

Q. "I'm getting ready to have our bedspreads cleaned. Is there anything special I need to know before I take them to the cleaner?"

A. Yes. Consumers are sometimes surprised when they get a bedspread back from the cleaner to find that the colors have faded and don't match the companion pieces. Sometimes there's an overall lightening or a complete change of color. There can also be streaks or a frosted appearance. This occurs because the fabrics are not "colorfast" to dry cleaning solvent. Before doing anything, read the care label. If you have colorfast concerns, ask your drycleaner to test the fabric before proceeding. This is the standard practice at West Oak Cleaners. We test all comforters for "colorfastness" before cleaning, but we always recommend bringing coordinating items in together.

We always recommend following the manufacturer's care label, but dry cleaning may not remove all odors. Removing odors resulting from urine, vomit, or other strong odors may require washing. On occasion, West Oak Cleaners will recommend additional or alternative cleaning methods that are not included on the care label. A West Oak employee will contact the customer to obtain permission before any alternative methods are used. For the most efficient service, please inform us of any known stains, odors, if you approve other methods than those found on the care label, or the best phone number to contact you.

