

DCCAS COMPLAINTS ARCHIVE

DRY CLEANING COMPLAINTS ANALYSED UP TO 27th NOVEMBER, 2008

Summary of Problems

- Indentation marks and very slight discolouration on the left shoulder and under the left lapel in a lady's white flax/cotton/nylon zippered jacket, labelled **George Gross**, care labelled **Dry Clean Only (P)**, apparently following dry cleaning treatment
- Three tears in the fabric of a lady's black cotton/nylon/metal dress labelled **Wayne Cooper**, care labelled **Dry Clean Only (P)**, apparently following dry cleaning treatment
- Loss of shade in a lady's orange/brown printed silk/cotton hooded top, labelled **Zimmerman** and care labelled **Dry Cleanable (P)**, to a brown/mustard colour, following recommended dry cleaning
- Severe fraying in the left hand side hem in a lady's blue silk dress, labelled **Zimmerman** and care labelled **Dry Clean Only (P)**, following a more cautious than recommended dry cleaning treatment
- Surface marks and small holes in both sleeves in a man's dark grey pin-striped woollen jacket, labelled **Studio Italia** and care labelled **Dry Cleaning Only (P)**, following recommended dry cleaning
- Claimed colour change from blue to pink in an unlabelled pair of lady's pink silk trousers apparently following dry cleaning
- Damage to the black plastic trim of a lady's grey knitted viscose/spandex top, labelled **Pik/Carlopik**, and care labelled **Professional Dry Clean Only (P)**, following DC which subsequently damaged a whole dry cleaning load consisting of twenty two items
- Development of a white lint-like effect in a man's **Boss/Hugo Boss** suit following correct dry cleaning – the 'fuzzy spandex' effect
- Client cold machine washed a number of **Gummerson Fabrics** printed bedspreads for the first time without checking the attached care labelling and the bedspreads all faded severely – requested that a new bedspread be formally tested to determine if the **Warm Handwash** instructions on the care labelling are correct

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- Claimed change of colour in a pair of lady's brown cotton/elastane denim jeans, labelled **Luisa Cerano**, and care labelled **Dry Cleanable (P)** and warm machine washable, following DC and laundering, to a charcoal colour
- Small brown spots on the front left hand side of a man's pin-striped black polyester suit jacket, labelled **Muller's**, and care labelled **Professional Dry Clean Only (P)**, following DC
- Claimed shrinkage and loss of fit in a man's black pin-striped woollen suit jacket, labelled **Boss/Hugo Boss** and care labelled **Dry Clean Only (P)**, following correct DC – claimed that the suit had been dry cleaned two or three times previously with no problems
- Loss of much of the three rows of very heavy glass mirror beading from the shoulder straps of a blue silk dress, labelled **eileen kirby**, care labelled **Professional Dry Clean Only (F)** and including limitations on mechanical action, following a very cautious **Green Earth** dry cleaning process in a net bag
- Claimed change of surface finish from shiny to matte in a lady's black polyester/viscose rayon/elastane suit, labelled **hOWard shOWers**, and care labelled **Dry Clean Only (P)**, following re-clean five months later to remove colour run of a black polka dot printed cream lining

Details of Problems and their Outcomes

PROBLEM	OUTCOME
Marks and very slight discolouration on the left shoulder and under the left lapel in a lady's white flax/cotton/nylon zippered jacket, labelled George Gross , care labelled Dry Clean Only (P) , following dry cleaning treatment by DC	The problem has been caused by localised contact during use and wear but not the DC treatment, possibly due to a shoulder strap – very unlikely that DC is responsible
Three tears in the fabric of a lady's black cotton/nylon/metal dress labelled Wayne Cooper , care labelled Dry Clean Only (P) , apparently following dry cleaning treatment	Problem clearly caused by the inappropriate use of a hand iron set at too high a temperature causing melting of the fabric and it is highly unlikely that the DC is responsible
Loss of shade in a lady's orange/brown printed silk/cotton hooded top, labelled Zimmerman and care labelled Dry Cleanable (P) , to a brown/mustard colour, following recommended dry cleaning treatment	Claim needs to be objectively verified by comparison with a brand new garment but if it can be, responsibility lies with the manufacturer not the DC

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<p>Severe fraying in the left hand side hem in a lady's blue silk dress, labelled Zimmerman and care labelled Dry Clean Only (P), following a more cautious than recommended dry cleaning treatment</p>	<p>Severe mechanical damage has been caused by staining/spillage which has chemically attacked the silk making it susceptible to being damaged by the normal mechanical action of DC process – TABS-190 Chemical Damage to Silk applies</p>
<p>Surface marks and small holes in both sleeves in a man's dark grey pin-striped woollen jacket, labelled Studio Italia and care labelled Dry Cleaning Only (P), following recommended dry cleaning</p>	<p>Damage has been caused by clothes moth larvae attack – DC not responsible and TABS-356 How Insects Damage Clothes applies</p>
<p>Claimed colour change from blue to pink in an unlabelled pair of lady's pink silk trousers apparently following dry cleaning</p>	<p>Clear evidence of the claimed colour change from blue to pink - also evidence that the garment has received a beverage spillage which has possibly been exacerbated by the heat of dry cleaning and evidence that the garment has also been wet cleaned from fluorescence pattern under UV – DC appears responsible for colour change by wet cleaning</p>
<p>Damage to the black plastic trim of a lady's grey knitted viscose/spandex top, labelled Pik/Carlopik, and care labelled Professional Dry Clean Only (P), following DC which subsequently damaged a whole dry cleaning load consisting of twenty two items</p>	<p>Garment incorrectly care labelled as dry cleanable and manufacturer/importer clearly responsible for the problem – TABS-332 Plastic Trim Dissolves in Dry Cleaning applies. A claim of almost \$4000.00 was made to the importer New Twist Pty Ltd and they subsequently accepted full responsibility and settled the claim in full, which also included costs for technical services – see DCCAS web site for full details</p>
<p>Development of a white lint-like effect in a man's Boss/Hugo Boss suit following correct dry cleaning – the 'fuzzy spandex' effect</p>	<p>Customer sent a copy of a report of a previous occurrence of this problem in a similar Boss/Hugo Boss man's suit and TABS-310 Fuzzy Spandex and customer then pursued the matter with the retail outlet</p>

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Client cold machine washed a number of Gummerson Fabrics printed bedspreads for the first time without checking the attached care labelling and the bedspreads all faded severely – requested that a new bedspread be formally tested to determine if the Warm Handwash instructions on the care labelling are correct	Bedspreads tested to a range of conditions but no fading occurred using the Warm Handwash cycle on a modern front-loading automatic machine – therefore the attached care labelling was determined to be correct
Claimed change of colour in a pair of lady’s brown cotton/elastane denim jeans, labelled Luisa Cerano , and care labelled Dry Cleanable (P) and warm machine washable, following DC and laundering, to a charcoal colour	Claimed colour change has not yet been objectively verified by comparison with a brand new identical garment and it seems very unlikely, but final outcome still unknown
Small brown spots on the front left hand side of a man’s pin-striped black polyester suit jacket, labelled Muller’s , and care labelled Professional Dry Clean Only (P) , following DC	Marks caused by accidental contact with a strong oxidising bleaching agent and DC not responsible – TCS TechUpdate on Damage to Dyes Caused By Strong Oxidising Bleaches applies
Claimed shrinkage and loss of fit in a man’s black pin-striped woollen suit jacket, labelled Boss/Hugo Boss and care labelled Dry Clean Only (P) , following correct DC – claimed that the suit had been dry cleaned two or three times previously with no problems	No evidence of shrinkage in the woollen outer shell fabric compared with the cupro rayon lining so that customer’ claim could not be objectively verified and it seems unlikely given the previous cleaning treatments
Loss of much of the three rows of very heavy glass mirror beading from the shoulder straps of a blue silk dress, labelled eileen kirby , care labelled Professional Dry Clean Only (F) and including limitations on mechanical action, following a very cautious Green Earth dry cleaning process in a net bag	The method of attachment of this beading is clearly not serviceable to the method of cleaning required by the care labelling – manufacturer/retail outlet responsible for rectifying the problem for the customer
Claimed change of surface finish from shiny to matte in a lady’s black polyester/viscose rayon/elastane suit, labelled hOWard shOWers , and care labelled Dry Clean Only (P) , following re-clean five months later to remove colour run of a black polka dot printed cream lining	Impossible to verify the customer’s claim without a brand new uncleaned comparison garment but without other evidence, claim seems unlikely

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