



DCCAS

"Offering Professional
Dry Cleaning Dispute
Solutions"

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

DCCAS TECHNICAL BULLETIN – BLACK AND WHITE FASHION

COLOUR TRANSFER PROBLEMS WITH BLACK AND WHITE GARMENTS FOLLOWING A RECOMMENDED CLEANING TREATMENT

WHAT IS THE PROBLEM?

The current fashion trend of black and white garments, black garments with white design highlights or trim, or white garments with black design highlights or trim, can present major problems for professional cleaners and their customers. These garments can also present problems to consumers who launder their own garments at home.

The problem arises when black dye or colouration bleeds or transfers from the black areas of the garment to its white or light areas after a correct cleaning treatment has been applied by either a professional cleaner or the consumer at home.

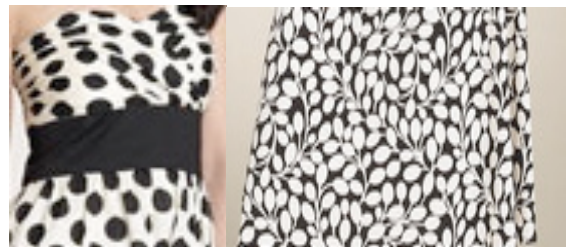
Customers may be inclined to assume that the professional cleaner has processed their garment incorrectly to cause this problem but this may not be the case.

A consumer home laundering their item will know that they have correctly followed the instructions on the attached care labelling.

WHAT DOES IT LOOK LIKE?

The dye or pigment from the black areas of the garment can transfer into the white or light coloured areas of the garment causing unacceptable staining or general greying of

these areas. Sometimes, the edges of the black areas can bleed into the edges of the white areas.



BLACK AND WHITE FASHION ITEMS CAN SOMETIMES GIVE RISE TO SERIOUS COLOUR TRANSFER PROBLEMS FOLLOWING EITHER A PROFESSIONAL OR HOME CLEANING TREATMENT

WHAT CAUSES THE PROBLEM?

The problem is caused by the black dyed or printed parts of the garment having poor colourfastness to recommended methods of care, such as dry cleaning in perchlorethylene or wet cleaning.

Neither professional cleaners nor consumers have any way of knowing or predicting how the black dye or colouration will respond to the methods of care specified on the attached care labelling.

However, both professional cleaners and consumers are entitled to assume that the instructions on the attached care labelling are correct.

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

ABN 59 161 662 061

Web site: <http://www.drycleaningcomplaints.com>

E-mail: enquiries@drycleaningcomplaints.com

Tel: (07) 3204 6354 Mob: 0418 726 885

CAN IT BE PREVENTED?

Yes, the problem can very easily be prevented. It is one of the prime responsibilities of manufacturers to ensure that all black dyed or printed fabrics have been fully tested to all the methods of care included on the care labelling attached to their garments.

If the black fabrics have been correctly tested in this way, then black dye or colouration will not run into or stain the white areas of the garment when it is cleaned using any of the methods on the attached care labelling.

IS THERE A REMEDY?

It is possible in the case of dry cleanable garments that re-cleaning the garment one or more times may satisfactorily remove light staining from the white areas of the garment, but only if it is not too severe. However, there is the added risk that re-cleaning may actually make the staining problem worse.

If the professional cleaner is clearly not responsible for causing the colour transfer problem, then re-cleaning is not a recommended remedy. However, if the customer insists that re-cleaning be carried

out, it should only be done with the customer's express written permission so that the professional cleaner cannot be held responsible for causing the problem to be made worse.

WHO IS RESPONSIBLE?

If the professional cleaner or consumer has carried out a recommended or correct method of cleaning, as specified by the garment's attached care labelling, then the manufacturer is clearly responsible for any colour transfer problems that have occurred.

In this case, the customer should return the garment, along with a copy of this DCCAS technical bulletin, to the original point of purchase in order to receive appropriate redress for the lack of serviceability of the garment to a recommended cleaning method.

In the absence of appropriate redress being provided, the customer should immediately notify the retail outlet that they will take the matter directly to the appropriate State Small Claims Tribunal or Court for resolution, without any further warning, using this DCCAS technical bulletin as their supporting evidence.



Steven Pyott

B.Sc., M.Sc., CText A.T.I., Grad.Cert.Ed., Adv.Dip.Ed.

Consulting Chartered Textile Technologist

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

ABN 59 161 662 061

Web site: <http://www.drycleaningcomplaints.com>

E-mail: enquiries@drycleaningcomplaints.com

Tel: (07) 3204 6354 Mob: 0418 726 885