

Amber Alert

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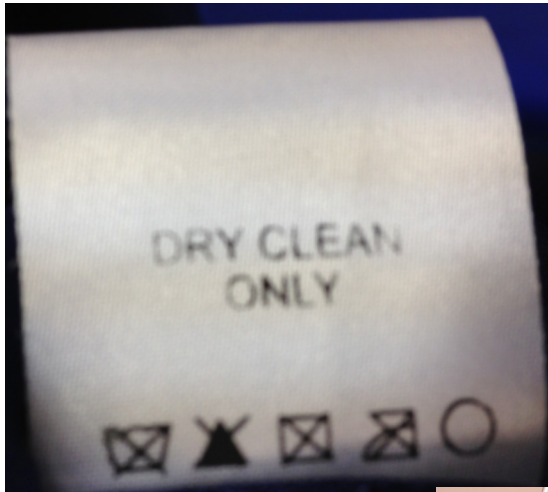
GUILD OF CLEANERS
 AND LAUNDERERS

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AMBER ALERT

Virgos Lounge Dress incorrectly Labelled



Thank you to the dry cleaner who sent in this warning. The label clearly states dry clean only with warnings not to wash or iron.

Being concerned about the embellishments on the dress the cleaner advised the customer of their concern but was asked to clean the dress because the label advised against any other method.

On the right hand bottom photograph you can see the resulting problem. The cleaner contacted Virgos Lounge on the customer's behalf but was totally ignored and failed to acknowledge the faulty labelling.

If you visit the Virgos Lounge Web Site now you will not find this style of dress. However, you will find similar dresses with similar styles of embellishments fitted to the bodice and arms, but note the care instruction on these states "delicate hand wash".

The fabric is a polyester crepe and can be hand washed with care paying special attention to the care of the trimmings.

The cleaner is still pursuing Virgos Lounge to try to get compensation for the customer.