

FILE No:
DOC:
MARS/PRISM:

12th July 2005

The Manager
Product Safety Unit
Australian Consumer and Competition Commission

PO Box 1199
Dickson ACT 2602

As a representative of a number of NSW Franchisees of Juice Station Franchising P/L, I write to you to inform you of our concerns in regards to the following exemption granted by the ACCC:

Juice Station Franchising Pty Ltd - Notification - N31144
<http://www.accc.gov.au/content/index.phtml/itemId/528258>

As franchisees we have serious concerns about the conduct and the business practices of Juice Station Franchising and its' management team as a whole. These concerns we believe are very serious and are causing us financial (most stores are unprofitable) and emotional hardship.

However, the sole purpose of this communication is to inform you of our issues regarding the purchase of bottles and fruit from Juice Station nominated suppliers.

Bottles

Concerns with bottles are primarily based on the fact that we are forced to purchase from Juice Station.

- 1) We have been told that the bottles cannot be quoted or purchased elsewhere besides the Juice Station nominated manufacturer.
- 2) The bottles are of inferior quality and are dangerous to the public. Bottles are delivered to us with holes, grease marks, "excess" plastic causing lids not to seal properly and sharp edges (we have had two customers from two different shops cut their lips on the bottles) we have also found small pieces of loose plastic inside the bottles (this has resulted in one customer having her child almost choke on the plastic - see attached photo, email and a copy of a letter from another customer).
- 3) Have on occasions been unavailable for delivery because no bottles were in stock leaving us with no product to sell. The worst case of this has been

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while the company has been under administration (bottles were unavailable last week for four consecutive days forcing me to obtain bottles elsewhere).

All of these concerns have been occurring for a few months and have been raised with the Franchisor on a number of occasions.

The Juice Station Group of Companies is now under voluntary administration and the same problems are now occurring under the Administrator. I and other Franchisees have in the last couple of weeks found bottles yet again with sharp edges. We have no way of knowing how many more customers have been affected. To date we are still to have any of our serious concerns addressed.

Our main concern now is the public safety issue with the dangerous bottles and ask that you investigate this matter at your earliest convenience. I enclose a sample of the bottles concerned, a scanned copy of a customer complaint and an email of a customer complaint with a photo of the mentioned bottle.

Should you require any further information please contact me at any time on mobile no. 0433 165 590 or via email on akilani@optusnet.com.au.

Yours truly
Juice Station Burwood



Ahmed Kilani
Franchisee

12th July 2005

5th February
2005

to whom it may concern,

I've been a regular customer of the Juice Station outlet in Miranda for quite some time, recently purchased a medium bottle of watermelon & strawberry juice. The bottle from which I consumed the juice had a sharp edge around the mouthpiece, which consequently cut open my lip.

I'm writing this letter to inform those concerned that I'm very disappointed with this product especially when it appears to be hazardous and not worthy of being sold.

I thought it would be appropriate to voice my worries about the product, particularly in regards to the safety of other customers.

Thankyou for your time,

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Ahmed Kilani

From: Juice Station Macquarie [juicestationmacquarie@bigpond.com]
Sent: Friday, 18 March 2005 11:14 AM
To: Ahmed Kilani; Juice Station-Michael
Subject: FW: Sharp plastic in bottle

FYI

-----Original Message-----

From: [REDACTED]
Sent: Thursday, 17 March 2005 11:34 PM
To: juicestationmacquarie@bigpond.com
Subject: Sharp plastic in bottle

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Dear George

I would like to formalise what happened after purchasing an orange juice from your store on Thursday 10 March, 2005. I bought a large orange juice (\$3.00) from your store during late night shopping time.

My 11 year old son drank some of the juice with his meal while sitting in the food court. The rest I took home. He decided to drink the rest of the juice in the kitchen. All of a sudden he started gagging and he spat out the juice onto the floor. He then showed me the hard piece he had gagged on. At first I thought that the hard piece was made of glass, but on further investigation I discovered that it was in fact a very hard type of plastic. I called the store just before 9pm and spoke to Jason who gave me your mobile number. I explained that my son could have been badly injured if he had swallowed the very sharp piece of hard plastic that was left in the bottle. I was advised to bring in the bottle and the piece of plastic which I did this week.

Sincerely

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I hope that you will thoroughly investigate this matter as to avoid further harm to others.

✶ Please see attached photo.

✶ Bottle is available for inspection

✶ It has been brought to my attention that another customer has had their child also almost choke because of plastic in a bottle.

This occurred at the **EXCLUDED FROM PUBLIC REGISTER** store: Contact Steve Spagnol (FRANCHISE)

✶ A Juice Station representative, Mr. ROB BARNES, has notified me that another suspect bottle (sharp edge) was found at the Macquarie Store in the last week.

