

## **Potential problems with curtain cleaning processes**

Generally curtains service well without concern to the cleaner or their customer. On occasion however, various problems can occur which are not the responsibility of the cleaner:

- **Relaxation Shrinkage** of up to 3% is possible during the acceptable agitation process of the drycleaning or laundry cycles. Usually this is stated on the furnishing's care label.
- **Light Damage** is destructive to many textiles and will progressively degrade fibres that are exposed during use. This can cause tearing along the pleat fold lines during the agitation process. Coloured dyes and prints can also be affected by sunlight.
- **Water marks** are due to contact with moisture while curtains are hanging, and the reaction with a build up of impurities collected on the fabric over time. Even condensation off the window can produce this moisture. Sometimes watermarks appear more obvious on drapes after the necessary drying process.
- **Existing watermarks** will rarely remove in the cleaning processes unless they are very recent, or if the use of an oxygenating bleaches fall within the care label recommendations.
- Damage to curtain and lining **Acrylic Coatings or Bonding** can sometimes occur during the cleaning processes. Sometimes this will appear as a blistering effect, and occasionally the coating will peel off the fabric. Where care label recommendations have been followed, responsibility for this result does not lie with the drycleaner.

In the event that damage occurs due to incorrect cleaning processes the drycleaner will compensate for that damage in accordance to the "International Fair Claims Guide".

In the event that responsibility for damaged curtains cannot be settled amicably, a curtain sample can be analysed by the DIA WA Claims Panel. If agreement is still not reached the item is to be sent for an independent laboratory test. The cost is to be borne by the drycleaner if at fault, or the customer otherwise.

*Having read and understanding the above, I wish to proceed in having my curtains cleaned.*

SIGNATURE.....