

OUR TERMS & CONDITIONS

1. Pearls Drycleaners Ltd will employ their best endeavours at all times to process the cleaning of items promptly and efficiently and to return items within the timescale agreed with the customer. If for any reason, we are unable to complete works in the agreed timescale we will make every attempt to contact you with a valid explanation.
2. We will clean the item/s by any method deemed suitable and will follow care labels provided by the manufacturer. In the event that a care label is not present or we are asked by the customer to go against the instruction of a care label, a customer consent form will have to be signed by the customer before any cleaning takes place. If the item is later damaged or not cleaned properly, Pearls Drycleaners Ltd cannot be held responsible.
3. Please note that **items that are not collected within 30 days** from date of receipt will be disposed of.
4. We will not accept any responsibility for the loss or damage to buckles, buttons, beads, zips, crystals, diamantes, pearls, fancy trims etc due to their unsuitability for dry cleaning.
5. We will not be held responsible for the incorrect use of adhesives during garment manufacture to secure hems and other decorative components. It is assumed that any adhesives used in manufacture are suitable to withstand the dry cleaning process.
6. We will try and remove all marks, dirt and stains from your item/s; however some stains (such as ink, blood, milk, egg, alcohol etc...) cannot always be removed. If you require further treatment on the item/s, a customer consent form will need to be signed.
7. Linings without a 'good' seam allowance may come apart in the cleaning process. We will not accept responsibility for this as the garment fault lies with the manufacturer of the item/garment.
8. We advise all our customers to check their item/s on collection, before leaving our premises. If an item is not cleaned to your satisfaction, this can then be resolved immediately.

Note:

At Pearls Drycleaners we always take the greatest care of garments entrusted to us and assure you our best attention at all times.