

## (1) DRY CLEANING COMPLAINTS ANALYSED UP TO 24<sup>th</sup> JULY 2008

### Summary of Complaints

- Overall whitening and loss of sheen in a lady's blue silk dress, labelled **Roula Sarkis**, care labelled **Dry Clean Only (P) (30)**, following the second dry cleaning treatment by DC – although the problem was evident over the whole dress, it was particularly visible in the stiffened bodice and the two dress waist ties
- Loss of fur in two particular areas low down on each side near the hem after only light wear in a **Luisa Cerano** long haired rabbit fur jacket and general ease of fur removal from the whole jacket
- Cracking of the black vinyl piping trim on a lady's black wool/nylon jacket, labelled **Sandro-Paris/Unique** and care labelled **Dry Clean Only (P)**, following recommended dry cleaning
- The second case of light brown discolouration on the edges of the bodice lace trim of an **A R Exclusives, Designers Antulov Raphal** (Perth) cream silk wedding dress labelled **Dry Clean Only (P) (40)**, following recommended DC by a professional cleaner in Perth
- Localised and geometrical shaped areas of colour loss in a man's mink brown napped cotton jacket, labelled **Sportscraft** and care labelled **Dry Clean Only (P)**, following recommended dry cleaning
- Localised and geometrical shaped areas of colour loss in a pair of men's olive woollen **Navigator-style** trousers, labelled **Rembrandt** and care labelled **Dry Clean Only (P)**, following recommended dry cleaning
- Severe bubbling and purple colour run in a lady's white cotton/nylon/polyurethane jacket, labelled **Cue**, and care labelled **Drycleanable (P)** and **hand washable**, following both DC and wet cleaning

### More Detailed Description of Complaints

COMPLAINT	OUTCOME
<p>Overall whitening and loss of sheen in a lady's blue silk dress, labelled <b>Roula Sarkis</b>, care labelled <b>Dry Clean Only (P) (30)</b>, following the second dry cleaning treatment by DC – although the problem was evident over the whole dress, it was particularly visible in the stiffened bodice and the two dress waist ties</p>	<p>The problem has been caused by surface chafing of the silk filament yarns during use and dry cleaning because of the stiffened bodice and has probably developed gradually over use and the two dry cleaning treatments – although in hindsight cleaning in a net bag may have helped, DC cannot be held responsible and <b>TABS-289 Color Loss Surface Chafing</b> applies</p>
<p>Loss of fur in two particular areas low down on each side near the hem after only light wear in a <b>Luisa Cerano</b> long haired rabbit fur jacket and general ease of fur removal from the whole jacket</p>	<p>This is not a cleaning problem but fur jacket appears to be unserviceable for normal use and wear and therefore not fit for the purpose for which it was sold</p>
<p>Cracking of the black vinyl piping trim on a lady's black wool/nylon jacket, labelled <b>Sandro-Paris/Unique</b> and care labelled <b>Dry Clean Only (P)</b>, following recommended dry cleaning</p>	<p>Black vinyl trim has been damaged by contact with perchlorethylene solvent and is therefore incorrectly care labelled as dry cleanable – DC not responsible and <b>TABS-345 Cracking Synthetic Leather Trim</b> applies</p>
<p>The second case of light brown discolouration on the edges of the bodice lace trim of an <b>A R Exclusives, Designers Antulov Raphal</b> cream silk wedding dress labelled <b>Dry Clean Only (P) (40)</b>, following recommended DC by a professional cleaner in Perth</p>	<p>Edges of the lace trim had been treated with a fabric sealant product called <b>Fray Stop</b> by the manufacturer – a proprietary product that had caused the edges of the lace trim to become discoloured during recommended dry cleaning. Again, DC not responsible and manufacturer has already accepted responsibility and replaced the lace in the case of the first wedding dress examined</p>

<p>Localised and geometrical shaped areas of colour loss in a man's mink brown napped cotton jacket, labelled <b>Sportscraft</b> and care labelled <b>Dry Clean Only (P)</b>, following recommended dry cleaning</p>	<p>Characteristic shapes and pattern of areas of colour loss strongly point to their being caused by light fading – DC not responsible and <b>TABS-355 Fading from Light</b> applies</p>
<p>Localised and geometrical shaped areas of colour loss in a pair of men's olive woollen <b>Navigator-style</b> trousers, labelled <b>Rembrandt</b> and care labelled <b>Dry Clean Only (P)</b>, following recommended dry cleaning</p>	<p>Characteristic shapes and pattern of areas of colour loss strongly point to their being caused by light fading – DC not responsible and <b>TABS-355 Fading from Light</b> applies</p>
<p>Severe bubbling throughout and localised purple colour runs in a lady's white cotton/nylon/polyurethane jacket, labelled <b>Cue</b>, and care labelled <b>Drycleanable (P)</b> and hand washable, following both DC and wet cleaning</p>	<p>Problem has been caused by the failure of an inner fusible interfacing - DC not responsible <b>TABS-305 Separation of Fusible Interfacings</b> and <b>TABS-204 Interfacing Separation</b> both apply</p>

## (2) DRY CLEANING COMPLAINTS ANALYSED UP TO 29<sup>th</sup> MAY 2008

### Summary of Complaints

- Severe creasing in the skirt of a two-part cream silk wedding dress, labelled **Vivienne Westwood**, labelled **Specialist Dry Clean Only**, following treatment by DC – examination under UV revealed that the skirt had been either soaked or laundered in a product containing optical brightening agents (OBAs), in clear contravention of the care labelling
- Apparent colour loss particularly along the creases of both legs of a pair of men's dark blue/grey pinstripe polyester/viscose trousers, labelled **Matrix**, following DC – the problem is caused by an unusual optical effect called **bronzing** which usually occurs in dark dyed fabrics and varies by angle of view – it is usually more visible from the sides
- Loss of colour on the breast pocket of a man's soft textured fawn coloured jacket labelled **You and Me/Uomo**, following correct DC, where there had apparently been a food stain – the appearance of the area suggested that it had received rubbing which had damaged the delicate napped surface
- Areas of bright yellow colour loss in both parts of a lady's orange acetate/viscose suit, labelled **Saint Germain**, following correct DC – some of the areas were geometric in shape and the effect very unusual and it was not possible to determine a clear cause except that dry cleaning is highly unlikely to have been the primary cause

### More Detailed Description of Complaints

COMPLAINT	OUTCOME
Severe creasing in the skirt of a two-part cream silk wedding dress, labelled <b>Vivienne Westwood</b> , labelled <b>Specialist Dry Clean Only</b> , following a care treatment by DC – examination under UV revealed that the skirt had been either soaked or laundered in a product containing optical brightening agents (OBAs), in clear contravention of the care labelling	The creasing problems were complicated by the use of a stiff net-like interfacing used in the skirt - the DC accepted full responsibility for washing the dress and the claim is being handled by the DC's insurance company
Apparent colour loss particularly along the creases of both legs of a pair of men's dark blue/grey pinstripe polyester/viscose trousers, labelled <b>Matrix</b> , following DC – the problem is caused by an unusual optical effect called <b>bronzing</b> which usually occurs in dark dyed fabrics and varies by angle of view	Bronzing can develop in older garments but in newer garments it is essentially considered a dyeing fault, often associated with fabric over-dyeing, which can be accelerated by the effects of heat, such as pressing

<p>Loss of colour on the breast pocket of a man's soft textured fawn coloured jacket labelled <b>You and Me/Uomo</b>, following correct DC, where there had been a food stain – the appearance of the area suggested that it had received rubbing which had damaged the delicate napped surface</p>	<p>It is likely that the food stain on the pocket was rubbed by the owner but it is difficult to resolve responsibility for the damage technically – however, it seems unlikely that it was caused by the dry cleaner</p>
<p>Areas of bright yellow colour loss in both parts of a lady's orange acetate/viscose suit, labelled <b>Saint Germain</b>, following correct DC – some of the areas were geometric in shape (square) and some were located where clips may have been used on the skirt waistband to suspend it and the whole effect was very unusual</p>	<p>It was not possible to determine a clear cause for this very unusual effect except that dry cleaning is highly unlikely to have been the primary cause of it</p>

### (3) DRY CLEANING COMPLAINTS ANALYSED UP TO 3<sup>rd</sup> APRIL 2008

#### Summary of Complaints

- Various problems, including stitching breakdown, stickiness in the plastic internal bodice strips (designed to keep the bodice in place?) and shrinkage in the silk outer shell fabric, in a lady's cream silk dress labelled **rockchic** following correct DC – there was no evidence that the dress was ever wet cleaned
- Development of small holes in various parts of a man's black woollen jacket labelled **Studio Italia** following correct DC, that were clearly caused by insect attack
- Staining/swale marks along the upper front edge of the bodice of a lady's white silk wedding dress labelled **Brides Desire** following DC – the affected area fluoresced under UV conditions indicating that it had been treated with a product containing OBAs at some stage, possibly as a pre-spotting treatment, as there was also residual soiling in this area
- Brittleness and blistering in the outer shell of a lady's black synthetic all-weather coat, labelled **Steven Kole** following correct DC (coat labelled **Drycleanable**) – the coating on the underside of the outer shell fabric was severely affected by contact with perchlorethylene solvent
- Severe change of colour in the main outer shell fabric from bright white to cream in a lady's white floral printed cotton dress labelled **Bang** after correct DC (garment labelled **Drycleanable**) – the change of appearance is almost certainly due to loss of optical brightening agent (OBAS) during DC
- Severe damage in the form of two holes near the hem of a lady's silk skirt with a multi-coloured floral print, labelled **Milly of New York**, following DC. One of the holes was rectangular (25 mm x 15 mm) and the other was square (2 mm x 2 mm) and both had been cut out so that a possible previous cause of damage was not apparent – the garment had been collected by the customer and then returned with the complaint

## More Detailed Description of Complaints

COMPLAINT	OUTCOME
Various problems including stitching breakdown, stickiness in the plastic internal bodice strips and significant shrinkage in the silk outer shell fabric developing in a lady's cream <b>rockchic</b> silk dress following correct DC - no evidence that the dress was ever wet cleaned	Dress appears to have reacted adversely to a correct DC and advised that dress be returned to retail outlet for customer to receive appropriate redress – final outcome not known
Development of numerous small holes in various parts of a man's black woollen jacket labelled <b>Studio Italia</b> following correct DC	Damage clearly caused by insect attack and <b>TABS-356 How Insects Damage Clothes</b> applies
Staining/swale marks along the upper front edge of the bodice of a lady's white silk wedding dress labelled <b>Brides Desire</b> following DC - the affected area fluoresced under UV conditions indicating that it had been treated with a product containing OBAs at some stage, possibly as a pre-spotting treatment as there was also residual soiling in this area	It is impossible to determine technically who is responsible for causing this problem but evidence points to the DC - <b>TABS-338 Mysterious Lighter Areas Solutions</b> applies – final outcome not known
Brittleness and blistering in the outer shell of a lady's black synthetic all-weather coat, labelled <b>Steven Kole</b> following correct DC - coat labelled <b>Drycleanable</b> - coating on underside of the outer shell fabric severely affected by contact with perchlorethylene solvent	Garment clearly incorrectly labelled as dry cleanable and <b>TABS-281 Blisters on Coats</b> applies – final outcome not known
Severe change of colour in the main outer shell fabric from bright white to cream in a lady's white floral printed cotton dress labelled <b>Bang</b> after correct DC (garment labelled <b>Drycleanable</b> ) – the change of appearance is almost certainly due to loss of optical brightening agent during DC	Garment incorrectly labelled as dry cleanable and <b>TABS-207 Fluorescent Whitening Agents</b> and <b>TABS-274 Yellowing of White Fabrics</b> apply to loss of whiteness – final outcome not known
Two holes near the hem of a lady's silk skirt with a multi-coloured floral print, labelled <b>Milly of New York</b> , following DC. One of the holes was rectangular (25 mm x 15 mm) and the other was square (2 mm x 2 mm) and both appeared to have cut edges so that a possible previous cause of damage (e.g. chemical, mechanical or heat) was not apparent – the garment had been collected by the customer and then returned with the complaint and the DC is adamant that the damage not present before garment was collected as it would have been by the presser	Highly unlikely that either a chemical, mechanical or a heat treatment, severe enough to cause holes in silk, plus the cut edges, could have occurred during the course of dry cleaning and its associated handling - final outcome not known

**(4) DRY CLEANING COMPLAINTS ANALYSED UP TO 28<sup>th</sup> FEBRUARY**  
**2008**

**Summary of Complaints**

- Small dark blue ink-like spots on the shoulder area of an orange lady's **Willow** silk/spandex dress developing following correct DC (**WA problem**)
- Extensive areas of apparent colour loss in a pair of olive-green men's **Façonnable** cotton trousers following correct DC
- Development of a yellow tinge in a white lady's silk **Matthew Eager** dress following correct DC
- Holes in the seat area and next to the rear hip pocket in a pair of grey men's **Boss/Hugo Boss** woollen trousers following correct DC
- Claimed stretching of the bodice of a blue lady's **Wayne Cooper** silk dress following correct DC (which the customer 'fixed' by sewing in a dart) - appears to be a manufacturer's problem since DC was correct
- Stretching/bubbling of the fabric on the left chest/shoulder of a black lady's **George Gross** triacetate/polyester dress following correct DC
- Blistering of the fabric and melting damage to the black plastic toggles of a beige and dark grey lady's **O'Neil** all-weather style nylon jacket following correct DC (DC Only)
- Loss of brightness and loss of softness in a white lady's **Country Road** cotton knitted dress following correct DC
- Claimed fading in the grey lady's **G2000** wool/polyester jacket following correct DC. Jacket part of a suit but trousers not cleaned. Trousers submitted for visual comparison with jacket but no discernible difference in shade
- Area of severe pilling on the upper right rear of the right leg of a pair of black **Boss/Hugo Boss** woollen trousers following correct DC - impossible to determine or even suggest what has caused this damage but highly unlikely to have been caused by DC

## Detailed Description of Complaints

COMPLAINTS	OUTCOME
Small dark blue spots on the shoulder area of an orange lady's <b>Willow</b> silk/spandex dress – this is a very unusual but occasionally seen problem	Most likely to have been caused by exposure to small droplets of some type of moisture solution prior to DC - DC not responsible - <b>TABS-232 Stains from Moisture Solutions</b> applies
Extensive areas of apparent colour loss in a pair of olive-green men's <b>Façonnable</b> cotton trousers following correct DC. Examination under UV conditions indicated these areas had received some type of treatment with a wet cleaning or stain removal OBA-containing product at some stage, almost certainly prior to DC	Difficult to determine when/how wet cleaning treatment occurred but DC unlikely to be responsible - <b>TABS-338 Mysterious Lighter Areas Solutions</b> applies
Development of a yellow tinge in a white lady's silk <b>Matthew Eager</b> dress following correct DC - two attempts at restoration by wet cleaning with customer's permission since the dress was Dry Clean Only	Difficult situation because of the restoration attempts by the DC but generally loss of OBAs in white garments following correct DC is a manufacturer's problem - <b>TABS-207 Fluorescent Whitening Agents</b> and <b>TABS-274 Yellow of White Fabrics</b> both apply
Holes in the seat area and next to the rear hip pocket in a pair of grey men's <b>Boss/Hugo Boss</b> woollen trousers following correct DC	Damage clearly caused by use and wear (wallet?) and DC not responsible - <b>TABS-331 Fabrics Thin and Torn from Wear</b> applies
Claimed stretching of the bodice of a blue lady's <b>Wayne Cooper</b> silk dress following correct DC (which the customer 'fixed' by sewing in a dart)	Difficult situation because stretching of a bodice is very unusual – it needs to be objectively confirmed by comparison with a brand new garment - if problem confirmed, appears to be a manufacturer's problem since DC was correct
Stretching/bubbling of the fabric on the left chest/shoulder of a black lady's <b>George Gross</b> triacetate/polyester dress following correct DC	Distortion appears to have been caused by the failure of the fusible interfacing and DC not responsible - <b>TABS-305 Separation of Fusible Interfacings</b> and <b>TABS-204 Interfacing Separation</b> both apply

<p>Extensive areas of apparent colour loss in a pair of olive-green men's <b>Façonnable</b> cotton trousers following correct DC. Examination under UV conditions indicated these areas had received some type of treatment with a wet cleaning or stain removal OBA-containing product at some stage, almost certainly prior to DC</p>	<p>Difficult to determine when/how wet cleaning treatment occurred but DC unlikely to be responsible - <b>TABS-338 Mysterious Lighter Areas Solutions</b> applies</p>
<p>Development of a yellow tinge in a white lady's silk <b>Matthew Eager</b> dress following correct DC - two attempts at restoration by wet cleaning with customer's permission since the dress was Dry Clean Only</p>	<p>Difficult situation because of the restoration attempts by the DC but generally loss of OBAs in white garments following correct DC is a manufacturer's problem - <b>TABS-207 Fluorescent Whitening Agents</b> and <b>TABS-274 Yellow of White Fabrics</b> both apply</p>
<p>Holes in the seat area and next to the rear hip pocket in a pair of grey men's <b>Boss/Hugo Boss</b> woollen trousers following correct DC</p>	<p>Damage clearly caused by use and wear (wallet?) and DC not responsible - <b>TABS-331 Fabrics Thin and Torn from Wear</b> applies</p>
<p>Claimed stretching of the bodice of a blue lady's <b>Wayne Cooper</b> silk dress following correct DC (which the customer 'fixed' by sewing in a dart)</p>	<p>Difficult situation because stretching of a bodice is very unusual – it needs to be objectively confirmed by comparison with a brand new garment - if problem confirmed, appears to be a manufacturer's problem since DC was correct</p>
<p>Blistering of the fabric and melting damage to the black plastic toggles of a beige and dark grey lady's <b>O'Neil</b> all-weather nylon jacket following correct DC (<b>Dry Clean Only</b>)</p>	<p>Coating on the inside of the jacket and plastic toggles not stable to perc - jacket incorrectly care labelled as dry cleanable and DC not responsible - <b>TABS-281 Blisters on Coats</b> and <b>TABS-221 Dissolving Trim</b> both apply</p>

<p>Loss of brightness and loss of softness in a white lady's <b>Country Road</b> cotton knitted dress following correct DC</p>	<p>Both problems need to be confirmed by objective comparison with a brand new dress but the dress appears to have lost OBAs following DC- the DC not responsible - <b>TABS-207 Fluorescent Whitening Agents</b> applies</p>
<p>Claimed fading in the grey lady's <b>G2000</b> wool/polyester jacket following correct DC - jacket part of a suit but trousers not cleaned Trousers submitted for visual comparison.</p>	<p>Visual comparison under standardised D65 white lighting conditions showed no discernible difference in shade between the jacket and the trousers. Therefore, no basis to the customer's claim</p>
<p>Area of severe pilling on the upper right rear of the right leg of a pair of black <b>Boss/Hugo Boss</b> woollen trousers following correct DC</p>	<p>Impossible to determine or even suggest what has caused this damage but highly unlikely to have been caused by DC</p>