

WHAT HAPPENS NOW YOUR GARMENT
NO LONGER FEELS

Fabulous?



ELAUNDRY CARE



elaundry Docket No:

Is the item/s in question [] Still Stained



Date of Clean:

[] Damaged?

Condition of garment at time of booking in:

TELL US MORE ABOUT THE CARE HISTORY



Were there visible stains on the garment for spot cleaning? Y / N



What were the stains?



What did you do at the time to remove the stain?



What did you do when you got home to remove the stain?



How long was it before the item reached elaundry?



Was the elaundry team made aware of these stains at the time of booking in? Y / N



Is a Spotters Attention tag attached to the article? Y / N What does it read?



Were the elaundry team made aware of your cleaning attempt? Y / N

NB THIS IS VERY IMPORTANT AS CHEMICALS REACT DIFFERENTLY TO EACH OTHER AND WE NEED TO KNOW WHAT WAS USED AT HOME SO WE ARE SURE OUR OWN INDUSTRY SPECIFIC CHEMICALS WILL NOT REACT POORLY.



Condition of garment after cleaning:

Can the damage or stain be repaired by a seamstress?:



Can the dry-cleaner clean further with the customers permission?:



Does your garment suffer damage/wear in places, due to work related requirements i.e leaning on counters, using chemicals etc?:



Do you wear over or undergarments that may effect the purpose of the fabric



(aprons, thermal gear etc)?:

NB Using spotting agents to remove stains can in some cases begin to lift colour dyed in to the fabric, lightening the stain and the area around it. In brushing at the stain the fabric can be damaged caused by the specific attention to a single area. Once we see either of these occur we stop immediately. Further spot cleaning is at the customer's own risk and no responsibility can be taken by elaundry for the outcome thereafter. The same is applicable should a customer agree for elaundry to clean an article against the care label with the appropriate Risk of Cleaning Form signed.

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DID YOU KNOW?

Fabric colour and texture change is normal after cleaning with garments noting visible, reasonable change after 8 cleans, as advised by the Dry-Cleaning Institute of Australia.

MANUFACTURERS CARE TOO

Manufacturers maintain strict quality control on their designs and with the assistance of the Dry-Cleaning Institute of Australia's national register for garment issues, they can maintain their reputation when garment problems occur. This change in your garment may be a known issue and we can further assist towards reparations and compensations should that be the case. See below for garment value calculation table percentage by the Australian Retail Industry.

LET US HELP

If your garment no longer appears as brilliant as before cleaning or you notice possible deterioration after cleaning we are here to help.

ABOUT YOU



Date:
Reference No:
Customer Name:
Home Phone:
Mobile:
Email address:

GARMENT INFO



Item brand:
Item Colour:
Item Size:
Age of article now:
No. of times cleaned:

PURCHASE INFO



Purchased from:
Store location:
Store Phone Number:
Date Purchased:
Purchase Price Paid: :
Was the item on sale? Y / N

THESE QUESTIONS ARE DESIGNED TO GET AS MUCH INFORMATION AS POSSIBLE TO DETERMINE THE REASON WHY YOUR GARMENT MAY FEEL OR LOOK DIFFERENT.

WHAT HAPPENS NOW I'VE PROVIDED THE INFO TO ELAUNDRY?



* Please complete and give to customer

Your Reference No:

Shop Assistant's Name:

Thank you for providing us with this vital information on your garment. The evaluation process can take between 14-30 days to finalise and we thank you for your patience. If you have further information to provide so we can better help you, please call quoting your reference number on 07 3394 2488. Images can be emailed to valet@elaundry.com.au or texted to 0488 30 30 30.

THERE ARE FOUR POSSIBLE OUTCOMES IN THE EVALUATION PROCESS

- ❖ If your garment has been flagged by a DLI or DIA Garment Alert you will receive a letter referring you to the store you purchased from with the garment for a refund or exchange.
- ❖ If your garment has suffered change to colour, accessories or fabric in following the cleaning care label, a DIA Care Label Deficiency Report is completed by elaundry and sent to the DIA for manufacturer investigation. You will receive a letter referring you to the store you purchased from with the garment for a refund or exchange.
- ❖ If your garment has suffered physical damage or significant change to appearance at the fault of one of our team, we will endeavour to replace the item if less than 6 months old or compensate you to the value of the life expectancy of the garment as per the International Textile Life Expectancy and Fair Claims Guide.
- ❖ Where a garment has suffered colour change around a stain that we have attempted to remove, we cannot take responsibility as our objective is to remove stains. Likewise if a stain remains after we have attempted to clean we will not continue without written permission as fabric damage can occur with use of more stain removal chemicals and harsh abrasion. As per our Terms & Conditions, printed on each invoice docket, stain removal and cleaning of garments with no care label is at the customer's own risk.

At elaundry we truly care about our clients and our customer service aim is on providing the best dry-cleaning service humanly possible. We trust in the manufacturers to guide us in caring for your garments but sadly we cannot know prior to cleaning every item if the fabric and accessories will not stand up to the cleaning process. For further information on dry-cleaning and garment alerts contact the DIA on 1300 134 511.