

Hatfield, David

From: chris papantoniou
Sent: Tuesday, 4 October 2005 1:14 PM
To: Hatfield, David
Subject: RE: juice station complaints

Dear David,

I would like to make my complaint on the issues of Fruit purchases, Bottles, Fitout and machinery purchases that i was forced to make as a Franchisee of the Juice Station System.

I was the second Franchisee to enter the system and have put up with all the changes mistakes and lack of support from Head office for 3 years.

When we first started in the system i requested from Head Office that we purchase our own fruit and deliver it direct to our three stores as i had my own warehouse and refrigerated trucks to hold , sort, weigh and deliver fruit to my stores through my other business.

I was given the verbal go ahead and for the first twelve months i was able to arrange contracts with growers and supply my three stores with better quality fruit and at a price significantly cheaper than what the other franchisee's were paying, This was confirmed from the other franchisees on the price and quality as i visited some of the stores to compare our product and price with theirs.

After twelve months and after the Franchisor made a new deal with Moriatis Fresh our verbal approval to purchase and supply my own stores was revoked and i was sent a Breach of Franchise agreement letter from the Franchisor's solicitors and i was forced to purchase my fruit and bottles from Moriatis Fresh.

I can show from purchase prices and sales how the worst thing i did for my business was go to Moriatis to purchase the fruit and bottles. The quality of the fruit was poor the price was expensive and the bottles were changed from the ones we started with to the bottles we have had so many problems with to date.

As new franchisee's we were told who the shop was to be built by and what machinery we needed to purchase from whom and for how much to stay within the Franchise agreement and produce product the "Juice Station Way". The stores at level 2 Parramatta and Mt. Druitt were never completed, the fitout have gaps between joints, tiles were never laid in the kitchen area at Mt Druitt the refrigeration are to small for the cabinets and we have replaced three compressors in two years in one store. The display cabinets have not been designed properly to display the product under refrigeration. The two machines we were told to purchase to produce the product the Juice Station Way just cannot handle the job that we are asked to do with them by the franchisor. They are continually breaking down and the cost to repair these machines are very high.

If you require any documentation to validate what i have said above please do not hesitate to contact me and i would be more than happy to send them to you.

I must say that i cannot and will not purchase fruit and bottles from the Franchisor(administrator appointed) from all the problems i have faced until now.

Many thanks

Chris Papantoniou
Juice Station Parramatta Level 2 & Level 5