and we kindly request you to reduce the number of inquiries about payment statuses.

On a positive note, we are excited to announce that next month we will be launching the first test of our instock model, Lilith R2. This decision not only helps us address our cash flow issue but also enables us to gauge community preferences and deliver the products you desire directly to your doorstep.

Regarding Mechs&Co, we have made multiple attempts to contact them again, but they have been unwilling to fulfill their financial obligations as they did previously. We sent them goodwill shipments in the hope that the situation would improve, but unfortunately, it has come to a point where we must cease our collaboration with them. This experience has influenced our perspective on group buys, prompting us to transition to a new instock model that allows community designers to participate while benefiting vendors as well.

Thank you for your continued support, and please don't hesitate to reach out if you have any further questions.

"stellaidoscope," a designer for MW Commute, announced on 6/29/2023 that production of the MW Commute keycaps is starting. However, since Mechs & Co. has not paid Milkyway, Milkyway will not send the MW Commute keycaps to them. Therefore, Mechs & Co. will not be able to fulfill my order for the MW Commute keycaps.



stellaidoscope Yesterday at 2:47 PM

Production is slowly starting,

and while there is still a hoop or two to jump through with regard to colormatching, I think you fellas would enjoy the news that it is being made after all the wait.

On 6/30/2023, the moderator teams of r/MechanicalKeyboards, r/mechmarket, Mech Group Buys, and Geekhack posted the following announcement regarding Mechs & Co.'s situation and attempts to rectify it. A record of unpaid invoices provided by Mechs & Co., which includes MW Commute, is included.





r/MechanicalKeyboards · Posted by u/Cobertt Control on Caps 2 days ago









6/30/23 Update: PSA regarding Mechs & Co and Vendor Group Buys

News / Meta

Link to Original PSA

Per our last update, moderators from Geekhack r/MechanicalKeyboards, r/Mechmarket, and MechGroupBuys have been in contact with Chris and Mike of Mechs & Co. Unfortunately, it's been a one sided conversation. We, as a united front, have offered to help in any way we can with Mechs & Co's situation, but while we've made good on our actionable items, we have not seen the same from Mech's & Co.

- We have reached out to other vendors for the possibility of assisting with fullfillment.
- We have reached out to other vendors who would be interested in purchasing bulk in stock product to inject money into shipments.
- We have ensured an open line of communication directly to the mod team.
- We have offered advice and suggestions as to improve communication with the community.
- Mechs & Co did not deliver upon regular updates to the team with hard deadlines set collaboratively.
- Mechs & Co did not reopen their discord, nor did they post a transparent update.
- Mechs & Co were unresponsive and unreachable through traditional avenues of communication.

With that being said, we believe that there is significant risk of insolvency or bankruptcy which would put the fulfillment of the paid group buy invoices, let alone the unpaid ones, in serious jeopardy. Mechs & Co has a considerable amount of instock, unsold inventory, and we have seen no attempt to discount in attempt to revitalize cash flow. Due to the lack of cash flow out of Mechs & Co, manufacturers are cancelling unpaid invoices and have had to list Mechs & Co's stock directly or resell to other customers or vendors.

For the sake of transparency, we've included a list of paid and unpaid group buys given to us by Mechs & Co. There are group buys in which we did not get a status such as GMK Taiga and GMK Moonlight. Some of us are customers too, so when we decided to include this, it's because it's what we as customers would want. Mechs & Co collected money for all of the following sets and keyboard group

The following information was provided to us by Mechs & Co after considerable badgering. If you are a manufactor or designer and you have conflicting information, please reach out to us via mod mail or you can message me directly on discord @cobertt

Keyset	Payment Status	Product Status
GMK Art	Paid	In production queue
GMK Terror Below	Paid	Delivered to Mechs & Co
GMK Truffelschwein	Paid	In production queue
GMK Tako	Paid	Shipping to vendors
GMK Terror	Unpaid	-
GMK Tiramisu	Unpaid	-
GMK NTD	Partially Paid	-
GMK Arctic	Unpaid	-
GMK Mercury	Unpaid	-
GMK Gladiator	Unpaid	-
GMK Cream Matcha	Unpaid	-
GMK Cinder	Unpaid	-
GMK Bordeaux	Unpaid	-
GMK Regal	Unpaid	-
GMK Beige Addon	Unpaid	-
GMK WoB Essentials	Unpaid	-
MW Heresey	Paid	A-Stock in Transit
MW Pluto	Unpaid	-
MW Stone Age	Unpaid	-
MW Cultured	Unpaid	-
MW Barista	Unpaid	-
MW Fuyu	Paid	-
MW Pavilion	Unpaid	-
MW Commute	Unpaid	-
MW Hayastan	Unpaid	-
DMK Rubber	Paid	In transit

On 7/1/2023, Mike, owner of Mechs & Co. finally broke the long silence and made the following statement on their Discord server. Despite stating that they would be providing further updates on outstanding orders, they have once again, not met their timelines and have been completely unresponsive to all forms of communication.



M&C_Mike Yesterday at 11:52 AM @everyone

While we continue to work on fulfilling orders and managing to stabilize our business due to the recent community issues, we ask that everyone be patient with us and the response as the mass influx of requests from both the updates side and refunds side has been overwhelming.

It's no secret that us as well as other vendors have hit cash flow issues due to the state of the hobby, the market changing and other factors. We're doing our best to take care of what we can and still generate revenue with in stock product to operate so we can continue fulfilling GBs that have run.

With that, we also ask that absolutely no one unless asked to otherwise, reach out to anyone affiliated with M&C through personal channels or their family members or share personal sensitive information. We have a business and LLC setup for a reason and we're working with multiple people and organizations in the community to continue fulfilling orders and move forward with projects the best way possible. If we feel it's best to stop operations and close down based on legal counsel then we will do so but until then we will continue operating the best we can under these circumstances. Every member has family and people they care about and we understand everyone's frustrations but that's not the appropriate route for anyone to take.

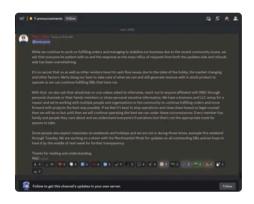
Some people also expect responses on weekends and holidays and we are not in during those times, example this weekend through Tuesday. We are working on a sheet with the Mechmarket Mods for updates on all outstanding GBs and we hope to have it by the middle of next week for further transparency.

Thanks for reading and understanding, M&C (edited)

In response, the moderator team of r/MechanicalKeyboards provided a statement affirming Mechs & Co.'s inability to meet deadlines and cooperate with communicating. They also highlighted Mechs & Co.'s unfair and illegal changes in their return policy.



Omnias-42 MOD 😈 · 1 day ago · Stickied comment · edited 1 day ago
The Wikian



It has come to our attention that Mechs & Co. has made a public statement in response to consumer pressure, to clarify things we'd like to make a few statements:

- They have essentially ghosted us in the past week (and dragged their feet in the weeks prior) and not fulfilled any of their promises for detailed inventory, timely responses, transparent community updates about the situation, and open discourse in their server, yet they want to take a holiday break.
- They have updated their return policy from a 3% "restocking fee" to an illegal "Unfortunately, groupbuys, preorders, and shipped orders cannot be cancelled" they are legally obligated to provide refunds if you do not consent to the delays see this for reference: https://www.ftc.gov/business-guidance/resources/business-guide-ftcs-mail-internet-or-telephone-order-merchandise-rule
- They have in their announcement implied they are being personally harassed note that we do not endorse any doxxing or harassment as per community standards and platform TOS
- Given the vast quantity of misappropriated funds in a proven pattern across many Group Buys, it is possible that in Criminal and Civil proceedings the LLC corporate veil could be pierced, should it be found that malfeasance for tax fraud (failure to pay sales and income taxes as a result of misappropriation) and wire fraud (misappropriation of credit card funds in a Ponzi-esque manner) are at play, making threats of corporate bankruptcy moot due to personal liability

The last update by "ghettowavey" was posted to the r/MechanicalKeyboards community of Reddit on Sunday, 7/9/2023. For context, ghettowavey is a designer of another product sold by Mechs & Co., Mike is the owner of Mechs & Co., and Chris is an employee and representative.

r/MechanicalKeyboards · Posted by u/ghettowavey 2 hours ago



Mechs & Co vendor update

News / Meta

Hello all,

I wanted to provide an update on the Mechs & Co situation. This will be a smaller update than before. For some context, I am the owner of saevus and originally ran the Cor65XT GB through Mechs & Co. I am one of the people responsible for uncovering this whole Mechs & Co fiasco as I was directly involved in one of the GBs which stalled and later got cancelled because Mechs & Co stopped responding to me once it was time to pay DDS (manufacturer).

- Mike was supposed to give an update by Friday July 7 (the original date he proposed was Wednesday July 5). No update has come, and he has not responded to my messages.
- Mike did update me earlier in the week noting many chargebacks are beginning to hit. At this point, they cannot afford to ship anything out. DO NOT BUY INSTOCK ITEMS.
- Mike noted that the only way out of this hole is to begin looking at bankruptcy representation.
- There was also a note from MW that a shipment could not be delivered to M&C because there was nobody there to receive it. Not a great sign.
- If you have been waiting to file a chargeback, please do not wait any longer. Originally they were using some instock revenue to fund refunds. This is no longer possible.
- Chris is investigating fulfilling the items himself, but I would not hold my breath for this as Chris has also not responded to me in months and has not given any concrete updates to anyone else.
- · Psyoshi seems to have left the company, is seeking legal representation, and is suggesting others do the same.

The statement that "a note from MW that a shipment could not be delivered to M&C because there was nobody there to receive it" refers to this post on the Milkyway Discord server dated Thursday, 7/6/2023:



swishy 07/06/2023 3:30 PM

@member I come bearing bad news, I was informed yesterday that the fuyu shipment, could not make the final delivery to Mechs&Co. Fedex couldn't reach anyone, so at this point the set will either be sent to a location in the US or sent back to china.

With that being said, if we do end up getting the set back, it will go up along the other sets on mwkeys.com, despite what the reddit update says, we were not actually paid for fuyu and that account is outstanding. This is becoming an annoyingly tiresome journey that I know we all wish would resolve itself. I am genuinely sorry for those who are being impacted by the inaction of others.

Lastly, it would be a big help if yall could help spread the word of the MWkeys storefront, it not only helps us stay operational, but also helps those who may not follow the discord but are impacted.

Psyoshi responded to the statement "Psyoshi seems to have left the company" with this reply to the Reddit post:



Real_Psyoshi · 15 min. ago

Yeah they stopped paying me (as funds weren't available) so I stopped working there. Sorry people, I had tried to get them to be communicative but at this point I am a LARGE debt they owe as well, and can't/won't sit there and lie to you all through support. This level of things was a blindside to me too, that I learned alongside everyone else. I knew that things were tight due to the sudden rapid deployment of GMK sets & refunds over the wait times but not "We are almost 2 years behind on invoices" bad. One of the impacted sets is one I myself designed, GMK Terror, thankfully GMK is being gracious enough to still make the kits for international vendors and is looking into a potential solution for US customers.

I do suggest at this point for anyone with outstanding orders with Mechs & Co. to just contact your financial institution and issue a chargeback as they don't have funds to issue refunds from everything I know. Don't harass the manufacturers, don't harass the vendor (moot point but still you are wasting energy), just contact your bank/creditor and relay the facts to them.

As of 7/12/2023, Mechs & Co. has effectively closed their website. It is unclear whether this is of their own doing, or at Shopify's discretion due to the surge of customer complaints and chargebacks against them. I am confident that Mechs & Co. is either unwilling or unable to fulfill any orders, much less my own.

