

# **Moonlight Dry Cleaners**

## **Legal information**

### **Garment Storage:**

We will only store unpaid items for a maximum of 3 months and Pre-paid items for 12 months after which they will be disposed of without warning

### **Complaints:**

If you are not satisfied with the quality of our cleaning/repairs, please contact us within 3 days. If appropriate we shall reprocess your garment at no extra cost.

### **Repairs & Alterations:**

Before going ahead with a repair or alteration for which you will be charged, we will check with you to confirm the price.

### **Care Label Instructions:**

We exercise great care in processing your articles and use methods best suited to the nature and condition of each article. We clean in accordance with the care label instructions. In the absence of this we will not be liable in the event that the chosen method damages your clothes.

### **Limitations:**

Despite our intent to identify problem items in advance, we cannot assume responsibility for inherent weaknesses/ defects in materials that are not apparent prior to cleaning. We are not responsible for sun fading, colour loss due to non fastness, buttons, belt buckles, wear and tear and shrinkage.

### **Stain Removal:**

We aim to remove all stains but in some cases this is not possible. The chances of stain removal are reduced if any non-professional techniques have been applied such as the use of water or soda. We treat problematic stains with great caution but sometimes to achieve results we need to use harsher techniques and chemicals. Should the need arise we will contact you before going ahead as certain stain removals can only be done at the customers own risk. We may not be able to guarantee the results.

### **Service Washes:**

Please note that all items deposited under a service wash will be washed at 40 degrees and tumble dried at 65 degrees regardless of what the individual garments care labels may state. It is then the customer's responsibility to ensure all garments deposited are able to withstand the stated method. No responsibility will be taken for any items damaged or lost when deposited as service wash as no items are checked or counted on deposit.

### Suede & Leather:

Suede & leather garments are examples of materials that have inherent weaknesses or defects in the material. They are subject to natural flaws. We cannot take responsibility for colour imbalance or shrinkages.

### Loss and Damage Policy:

In the unlikely event of damage please inform us within 48 hours of receiving your garment. If needed we will pick up your garment, investigate and contact you within 24 hours.

We will investigate any complaint promptly and pay fair compensation for damage or loss due to our negligence. In the event of damage if we determine we are responsible (unless stated at the time of cleaning that the item is part of a set or valued over £100) we will provide the depreciated fair value of that garment as set out by the Textile Services Association, [www.tsa-uk.org](http://www.tsa-uk.org).

The value of the garment depends on the age of the item.

If it is unclear who is responsible for the damage then we will arrange for an independent analysis by a fabric care research laboratory [www.satrap.co.uk](http://www.satrap.co.uk). (Cost of which is beared by the Customer)

Restitution will be made based upon the labs report.

If we are at fault then we will refund the cost of the lab report.

### Wedding Gown Cleaning:

Staining: Much as we would dearly love to guarantee to our customers the removal of every mark and stain from every type of material, we are unfortunately unable to do so, and we advise customers to be extremely wary of any company that makes such a promise! Delicate materials can easily be damaged by irresponsible over-treatment with inappropriate agents. We

will use our experience to recognise when to stop before causing damage to the dress. All that we can guarantee to our customers is that we will always strive to achieve the best possible results (in many cases this will indeed be a completely clean and rejuvenated wedding dress!) without risking damage to the delicate materials of your dress.

Silk : If your wedding dress is made of silk and is being cleaned for the first time, customers should be aware that even when using the most delicate dry cleaning techniques, there is a very remote possibility of very slight texture or size changes to the silk. We are recommended by many local leading upmarket bridal stores and dressmakers so can assure you of our specific experience in treating silks.

Beads : Although we are unable to accept responsibility for loss or damage to beads, crystals, sequins, diamantes, pearls, buckles etc. due to their inherent unsuitability for dry cleaning, we have unrivalled skill and experience in identifying the most appropriate cleaning methods for each specific gown having examined its decorative

components. This is a design issue rather than a cleaning one – we have to rely to a certain extent on the fact that the dressmaker/manufacturer has attached the beads adequately and used beads suitable for dry cleaning, although we will of course do our best to check and test the components before cleaning.

**Insurance:** All wedding dresses will be insured whilst in our care to 50% of the original purchase value of the dress\*

\*A wedding dress is bought for one specific occasion and, unless altered to another use, will probably not be worn again. The garment has consequently fulfilled its primary purpose after the wedding and its value may be considered to be not more than 50% of its replacement cost or original purchase cost (as evidenced by a valid receipt).

### **Pricing:**

Moonlight Dry Cleaners reserves the right to change prices at any time and is not responsible for errors on the website related to pricing.