



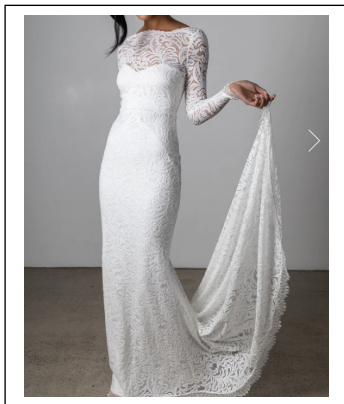
The DIA has regularly had drycleaners report issues with Grace Loves Lace wedding dresses.

The details below relate to a specific dress which we believe to be the Orla design from Grace Loves Lace (“GLL”), but we have received details of issues with other GLL dresses.

The garment alert will be uploaded to the DIA website under *Resources/Technical Information/Garment Alerts*

Brand:	Grave Loves Lace	Style name/number:	Orla
Care Label:	Cold hand wash Do not dry clean	Fabric Content:	Stretch lace: 92% Nylon, 8% Elastane Stretch lining: 80% Nylon, 20% Elastane

Images of garment:



Issue:

The drycleaner in question did some spotting on this dress and then cleaned it in a washing machine on an extra gentle cycle with wool wash. He has cleaned GLL wedding dresses many times like this without a problem. In this instance the colour on the tan lining in the wedding dress ran and changed the colour of the white outer layer.

The drycleaner and customer were both in contact with a GLL customer service representative and GLL are denying that they are at fault because the care label says, “Cold hand wash only” and the drycleaner put it in a machine so therefore the drycleaner technically contravened the care label. This is despite washing wedding dresses in a machine on an “extra gentle cycle” in wool wash being accepted industry practice.

The DIA assisted the drycleaner in getting an International Textile Analysis Laboratory report done on the dress and their conclusion was that the dress could not withstand the recommended care procedures and thus a manufacturing issue.