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**BEFORE THE
DEPARTMENT OF CONSUMER AFFAIRS
FOR THE BUREAU OF HOUSEHOLD GOODS AND SERVICES
STATE OF CALIFORNIA**

In the Matter of the Accusation Against:

**REBALLING GENIUS, LLC
DBA PS3 SPECIALIST
TECH GENIUS REPAIRS
4467 Mission Blvd. Suite B
Montclair, CA 91763**

**6172 Taylor Canyon Place
Rancho Cucamonga, CA 91739**

Electronic Repair Registration No. E-90754

Respondent.

Case No. A1 2020 126

DEFAULT DECISION AND ORDER

[Gov. Code, §11520]

FINDINGS OF FACT

1. On or about January 30, 2024, Complainant Justin Paddock, in his official capacity as the Bureau Chief of the Bureau of Household Goods and Services, Department of Consumer Affairs (Bureau), filed Accusation No. A1 2020 126 against Reballing Genius, LLC dba Tech

1 Genius Repairs with Khaled Ibrahim as its principal (Respondent) before the Director of the
2 Department of Consumer Affairs. (Accusation attached as Exhibit A.)

3 2. On or about January 8, 2016, the Bureau issued Electronic Service Dealer
4 Registration Number E-90754 to Respondent. A Citation hold was placed on October 31, 2016.
5 The license was renewed on January 31, 2017 and expired on January 31, 2018. A Citation hold
6 was placed on February 15, 2018. On May 9, 2018, the Secretary of State suspended
7 Respondent's status as a California Limited Liability Company. On February 1, 2019, the
8 Franchise Tax Board suspended Respondent's status. The license was renewed on March 20,
9 2023. The Citation hold was removed on May 4, 2023, and the license was invalidly renewed as
10 of that date. The registration was in full force and effect at all times relevant to the charges
11 brought herein, except as described above, and expired on January 31, 2024. The registration is
12 currently delinquent. Pursuant to Business and Professions Code section 118(b), the lapse in
13 licensure does not deprive the Bureau of its authority to institute or continue this disciplinary
14 proceeding.

15 3. On or about February 1, 2024, Respondent was served by Certified and First Class
16 Mail copies of the Accusation No. A1 2020 126, Statement to Respondent, Notice of Defense,
17 Request for Discovery, and Discovery Statutes (Government Code sections 11507.5, 11507.6,
18 and 11507.7) at Respondent's address of record which, pursuant to Business and Professions
19 Code section 136, is required to be reported and maintained with the Bureau. Respondent's
20 address of record was and is: 4467 Mission Blvd. Suite B, Montclair, CA 91763. Respondent
21 also uses the following address for business: 6172 Taylor Canyon Place, Rancho Cucamonga, CA
22 91739.

23 4. Service of the Accusation was effective as a matter of law under the provisions of
24 Government Code section 11505(c) and/or Business and Professions Code section 124.
25 Moreover, service was confirmed by return of the Domestic Return Receipts for service at each of
26 the addresses set forth above in paragraph 3.

27 5. Government Code section 11506(c) states, in pertinent part:

28 (c) The respondent shall be entitled to a hearing on the merits if the respondent

1 files a notice of defense . . . and the notice shall be deemed a specific denial of all
2 parts of the accusation . . . not expressly admitted. Failure to file a notice of defense
3 . . . shall constitute a waiver of respondent's right to a hearing, but the agency in its
4 discretion may nevertheless grant a hearing.

5 6. The Bureau takes official notice of its records and the fact that Respondent failed to
6 file a Notice of Defense within 15 days after service of the Accusation, and therefore waived their
7 right to a hearing on the merits of Accusation No. A1 2020 126.

8 7. California Government Code section 11520(a) states, in pertinent part:

9 (a) If the respondent either fails to file a notice of defense . . . or to appear at
10 the hearing, the agency may take action based upon the respondent's express
11 admissions or upon other evidence and affidavits may be used as evidence without
12 any notice to respondent

13 8. Pursuant to its authority under Government Code section 11520, the Director finds
14 Respondent is in default. The Director will take action without further hearing and, based on the
15 relevant evidence contained in the Default Decision Investigatory Evidence Packet in this matter,
16 finds that the charges and allegations in Accusation No. A1 2020 126, are separately and
17 severally, found to be true and correct by clear and convincing evidence.

18 **DETERMINATION OF ISSUES**

19 1. Based on the foregoing findings of fact, Respondent Reballing Genius, LLC dba Tech
20 Genius Repairs with Khaled Ibrahim as its principal has subjected its Electronic Repair
21 Registration No. E-90754 to discipline.

22 2. The agency has jurisdiction to adjudicate this case by default.

23 3. The Director of the Department of Consumer Affairs is authorized to revoke
24 Respondent's Electronic Repair Registration based upon the following violations alleged in the
25 Accusation which are supported by the evidence contained in the Default Decision Investigatory
26 Evidence Packet in this case:

27 a. Invalid Registration - Respondent failed to notify the Bureau that the California
28 Secretary of State and Franchise Tax Board suspended its status so that it could not engage in the
licensed activity in the state of California (Business and Professions Code §§ 9833 and
9841(a)(5)).

1 b. False Statements - On and after May 9, 2018, Respondent falsely represented
2 that the business was duly licensed and registered to induce customers to authorize the repair of
3 equipment for compensation. (Business and Professions Code §9841(a)(1) and (2)).

4 c. License Secured by Fraud - Respondent fraudulently sought renewal of its
5 registration with the Bureau, while its business license was suspended with the California
6 Secretary of State and Franchise Tax Board. (Business and Professions Code §498).

7 d. Conduct and Acts Constituting Fraud or Dishonest Dealing – Between
8 December 2019 and August 2023, Respondent fraudulently held itself out as an electronics
9 service dealer conducting business under the name of "Tech Genius Repairs" doing business in
10 Pomona, California and "PS3 Specialist, Computer and Game Consoles Repair" doing business in
11 Rancho Cucamonga, California for the purpose of inducing prospective customers to provide
12 their equipment to him for electronic repair services. Once the customers provided their
13 electronics to Respondent for repair, Respondent retained the electronics and retained payments
14 from consumers exceeding \$1,727.00. Respondent failed to return the consumer electronics to
15 consumers notwithstanding their requests. (Business and Professions Code §9841(a)(2) and
16 9855.7(a)).

17 e. Prohibited Acting without Registration - Between January 31, 2018 and March
18 20, 2023, Respondent conducted business without a valid and unexpired Registration. (Business
19 and Professions Code §§9840 and 9830).

20 f. Failure to comply with the Electronic and Appliance Repair Dealer Registration
21 Law - Between December 2019 and August 2023, Respondent failed to comply with the
22 provisions of the Electronic and Appliance Repair Dealer Registration Law where he failed to
23 comply with the California Code of Regulations Sections, 2720, 2721(failure to provide a claim
24 check to the Customer), 2722, 2723 (failure to provide a written estimate to the customer), 2723.5
25 and 2725 (failure to provide invoice to consumer). (Business and Professions Code section §
26 9842)

27 g. As discipline considerations, the Bureau alleged prior citations issued against
28 Respondent as follows:

1 i. On November 7, 2016, in a prior action, the Bureau issued Citation
2 Number IC 2016-751 and ordered Respondent to pay a fine in the sum of \$700 and cease and
3 desist from operating as an Electronic Service Dealer until he provided the Bureau with a
4 completed action plan detailing Respondent's steps for being compliant with the laws and
5 regulations. Citation is now final and the fine has been paid.

6 ii. On or about February 12, 2018, in a prior action, the Bureau issued
7 Citation Number IC 2018 391 (CR67108) and ordered Respondent to pay a fine in the sum of
8 \$250. That Citation is now final and the fine has been paid.

9 iii. On or about September 6, 2018, in a prior action, the Bureau issued
10 Citation Number IC 2018 57 (CR68462) and ordered Respondent to pay a fine in the sum of
11 \$250. That citation is now final and the fine has been paid.

12 iv. On or about July 12, 2022, in a prior action, the Bureau issued Citation
13 Number IC 2022 120 and ordered Respondent to pay a fine in the sum of \$250. That citation is
14 now final and the fine has been paid.

15 v. On or about February 2, 2023, in a prior action, the Bureau issued
16 Nontraffic Notice to Appear in the West Covina Superior Court (Traffic Division) Case No.
17 D00823 (infraction) for violating Business and Professions Code section § 9840, (Registration
18 Required for Service Dealers), where the registration expired on January 31, 2018.

19 **ORDER**

20 IT IS SO ORDERED that Electronic Repair Registration No. E-90754, issued to Reballing
21 Genius, LLC dba Tech Genius Repairs with Khaled Ibrahim as its principal, is revoked.

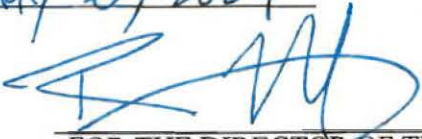
22 Pursuant to Government Code section 11520, subdivision (c), Respondent may serve a
23 written motion requesting that the Decision be vacated and stating the grounds relied on within

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1 seven (7) days after service of the Decision on Respondent. The agency in its discretion may
2 vacate the Decision and grant a hearing on a showing of good cause, as defined in the statute.

3 This Decision shall become effective on June 6, 2024.

4 It is so ORDERED May 6, 2024

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7 FOR THE DIRECTOR OF THE DEPARTMENT
8 OF CONSUMER AFFAIRS
9 BUREAU OF HOUSEHOLD GOODS AND
10 SERVICES

11 66714375.DOCX
12 DOJ Matter ID:LA2023603719

13 Attachment:
14 Exhibit A: Accusation

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