

Attention: The Manager
Product Safety Unit
Australian Consumer and Competition Commission
Po Box 1199
DICKSON ACT 2602

FILE No:
DOC:
MARS/PRISM:

05/08/05

Dear John,

My name is Kelly Spagnol. I am part owner and manager of Campbelltown and Market City Juice Stations.

I wish to bring to your attention the following issue, as it is of great concern to me, and only a matter of time before another customer either chokes or is seriously injured from one of our bottles. I have had one adult customer choke due to a piece of plastic that was left inside one of the bottles at our Campbelltown store and had several complaints from both Campbelltown and Market City customers who say that our bottles are too sharp and as a result cut themselves.

I have reported this issue to Mr Rob Barnes from Juice Station. After a franchisee meeting, I gave Mr Barnes a bag of bottles as an example of what we have been receiving. Rob informed me that this was an ongoing problem with the bottles and agreed this was a serious issue.

This week I ordered 10 boxes of bottles from their distributor and upon opening the first box I found more dangerous bottles. Once again I rang Rob Barnes and reported this issue. Mr Barnes came to see me the following day and agreed that this was definitely a dangerous problem and that something had to be done. He then took some photos and said he would look into the matter further. I also brought to his attention that the wall thickness of the bottles had become extremely thin. Unlike the other Juice Stations, we have a mechanical bottling line. It is very difficult to use this machine now as 45% of the bottles are rejected and destroyed along with the product.

This is a very costly exercise due to the poor quality assurance of the bottle supplier. We are unable to use the machine at present, not only because of the cost to our company but the biggest concern being that a bottle with plastic debris in it could go through unnoticed. I would not be able to live with myself thinking that, that bottle may be one of many available for little children at our Campbelltown store to choke on or be cut by

Although we have taken such measures as to bottle and cap by hand, my fear is that it is only a matter of time before someone else is hurt, and maybe not as lucky as the others.

I have enclosed in this box, a small sample of what has come out of only one carton of our bottles. Also enclosed is a sample of another competitor's bottle. Please, you be the judge of what I can do, as my hands are tied.

Please respond to my letter as a matter of urgency. For the safety of my customers and their families.

Regards,

Kelly Spagnol

