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Talbot's
 RN#: 52539
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The garment: A ladies beige polyester quilted spring jacket with vinyl piping trim. The care label states: "dry clean only" with no International code symbols.

The problem: During drycleaning in perchlorethylene (perc), the beige synthetic leather (vinyl) piping trim shrinks, turns hard and cracks. The entire jacket now appears shrunk and puckered.

Who's responsible? The manufacturer since the attached piping trim was not able to withstand the recommended care instructions without severe damage.

What to do: This jacket should be returned to the retailer or manufacturer.

Since the damage is related to the power of the drycleaning solution, a process using a lower power solution (such as petroleum, hydrocarbon, or GreenEarth) may have been successful. In some cases careful wet cleaning is possible. However, according to the United States care labeling regulation, this jacket could be cleaned safely in any drycleaning medium, including perc. This interpretation may differ in other countries.

Featuring a garment does not imply that a manufacturer is knowingly or continually producing defective goods. While this particular item was deemed unable to withstand the recommended care process, other comparable garments may or may not hold up to the care instructions.

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This ladies beige jacket could not withstand drycleaning without severe damage.



After drycleaning, the piping trim is ruined.