



DCCAS

“Offering Professional
Dry Cleaning Dispute
Solutions”

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

DCCAS GARMENT ALERT #1 PIK/CARLOPIK KNITTED TOP

Lady's light grey and blue trimmed Pik/CarlopiK knitted top with diamante and black plastic trim.

GARMENT PHOTOGRAPH



GARMENT LABELLING

- **Designer/Manufacturer:** Pik/Carlopik
- **Fibre Content Labelling:** 97% viscose/3% spandex
- **Care Labelling:** Professional Dry Clean Only [Ⓟ]
- **Size Labelling:** 42
- **Country of Origin:** China

GARMENT PROBLEM

The garment is labelled as **Professional Dry Clean Only** and the black plastic trim attached around the collar dissolves in perchlorethylene dry cleaning solvent. During the course of dry cleaning the garment according to the requirements of the attached care labelling, the garment's plastic trim becomes badly damaged and causes the garment to become severely stained. In turn, the dissolved plastic trim can then cause damage and dark staining in all the other garments that have been dry cleaned in the same load.

RESPONSIBILITY

This plastic trimmed garment is clearly incorrectly labelled as dry cleanable in perchlorethylene solvent and the manufacturer or Australian importer/fashion agent is clearly responsible for any damage caused to the garment itself or any other garments that have been dry cleaned in the same load. DCCAS is currently assisting a dry cleaner who dry cleaned this garment as part of a large load in which all the items have now become severely damaged and made unserviceable by the dissolving black plastic trim.

APPROPRIATE ACTION

This black plastic trimmed garment should NOT be dry cleaned in perchlorethylene under any circumstances at all. If it has been dry cleaned and then become damaged, the manufacturer is responsible and the customer should be referred to **IFI/DLI TABS-332 Plastic Trim Dissolves in Dry Cleaning** or this garment alert. The customer should be encouraged to return the garment to the original retail outlet for full redress for her loss. If any other garments have been damaged in the same load, then the Australian agent for Carlopik should be contacted and a formal claim made for their loss. They are now aware of this problem with the black plastic trim.



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