



Consumer Traps & Tips # 40 - The Dry Cleaner Shrank My Suit

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Electronic Press Release

Trap

Sonia from Royal Palm Beach was eager to wear her freshly dry cleaned suit to her business meeting. When she put on the pants, however, she could barely zip and button them. The pant legs didn't reach her ankles, the jacket was tight, and the sleeves didn't reach her wrists. The dry cleaner had shrunk her suit!

Tips

Most people have very few problems with dry cleaners, but even one issue can be upsetting. Here are some "before and after" steps you can take:

- Read the care label carefully. An item may be washable and not require dry cleaning. If either method is allowed, make sure your preference is clear to the dry cleaner.
- When dropping off clothing, make sure the claim ticket lists all items. Check the reverse side of the ticket for any store policies.
- When picking up, make sure all items are present before leaving the store. Check for any damaged items or do so as soon as you get home. Promptly notify the store and return any damaged items.
- Speak with the owner or manager about any damages. Good dry cleaners will offer solutions: repeat the cleaning process, re-weave a hole, block and re-shape a garment, etc.
- If the store assumes liability, the remedy may be limited to monetary compensation based on the age and condition of the garment, a pre-determined formula, or a policy that provides store credit only.
- Care labels can be wrong! In such situations, the manufacturer is at fault. Return the item to the retail store for directions on how to contact the manufacturer.

Call Palm Beach County Consumer Affairs at 561-712-6600 (Boca/Delray 888-852-7362 toll free) or visit <http://www.pbcgov.com/consumer> to check if other consumers have filed complaints against a store you are considering.

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