

NOT in Vogue

By Jim Kirby, DLI Textile Analyst

Manufacturer:

Canada Goose
RN#: 153934

Manufacturer Contact Information:

Canada Goose
Ph. (888) 276-6297
ce@canadagoose.com

Description: A white polyester and cotton blend down-filled coat with black piping and black closures.

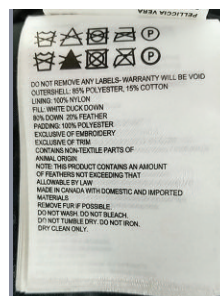
Care Instructions: The care label states: “Do Not Wash. Do Not Bleach. Do Not Tumble Dry. Do Not Iron. Dry Clean Only.” There are corresponding International Care Code Symbols.

Problem: Testing reveals that during any professional drycleaning, the trim dye will bleed and transfer into the white body fabric.

Response: The company has a warranty for their products for the lifetime of the garment with the following exclusion: “This warranty does not cover any repairs needed due to accidents, improper care, negligence, or normal wear and tear.” The Customer Care contact for the manufacturer said the company has drycleaners the company recommends for the care of their products and their products should only be cleaned by one of those companies. The contact also said if their garments are cleaned by a cleaner not listed on their site then it is considered improper care and the warranty is voided. When questioned how the consumer is to know this policy their answer was to look at the website.



During proper dry cleaning, as labeled, the black trim dye bleeds into the white body section, causing objectionable staining.



There may be some difficulty processing the garments featured here. Members have indicated that the damage occurred even though these garments were cleaned according to the care label's instructions. The garments shown are among the current top repeaters received in DLI's International Textile Analysis Lab and are selected on the basis of the seasonality and timeliness of the problem. DLI has contacted these manufacturers to work with them on resolving these problems. The bottom portion of this bulletin details the status of this work. As these garments are currently on the market, however, and since we have seen repeated examples of damage, you may want to discuss these potential problems with your customers.

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