Amber Alert

GUILD OF CLEANERS AND LAUNDERERS

56 Maple Drive,
Larkhall, South
Lanarkshire,

Phone: 01698 322669
E-mail:
enquiries@gcl.org.uk

AMBER ALERT

Gino Cerruti Wedding Dress

"Spot Clean Only" Label

In Europe 'Spot Clean Only' is not a recognised care label. The cleaner who is considering whether to accept a garment it is important to note that such items are unlikely to have been subjected to any recognised testing standards and therefore the response of dyes to either water based, or solvent based, localised stain treatments could be unpredictable.

It is particularly important to establish dye fastness before proceeding. Because of the infinitely variable nature of staining, both in terms of stain type and particularly the extent and the size, the cleaner will also need to consider carefully if the stains are manageable on the spotting table.

If they are not the cleaner may decide the safest option is to refer the customer to the retailer in which case the customer may have a claim under the Sale of Goods Act, Consumer Protection From Unfair Trading Regulations 2008.

In this case it is interesting to visit the supplier's web site and see their opinions and views on dry cleaners, and also their ideas on what a dry cleaner should be doing.

http://www.ginocerruti.com/

It may be of more interest to Gino Cerruti to visit a modern dry cleaner in their own area to see what happens and how things have changed since they wrote their opinions and advice contained in their web site.

Alternatively the cleaner might decide to accept the garment at 'Owners Risk' and wet out the garment on a coat hanger using cold water – this treatment is often very effective on extensive water based staining.

However, in this case, it is important to state clearly in writing the risk involved which might be shrinkage and distortion and/or problems associated with dye fastness or trims.

It is considered good practice to never accept a garment at 'Owners Risk' unless you believe there to be at least a 70% chance of a good outcome.

In the event of failure it is inevitable that the customer will be disappointed and this is likely to reflect adversely on the cleaner.

Obviously we cannot say that other items of the same type will have the same problem, or that a different method of cleaning may have had a more satisfactory result, because this was not tested, but we advise caution and that you carry out your own test if you are going to clean this type of