

Problems relating to **quality** of the Juice Station bottles and caps which I have experienced from time to time in my store are as follows:-

1. Sharp lips on some bottles.
2. Both large and small sections of loose plastic inside the bottle.
3. Some of the Terracotta coloured caps do not affix properly to the bottle causing leakage.
4. Holes in some of the walls of the bottles.
5. On occasions overall bottle presentation extremely poor as most of the plastic on the bottle was pitted.
6. Sometimes bottles partially collapse when applying the caps.

### **Supply issues**

Bottles and caps are supplied from the manufacturer in Melbourne by way of road transport and on many occasions since I commenced business some two years ago bottles have not arrived in a timely matter.

As I operate a very busy retail outlet, my preference has always been to receive bottles daily with the exception of Sundays this in due to the large amounts of bottles used daily and limited onsite storage facilities.

Two recent examples of failure to supply in a timely manner are as follows:-

Firstly, we placed an order on Monday 5<sup>th</sup> September 2005 with the expectation that bottles and caps should arrive the next day.

Only half the order arrived not on the Tuesday but on Thursday 8<sup>th</sup> September 2005, I was advised during one of my many phone calls that the balance of the order should arrive on Saturday 10<sup>th</sup> September 2005.

This did not eventuate and the order was eventually received on Monday 12<sup>th</sup> September 2005. ( One week after placing the order)

Subsequently on the 13<sup>th</sup> September, we are issued a letter from Juice Station stating, " Please be advised that we are holding a full compliment of stock to cover in excess of three weeks usage."

Again, I placed an order on the 17<sup>th</sup> September 2005 with the expectation the order would be delivered the next day, however this order was not received until

Wednesday 21 September 2005 at 5.30pm.

On both of these occasions, we had run out of either some bottles or caps.

I understand that other stores also experienced these problems!

Nigel Mackness

Juice Station Sydney Central Plaza