



The DIA has been alerted by three drycleaners to problems with cleaning a Rebecca Vallance dress.

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

Brand:	Rebecca Vallance	Style name/number:	Claire Short Sleeve Mini Dress 2303-1944
Care Label:	<p><i>DRYING INSTRUCTIONS</i></p> <p>Do not tumble dry</p> <p><i>WASHING INSTRUCTIONS</i></p> <p>Dry clean only</p> <p>Cover all trims and accessories before laundering</p>	Fabric Content:	<p>Tweed mini dress with enamel chain at waist</p> <p>Zip fastening at back</p> <p>Dress is lined</p> <p>87% polyester, 10% cotton, 3% elastane</p>

Images of garment:



Issue:

This dress cannot be cleaned without damage occurring to the enamel chain belt at the waist.

One drycleaner cleaned it in a net bag to reduce the mechanical action, on a short, low temperature cycle. After cleaning the enamel belt was chipped and broken in places. The drycleaner contacted Rebecca Vallance Customer Service and were told that the belt needed to be covered.

The drycleaner pointed out to the Customer Service Representative at Rebecca Vallance that the only way to cover the belt was to pin a material covering above and below it, inside and out but this would leave pin marks in the delicate fabric.

The CSR at Rebecca Vallance directed the drycleaner to get the customer to return the dress to Rebecca Vallance for a return/refund.