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## COUTURE POLICY

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Dear Valued Customer,

We take great pride in providing top-quality cleaning services to our valued customers. We understand that your garments are an essential part of your wardrobe, and we are committed to treating them with the utmost care and attention. To continue offering the highest level of service, we have implemented the following Customer Couture Policy:

### **ADDITIONAL CHARGE FOR EXPENSIVE BRAND GARMENTS:**

We recognize that some garments come from brands known for their exclusivity and luxury, and these garments may require special handling and care during the dry-cleaning process. As a result, if your garment is from a brand that is considered expensive or falls into the luxury category, we may apply an additional charge for its cleaning. This additional charge is intended to cover the extra care and attention required to ensure the preservation of the garment's quality and appearance. These garments are handled separately by our leading laundry experts. Most luxury items have different standards for processing. Processing them takes delicate hands and extra time.

### **HOW WE DETERMINE ADDITIONAL CHARGES:**

Our team of experienced professionals will assess each garment individually to determine whether it falls into the category of "expensive" or "luxury" brands. Factors considered in this assessment may include the brand reputation, materials used, intricacy of design, and any specific care instructions provided by the manufacturer.

### **HAUTE COUTURE GARMENT RATINGS:**

In our commitment to ensuring transparency and consistency in our pricing structure, we have implemented a comprehensive rating system for high-end designer garments, commonly referred to as haute couture. This rating system consists of four distinct levels, each associated with a specific percentage-based, additional charge calculated in relation to the standard cost of our services.

Here is a breakdown of our haute couture garment rating system and the corresponding additional charges:

- Couture Level 1: An additional charge of 25% above the standard service cost.
- Couture Level 2: An additional charge of 50% above the standard service cost.
- Couture Level 3: An additional charge of 75% above the standard service cost.
- Couture Level 4: An additional charge of 100% above the standard service cost.

***FOR EXAMPLE,** if you have a skirt that requires dry cleaning services and it happens to be a Louis Vuitton brand garment, it falls into the category of Couture Level 4. Consequently, the additional charge will be equivalent to 100% of the standard service cost. Thus, if the regular cost of dry cleaning a skirt is \$11.63, the total charge for the service on this specific garment would amount to \$23.26.*

### **MOMENTS FOR THE ADDITIONAL CHARGE:**

The additional charge for expensive brand garments can be carried out in two moments of the process:

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- **At the Front Desk:** At the moment you deliver the garments to our staff at the front desk, they have the ability and knowledge to determine the range of your haute couture garment and carry out the charge.
- **In the Details Area:** If in the first instance, the front desk staff did not notice that your item was considered a couture garment, our staff in the detail area will include the additional charge in your service order, ensuring a seamless and transparent transaction.

#### **DAMAGE POLICY:**

We highly encourage you to review our comprehensive damage policy accessible at any of our store locations, on our website, or by simply enquiring with our courteous staff. Our damage policy thoroughly outlines our unwavering commitment to providing you with the best cleaning service and the precise extent of our liability regarding any potential issue that may occur throughout the cleaning process.

#### **EXCEPTIONAL CARE GUARANTEED:**

Rest assured that when you entrust your expensive brand garments to our company, you are choosing a team dedicated to ensuring their preservation and longevity. We utilize state-of-the-art equipment and employ best practices in dry cleaning to maintain the quality and appearance of your valuable clothing items.

#### **ADDITIONAL POLICIES:**

Our commitment to customer satisfaction is unwavering. If, at any time, you have questions, concerns, or feedback about our Couture Policy, our services, or any other company policy regarding the cleaning process, please do not hesitate to reach out to our customer service team. We value your input and are always eager to improve our services.

*By submitting your garments to us you acknowledge that you have read and understood our Couture Policy and agree to comply with its terms and conditions.*

In the event of a claim, your claim process may be declined if it is determined that it does not adhere to the provisions outlined within this policy.

**Thank you for choosing us for your dry-cleaning needs. We appreciate your trust in us and look forward to serving you with the highest level of care and attention to detail.**

Sincerely,

*PRODUCTION DEPARTMENT  
OPERATIONS DEPARTMENT*