



The DIA has been made aware of garments—particularly **knitwear items including cashmere**—bearing a ‘**P with double underline**’ care symbol.

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

Brand:	Scanlan Theodore	Style name/number:	Cashmere knitwear
Care Label:	Gentle dry clean only Do not wash Light steam only Do not hang	Fabric Content:	100% cashmere

Images of care label:



This symbol is not compliant under Australian care labelling standards.





What the Standards Say:

Australian care labelling is governed by:

- ISO 3758:2023 – *Textiles – Care Labelling Code Using Symbols*
- AS/NZS 1957:1998 – *Care Labelling Guide*

Neither standard includes a “P with double underline” symbol. However, this symbol is recognised in some countries, such as Japan, where it indicates an extra mild drycleaning process.

The Issue: Scanlan Theodore Cashmere Knit

A drycleaner followed the standard P with one underline process (mild drycleaning), but the garment shrank. When approached, Scanlan Theodore denied responsibility, stating the cleaner did not follow the care label instructions.

When advised that this care symbol is not valid under Australian rules, their response was:

“The P with 2 underscores is recognised internationally for our global customers. For Australian guidelines, this garment can be treated as P with one underscore – short cycle, low mechanical action, and low drying temperature. The underscore is used to suggest low moisture and drying temperature.”

What This Means for DIA Members:

- If you encounter a P with double underline care symbol, proceed with caution.
- The care label is not compliant with Australian standards and following it may still result in garment damage.
- We recommend discussing this with your customer and, where appropriate, having a waiver signed.
- Be aware: Scanlan Theodore may not accept responsibility for shrinkage or damage under these circumstances.