



If you have clothing or other items dry cleaned, it must be done:

- WITH REASONABLE CARE AND SKILL
- WITHIN A REASONABLE TIME
- FOR A REASONABLE CHARGE

When the work carried out doesn't meet any of these three rules:

- If the fault is due to poor cleaning and can easily be put right, it is reasonable to allow the dry cleaner a chance to **re-clean** the item.
- If the dry cleaner does not clean the item properly, you are entitled to a **refund**.
- If the fault is due to damage **caused** by the dry cleaner, and can easily be put right, it is reasonable to expect a **repair**.
- If the dry cleaner cannot repair the damage properly, you are entitled to **compensation**. This could be the cost of having the item repaired elsewhere.
- If the item is beyond repair, you are entitled to **compensation**. This could be up to the full price you paid for the item. The dry cleaner may make a **reduction** from the price you paid to allow for the use you have had from the item.

- ✦ If you are out of pocket in any other way, you may be entitled to **compensation** over and above the price of the dry cleaning.

Remember, if you are entitled to a **refund**, a **repair** or **compensation** it is the dry cleaner who must sort out your problem.

IMPORTANT

- | You may have rights against the seller of the item if the fault wasn't caused by the dry cleaner. See the orange leaflet **WHAT THE LAW SAYS When You Buy Goods**.
- | Loss of the dry cleaning ticket may cause you difficulty in re-claiming your property.
- | Dry cleaning may not remove all stains.
- | Dry cleaning may highlight existing wear.