

Impress LDC's Drycleaning Policy

Our policy regarding treatment of your clothes is as follows:

All clothes are cleaned in accordance with the Manufacturer's care label attached to your garment

If your garment is damaged in any way during the cleaning process, it is our belief that this indicates a manufacturing fault and the garment should be returned to the Retailer where it was purchased and a refund sought.

(Heren Pty Ltd t/a Impress Laundry Drycleaning ("Impress") will, upon request, provide a letter detailing the process used and that the garment was being cleaned in accordance with the instructions provided)

Impress cannot and does not accept any responsibility for damage incurred during the cleaning process when garments are cleaned in accordance with Manufacturer and/or Customer's instructions

If your garment does not have a care label, Impress will only clean the garment with the permission of the person requesting that the garment be cleaned (who we must assume has that authority). Again Impress cannot and does not accept any responsibility for damage incurred during the cleaning process to garments without care labels.

If your garment is stained in any way and the initial cleaning process does not remove the stain, Impress may, at its own discretion, offer to reclean the garment and/or spot clean the garment but all recleaning and/or spot cleaning of the garment are at the customer's own risk and Impress cannot and does not accept any responsibility for damage incurred during the recleaning process or guarantee that the stain can be removed.

All processes suggested by Impress in attempts to clean garments to Customer's satisfaction are undertaken at the Customer's own risk.