






DCCAS GARMENT ALERT - HARRY WHO LADY'S ORANGE DRESS - PLEATING BECOMES TWISTED AND DISTORTED FOLLOWING RECOMMENDED DRY CLEANING

A **Harry Who** lady's orange polyester/elastane dress, labelled **Dry Clean Only** , whose horizontal pleating design becomes twisted and distorted following a dry cleaning treatment that complied with the requirements of the attached care labelling. An identical white dress, processed similarly by another dry cleaner, and which exhibited the same twisting/distortion problem, was also submitted for comparison purposes.

GARMENT LABELLING

- **Designer/Manufacturer:** Harry Who
- **Fibre Content Labelling:** 97% polyester/3% elastane, lining - 90% polyester/10% spandex
- **Care Labelling:** Dry Clean Only , Do Not Spot Clean or Use White Spirits, Cool Iron
- **Size Labelling:** 14
- **Country of Origin:** China

GARMENT PROBLEM

Following a short cycle dry cleaning treatment that was compliant with the  requirements of the attached care labelling, the majority of the horizontal pleating on both the lower front and rear of the dress became significantly twisted and distorted. Some of the pleating design on the upper parts of both the front and back of the dress are actually cut and seamed along their folded edges and are therefore permanent. This part of the pleating design was not affected by the dry cleaning treatment.

However, the majority of the horizontal pleating is only folded and then sewn onto the base fabric/lining of the dress, without the pleat folds receiving any heat setting, by the application of heat and pressure, in order to make them permanent to the effects of wear and care. These areas of pleating are, therefore, not fully stable, and become twisted and distorted due to the effects of the recommended method of dry cleaning.

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

ABN 59 161 662 061

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

E-mail: enquiries@drycleaningcomplaints.com

GARMENT PHOTOGRAPHS



Submitted Orange Dress

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Comparison White Dress

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RESPONSIBILITY

The dry cleaner has no way of determining or predicting from examining this garment whether or not the pleating on the lower front and rear this dress will become twisted and distorted from the effects of the recommended dry cleaning treatment. The dry cleaner is also entitled to accept that the pleating design on the dress can withstand the care treatment specified on the attached care labelling without any adverse effects.

It is the responsibility of the manufacturer to ensure that the materials selected for garments and their design characteristics, such as pleating, are stable to the care processes specified on the attached care labelling. Therefore, the responsibility for the failure of this dress to respond appropriately to the recommended dry cleaning treatment lies with the manufacturer.

APPROPRIATE ACTION

The manufacturer is responsible for the instability of the dress's folded horizontal pleating to the recommended dry cleaning treatment and the customer should be encouraged to return the dress to the original point of purchase, along with a copy of this garment alert, in order to receive full redress for the dress being unserviceable to the recommended care treatment of dry cleaning.

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