



*Margaret's*<sup>®</sup>  
the COUTURE CLEANER  
SINCE 1953

## RETAIL CUSTOMER TESTIMONIALS

"I tell everyone who inquires that Margaret's is the best cleaners in town and I'm glad this store is associated with them!" — HERMES

"The best dry cleaner I have ever used. My clothes always look brand new and I love that. I will continue to refer my clients to Margaret's." — CHLOE

"It's no wonder that Margaret's continues to be the best!  
Keep doing what you are doing...amazing level of integrity!"  
— SALVATORE FERRAGAMO

"You guys are fantastic. I have plenty of stories to tell you about clients who love what you do." — JOHN VARVATOS

"Always representing your company with a high level of professionalism.  
A pleasure." — GUCCI

"Excellent handling of garments. Appreciate special pick-ups,  
in addition to regular pick-ups...." — DONNA KARAN

"I don't trust any other cleaner for my fine clothes.  
Margaret's is the best of the best!!!" — NORDSTROM

"Excellent service. Always recommend to my friends and clients.  
Thank you very much. Your driver is wonderful!" — NEIMAN MARCUS

"Margaret's is Southern California's preeminent dry cleaner. I've toured their facility, seen their hands-on care and skills at work and feel very good about recommending Margaret's for your most cherished clothing and collectibles."  
— STEVE BOORSTEIN (The Clothing Doctor)

(866) 454-2375 | [margarets.com](http://margarets.com)

## CONTENTS

Alterations & Repairs . . . . .	5
Bridal Services . . . . .	7
Couture Bridal Alterations . . . . .	9
Dry Cleaning . . . . .	11
Evening Wear . . . . .	13
Fur Cleaning & Storage . . . . .	15
Handbags . . . . .	17
Households, Rugs & Linens . . . . .	19
Knits . . . . .	21
Leathers & Suedes . . . . .	23
Retailer & Wholesale Services . . . . .	25
Shirts . . . . .	27
Shoes . . . . .	29
Smoke & Odor Restoration . . . . .	31
Ties & Scarves . . . . .	33
Visual Mark-in & Inventory Software . . . . .	35
Vintage Restoration . . . . .	37
Window Treatments . . . . .	39
CleanByMail . . . . .	41
Delivery & White-Glove Service . . . . .	43
Oops! Repairing Damage . . . . .	45
History . . . . .	47



## ALTERATIONS & REPAIRS

Margaret's Couture Alterations handles everything from minor mending to major resizing and styling. Our seamstresses are trained and experienced in the European style of Couture Alterations, which includes extensive hand detail work and expert pressing upon completion. All significant alteration articles are finished and ready to wear.

Couture Alterations are also available for specialized fitting, tailoring, and repair of bridal and evening gowns, and even St. John, Loro Piana, Brioni, & other knitwear. We also provide a reknitting service for moth holes or damaged fabrics.



## BRIDAL SERVICES

Margaret's Cleaners is Southern California's award-winning gown preservation specialist and the **Nation's First Five Star Certified Couture Cleaner®**. We are proud to be a preferred provider and referred by premier retailers, couture designers, and elite bridal salons. Margaret's Cleaners recognizes that exceptional garments require exceptional care, and we have the knowledge to protect and preserve your bridal gown investment. We offer vintage restoration of older gowns (p.36), so a new generation may use them. Pre-wedding services include alterations, rebeading, cleaning, pressing, storage, and site delivery. After the wedding, we can pick up from the venue, clean and preserve the gown, provide long-term storage, if desired, or ship it to you. All preservations include a worldwide lifetime warranty through the Association of Wedding Gown Specialists.





## COUTURE BRIDAL ALTERATIONS

Our bridal alterations specialists have extensive experience in the alterations of wedding gowns, including resizing, restyling, creating attractive bustles, and even creative methods to update or restore vintage gowns. So, if you wish to look the very best on your wedding day, consider Margaret's for your bridal alterations. Be confident that your gown will fit right and create that lasting impression! Unfortunately, Bridal Alterations are only available at our San Diego location.

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## DRY CLEANING

Our mission statement says it all:

- To become the nation's most successful couture dry cleaner by living up to our goals of providing true excellence through craftsmanship and five-star customer service.
- Quality you can count on.
- A reputation you can trust.
- Our commitment to customer service.
- The convenience of specialty services to provide all your cleaning needs.
- Four generations of experience and unparalleled success with the most challenging items.

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Vintage Restoration of the Emerald Green evening gown designed by Theodora Van Runkie and worn by Liza Minnelli in the film *New York, New York* (1977). The bugle bead design was restored, stains were removed and the color corrected due to fading.

## EVENING WEAR

Your gowns are unique treasures that cannot easily be replaced. They deserve our experience, delicate cleaning solutions, hand cleaning, and detailed finishing. We handle beaded and couture gowns with confidence from decades of experience working with red carpet dresses and royal wedding gowns. Our unparalleled processes maintain the designer's intention for drape and style. Your gown retains its shape because we place it on a custom bodice and softly support it with tissue wherever necessary. You can store your delicate gown at home in one of our custom-made, breathable Gown Bags or have us keep it for you using our Vestito Gown Storage Service. Then, when you need it, we'll deliver or ship your showroom-ready masterpiece to you.

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## FUR CLEANING & STORAGE

Margaret's has long been a trusted solution for the cleaning of fur garments. Our proven "Fur Method" and Hydroxyl techniques provide a perfect combination for the cleaning needs unique to furs of all types. We often receive fur items with specific challenges, including mold and mildew or smoke odor, so we've developed many proprietary methods and special equipment to meet these challenges.

Our most recent addition to our specialty services includes an on-site, dedicated fur storage vault providing the proper temperature and humidity controls. It is no longer necessary to coordinate with the fur storage company to bring your fur home for the winter season — your Margaret's home delivery driver can drop off your treasured furs when desired and pick the items up for the return to the storage vault in between wearings.

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A Rodeo Valentino boutique's heartbroken client brought into their store what was a brand new purse that she had recently purchased from them. This beautiful lambskin bag with contrasting quilted stitching and studded accents was completely destroyed (or so they all thought) by a large hand sanitizer spill. The client was going to throw it away...until they recommended Margaret's Cleaners.

They had learned over the years, if there was any chance of successful cleaning or repairs of high end items, Margaret's is the only place to go.

Margaret's did not disappoint them! When it was delivered back to the store the employees raved!

Here are some of the comments we heard...

*"Blown away"...*

*"An amazing save"...* *"Truly astonishing"...*

*"Looks new again"...*

*"As though damage never happened"...*

*"Absolutely spectacular work!"*

**Margaret's is hands down, THE BEST!"**

— The staff at the Rodeo Drive  
Valentino Boutique



## HANDBAGS

One of Margaret's core services is professional designer handbag cleaning, restoration and repair. This is performed entirely by hand and requires masterful skill and experience.

Cleaning techniques vary greatly depending on the construction, material, type, and extent of soil. Also, unlike regular clothing, handbags don't come with care label tags.

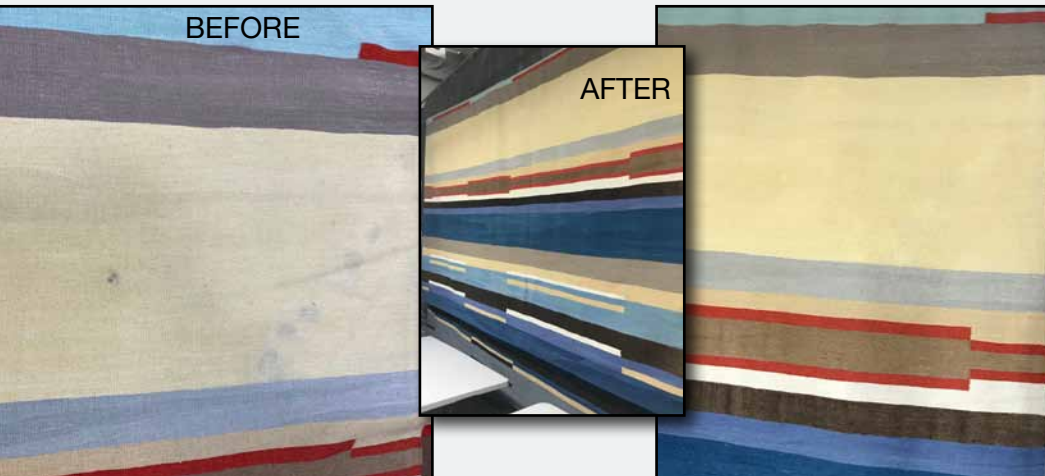
The experienced handbag cleaning specialists with Margaret's Pulito Purse Service know how to deal with a great variety of fabrics and leathers and the proper cleaning technique needed for various types of soil, ink, dyes, and oil stains found on most leather and suede handbags.

We clean, repair, refinish, and detail purses, handbags, travel bags, wallets, and luggage to help maintain their original appearance.

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White Velvet & Leather Couch  
14' x 17' Hand Woven Area Rug



## HOUSEHOLDS, RUGS, & LINENS

Frequently, households and fine linen items are considered family treasures. Unfortunately, many use materials that are neither preshrunk nor colorfast, and careful attention to cleaning is critical. Safely cleaning such items requires patience, testing, and experience. Our Heritage Household Service is perfect for those precious items that need extra care.

You can trust that Margaret's has the skill and expertise to handle all types of draperies, furniture, comforters, slipcovers, fine table linens, and area rugs—from vintage Persian rugs to modern contemporary and deep pile shags.

For those in our delivery areas, our experienced take-down and re-hang service, as well as our on-site cleaning, makes freshening your draperies, furniture, and affixed window treatments a pleasure.

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BEFORE



Knit Repair  
AFTER



Herve Leger  
Leather Dress  
Crochet Repair  
BEFORE & AFTER



## KNITS

All knits distort overtime when worn. In 1953, Margaret Clutter impressed the La Jolla community with her ability to take a sagging and stretched-out knit garment and restore its youthful shape and vitality. Our Knit Blocking Service locks the intended shape into the garment for a lasting fit.

To maintain its shape, at every cleaning, your knit garment is measured, blocked, depilled, and then most are folded flat for storage. In addition, Margaret's Expert Knit Service includes a unique breathable sweater storage bag that prevents mold and insect damage... a Margaret's exclusive.



We also restore damaged knits with our mending, reknitting, and reweaving service. This service includes extensive re-working and alterations of **St. John, Loro Piana, TSE**, and other fine knits.







BEFORE

Mold &  
Mildew  
on Leather  
Jacket



AFTER

## LEATHERS & SUEDES

Today's leather and suede garments are butter-soft, delicate, and costly. Margaret's developed its Elegant Leather and Suede Care Service to cater to their needs. Our Freshening Service maintains your garment throughout the wearing season with delicate hand cleaning, conditioning, and finishing. At the end of the wearing season or for heavy soil, we offer a Deep Cleaning Service to clean, rejuvenate, condition, and finish. Leathers and suedes are returned to you in breathable storage and travel bags. Remember, "out of town" doesn't mean you're "out of luck" — our CleanByMail® Service is perfect for fine leathers and suedes.

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SINCE 1953



## RETAILER & WHOLESALE SERVICES

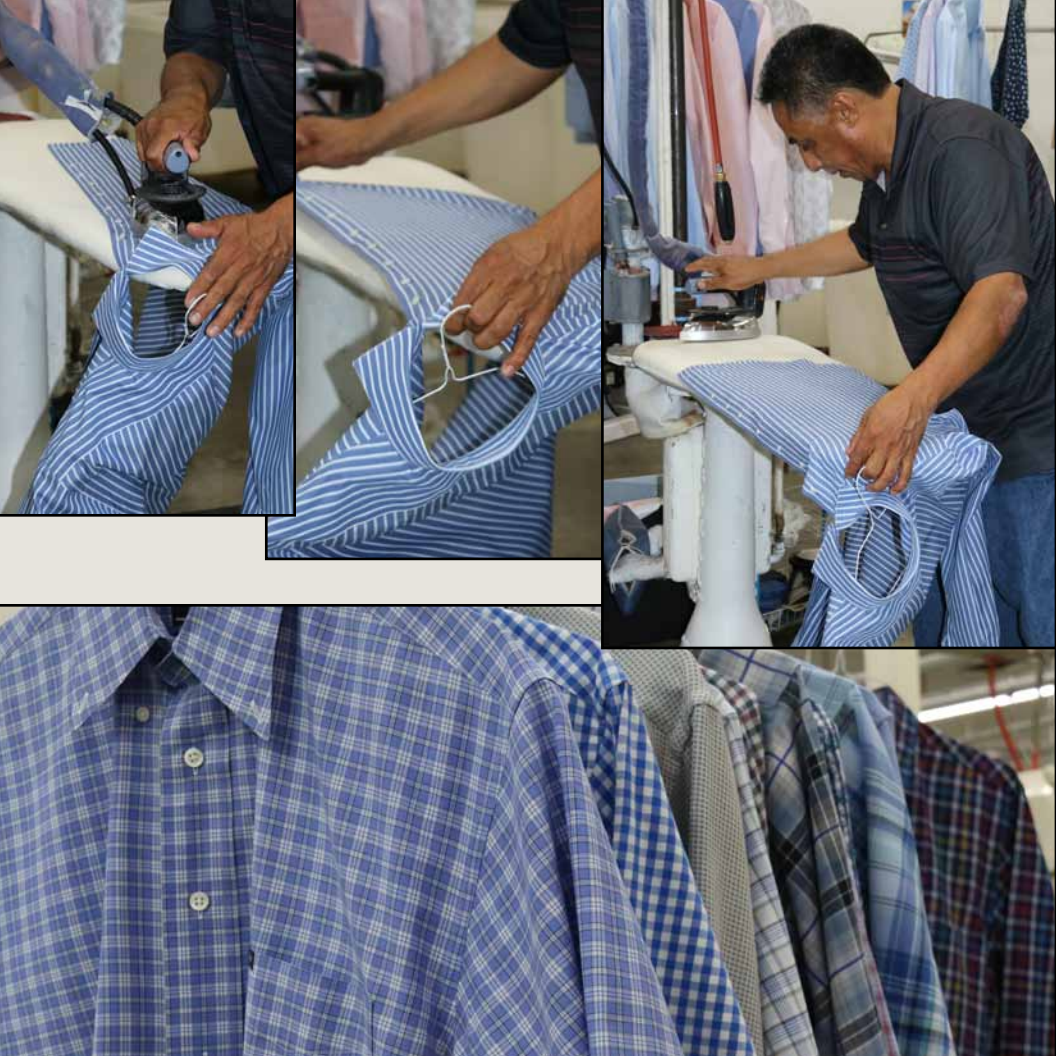
Margaret's caters to garment retailers as well as other cleaners nationwide through its Retailer Alliance Programs. Since 1995 we have partnered with the world's finest couture retailers and boutiques to maintain their full range of stock merchandise, assist with customer spot, and damage issues, and provide cost-effective uniform cleaning. We specialize in restoring damaged garments, leathers, and handbags. We regularly remove stains that others could not remove. In addition, we offer complimentary analysis and consultation nationwide regarding unusual issues that can occur and provide expert recommendations on the best solutions.

Our wholesale cleaning and repair department has the skills to handle items that are beyond the scope or equipment of many cleaners. This enables them to offer additional services. In addition to providing a reliable cleaning and repair service for all types of high-end and specialty garments and accessories, we can often "rescue" garments that were accidentally damaged during a typical cleaning



process. Extensive repairs, refinishing, and restoration of vintage garments are Margaret's specialties.





## SHIRTS

Margaret's Bespoke Shirt Services were developed for today's tailored high-end men's cotton dress shirts. They are considerably more delicate than in the past and are designed for lower washing and ironing temperatures than those used in many laundry operations. Our highest-level shirt service, Bel Air, minimizes the amount of heat and mechanical action your shirts are exposed to but still results in a Margaret's level of "clean." Your whites will stay white, and your colors will remain bright. In addition to extending the life of your shirts, the result is a softer and more delicate feel. We have also enhanced the packaging, so your shirts maintain their look and shape while hanging in your closet.

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BEFORE

AFTER

## SHOES

Do your shoes need new soles or heels, repairs, refinishing, or a complete restoration? With an on-site Master Cobbler, Nuovo Leather Repair service is equipped to repair and restore all types of shoes, purses, garments, luggage, and other leather goods using only the finest materials and finishes. From a simple shoeshine...to completely refurbishing those favorite old boots...whatever you need, Margaret's Nuovo Leather Repair Service can do it.



NEW HEELS

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*Our home was devastated by the Malibu fire in 2018. The original service providers took our clothes to be dry cleaned, and it was a disaster. They still smelled like smoke when we got them back.*

*We contacted our insurance to make a claim. They brought in the "Specialists" from Margaret's Cleaners. The team picked up my husband's Armani suits and some stuffed animals for "test cleaning." Obviously, given our experience with the first dry cleaner, we were very skeptical.*

*The results were staggering. Somehow they fixed everything. When I asked them, "how was it possible that these could smell so good when the other guys were so bad...?" Their answer was, "we're Margaret's... we have the skills and the technology to fix virtually anything."*

*We gave them everything that survived the fire, all the clothes from the closets, including shoes, purses, leather jackets, and even our area rugs. THEY SAVED IT ALL!*

*Communication was a lifesaver. With every text, call, or email I sent, their response time was unlike anything I had experienced. And Margaret's never once made me think my texts or calls were a problem. Instead, I felt like they genuinely cared... because they do.*

*I have never experienced such a level of professionalism. Margaret's team was unbelievable. They kept me informed every step of the process, and our final delivery was white-glove perfection.*

*Dr. SV, Malibu, CA*



## SMOKE & ODOR RESTORATION

Smoke and odor restoration of couture garments is a Margaret's specialty. Not all restoration jobs are the same: garment damage that occurs during and after a fire, for example, requires a wide variety of expertise along with a diverse range of technologies and equipment. The type of treatment best suited for any single garment is influenced by many factors, including the fire temperature, the presence of food, plastic and chemical odors, and the amount of moisture exposure.

Margaret's Restoration Service has the nation's broadest spectrum of cleaning and remediation technologies, along with specialized experts on staff who know what's needed to assure the best possible results for fine textiles of all types, including leather and suede, window treatments, handbags, shoes, and all fine clothing and accessories.

Mold on Suede  
Ferragamo Loafers



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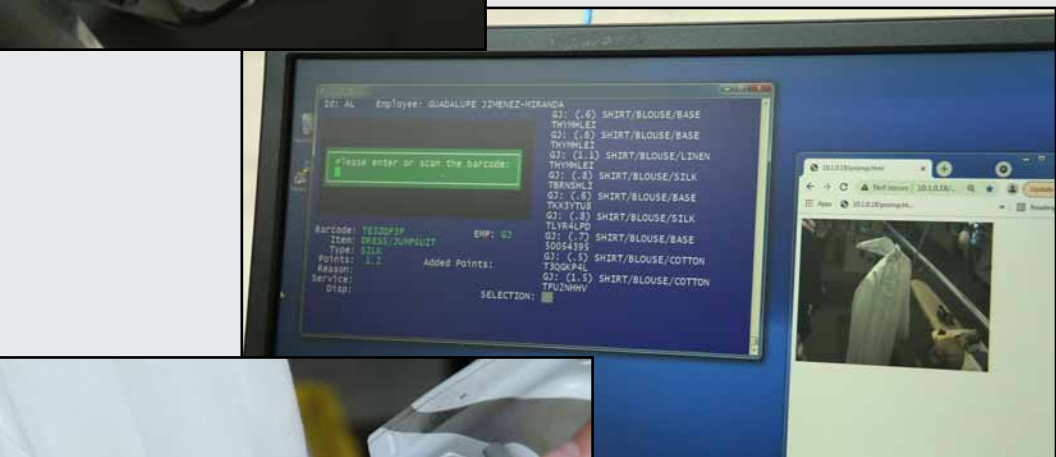


## TIES & SCARVES

Our prestigious Ascot Tie Service uses the gentlest stain removal treatments to protect the colors and luster and maintain an impressionless finish for your ties and fine scarves. Ties and hand-rolled scarves should never be subject to typical hard pressing. Our gentle soaking procedures maybe a little more labor-intensive than those used by other dry cleaners, but the results are well worth our extra effort. To salvage your favorite distressed tie or scarf, we use oil baths, disassembly, and reconstruction techniques when necessary. Our proprietary packaging includes a clear, see-through cover that allows you to store your ties and be ready for travel or shipping anywhere in the world using our convenient CleanByMail® Service.



All garments...and even removed ornaments...are accurately tracked through the cleaning process using cameras and bar code scanners in all departments.



## VISUAL MARK-IN & INVENTORY SOFTWARE

Our patented **G**arment **R**estoration **A**utomatic **T**agging **I**temizing and **I**maging **S**ystem, **GRATIIS**, is the industry's first and only dedicated textile restoration and itemizing software. Proprietary apps allow for on-site documentation, high-speed itemizing, which incorporates patented image capture, bar code tracking, including tagging/scanning and manifests, and automated TPA invoice preparation. In addition, an online virtual closet displays a photograph of every item in the job. These features form the basis of this advanced system, which only begins to describe all the features of **GRATIIS**. **GRATIIS** offers advanced solutions to the garment restoration industry and a suite of database and image capture features, all of which are available for the retail dry cleaning industry. At the heart of all our **GRATIIS** solutions is our patented automated image capture technology.

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SINCE 1953





## VINTAGE RESTORATION

Whether it is an heirloom that has been in the family for generations, or the archival collection of a fashion designer or collector featured to the left...Margaret's Vintage Restoration Service possesses the proven expertise, sensitivity, and confidence to tackle these most delicate and critical projects. We have been trusted with museum collections over decades of service to the community of curators. Dealing with these extraordinarily fragile, vintage fabrics and knits is a skill we have learned over many years of experience. At the center bottom is our "split gown" restoration...a 1967 wedding gown donated by a customer. Its color when we received it was dark yellow. We cut it in half, restored one half, then stitched it back together to demonstrate what restoration can accomplish.

**Before and After Cleaning and Restoration:** Hundreds of Seed Pearls were replaced. The fur was added back to the cape as in the original design of Loretta Young's cream silk medieval gown and cape studded with seed pearls at the bodice and kirtle worn for the film, *The Crusades*.

From the Film: *The Crusades* (Paramount, 1935)

Designer: Travis Banton

Actress: Loretta Young

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BEFORE

Water  
Damaged  
Drapery  
Restoration



AFTER

## WINDOW TREATMENTS

Today's window coverings require a diverse variety of treatments that range from highly complex to exceptionally delicate. A successful window treatment service requires both experienced installers to work in the home and artisan craftspeople working with specialty tooling, equipment, and solutions back at the cleaning facility. Challenges to be met include rubber-backed linings, sun-exposed fabrics, and water lines at the hem. With our experience and proprietary techniques, Margaret's is ready to meet these challenges. In addition, many drapes require hand cleaning and finishing to ensure that the delicately designed draping is maintained. Again, our experienced installers and craftspeople handle the most complex and delicate jobs with confidence.

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SINCE 1953



## CLEAN BY MAIL

Don't trust your treasured articles to an unproven dry cleaner or shoe repair shop. Our worldwide CleanByMail® service cleans and/or repairs your handbags, ties, leathers, suedes, sweaters, knits, and even preserves your wedding gown, easily and safely, no matter where you live.

We've developed our custom shipping boxes and carefully package each garment properly for protection. In addition, you can submit an estimate request on our website (along with photos of your item) as well as obtain a CleanByMail® request form to accompany your order.

Video consultations for advice are available with one of our expert technicians.

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SINCE 1953



Meet three of  
our San Diego  
Route Drivers.

Left to right:  
Alma, 1998  
Perla, 1989  
Melly, 2009

## DELIVERY & WHITE-GLOVE SERVICE

Margaret's Cleaners offers complimentary pick-up and delivery with our Valet Delivery Service throughout much of Southern California. Our delivery representatives receive extensive training, enabling them to answer most of the questions you may have about your order. In addition, we give you text and phone access to your driver directly. Your representative also keeps track of your special delivery instructions and preferences. The comprehensive profile we maintain for you makes sure that we'll always satisfy your dry cleaning and delivery needs. We service homes, businesses, retail stores, and bridal salons throughout San Diego and Orange Counties, and much of Los Angeles County, including Beverly Hills. In addition, our CleanByMail® service is available Nationwide.

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ESCADA JACKET  
INK STAIN  
BEFORE



AFTER

## OOPS! REPAIRING DAMAGE

Oops! Accidents happen. But when it happens to a favorite handbag, sweater, jacket, or fine shirt, it makes us cringe! Whether it's a spill or stain, a pen that leaked inside a handbag, an ink mark down the front of that beautiful leather jacket, a snag or moth hole in a favorite sweater, or denim dye transfer on a handbag... Margaret's is ready and able to come to the rescue.

Our many years of experience with such challenges has made it possible for us to restore items with all types of problems to practically mint condition. It may look ready for the trash but let us try Margaret's "miracle cure" first. We love and learn from every type of textile challenge!

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May 1956

John Horst during his early career.



December 2021

John with one of today's delivery vans.

## HISTORY

Margaret Clutter founded Margaret's Knit Blocking in La Jolla in 1953. For 34 years, her business earned the best reputation in the prestigious community because of her extensive skill at hand washing, stain removal, alterations, pressing, knit blocking, and knit repair. In 1987, at the age of 80, Margaret sold her company to John and Barbara Horst.

Continuing the heritage of owning cleaning businesses that started with his grandfather in the late 1800's; John's first goal was to develop a first-rate dry-cleaning facility on the premises.

Over the years, six additional family members joined the business. Margaret's developed a reputation as a premier dry cleaner, offering pickup and delivery, then expanded to add stores to service Del Mar and Newport Beach. In 2008 we built a new state-of-the-art Award-winning processing plant in the Kearny Mesa area of San Diego. In 2013, we added a store and delivery route in West Los Angeles.

With over four generations of dry cleaning experience and numerous specialty services, you can trust Margaret's with your most delicate garments and most challenging cleaning needs, including all types of household items, window treatments, area rugs, handbags, furniture, and vintage collectibles.

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## OUR LOCATIONS

### LA JOLLA

7511 La Jolla Blvd.  
La Jolla, CA 92037

### NEWPORT BEACH

1831 Westcliff Drive  
Newport Beach, CA 92660

### SAN DIEGO

5150 Convoy Street  
San Diego, CA 92111

### BEVERLY HILLS/LOS ANGELES

10700 Santa Monica Blvd., Ste. 160  
Los Angeles, CA 90025

### DEL MAR/RANCHO SANTA FE

3790 Via De La Valle  
Suite 213  
Del Mar, CA 92014

### NATIONWIDE

CleanByMail  
5150 Convoy Street  
San Diego, CA 92111

### NEW YORK-TRISTATE AREA

Contact Katia Graytok directly  
(732) 208-8185 • [katiag@margarets.com](mailto:katiag@margarets.com)

**(866) 454-2375 | [margarets.com](http://margarets.com)**

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