



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

## 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., Suite 160  
Los Angeles, CA 90025

**DEL MAR/RSF**  
3790 Via De La Valle  
Suite 213  
Del Mar, CA 92014

**NATIONWIDE**  
CleanByMail®  
5150 Convoy Street  
San Diego, CA 92111

(866) 454-2375 | margarets.com

## OUR SERVICES

Alterations & Repairs . . . . .	5
Bridal Services . . . . .	7
Couture Bridal Alterations . . . . .	9
Dry Cleaning . . . . .	11
Evening Wear . . . . .	13
Fur Cleaning & Storage . . . . .	15
Handbags . . . . .	17
Households & Linens . . . . .	19
Knits . . . . .	21
Leathers & Suedes . . . . .	23
Retailer Services . . . . .	25
Shirts . . . . .	27
Shoe Repair . . . . .	29
Smoke & Odor Restoration . . . . .	31
Ties & Scarves . . . . .	33
Visual Mark-in & Inventory Software . . . . .	35
Wholesale Cleaning & Repair . . . . .	37
Window Treatments . . . . .	39
CleanByMail® . . . . .	41
Delivery & White-Glove Service . . . . .	43
Oops! Repairing Damaged Articles . . . . .	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 major alterations 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 & other knitwear. We also provide an in-house 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 very 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 so they may be used by a new generation. 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. 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! Bridal Alterations are only available at our San Diego location.



## 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.

*Margaret's*  
the COUTURE CLEANER





## EVENING WEAR

Your gowns are unique treasures that cannot easily be replaced. They deserve our experience, delicate cleaning solutions, hand cleaning and detail finishing. We handle beaded and couture gowns with confidence gained 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, and your gown maintains its shape because we place it on a custom bodice and softly support it with tissue wherever necessary. You can store your fine gown at home in one of our custom-made, breathable Gown Bags, or have us store it for you using our Vestito Storage service. When you need it, we'll deliver your showroom-ready masterpiece to you free of charge.





## FURS

Margaret's has long been a trusted solution for the cleaning of fur garments. Our Green Jet and Hydroxyl techniques provide a perfect combination for the majority of fur cleaning needs. Many fur items we receive have specific challenges including mold and mildew or smoke odor, so we've developed a number of proprietary methods and specific equipment to meet these particular challenges. Our most recent addition to our specialty services includes an on-site, dedicated fur storage vault providing 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 return to the storage vault in between wearings.





## HANDBAGS

Professional designer handbag cleaning, one of Margaret's core services, 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. Unlike regular clothes, handbags don't come with care label tags. The experienced handbag cleaning specialists at Margaret's know how to deal with a great variety of fabrics, as well as the proper cleaning needed for various types of soil, ink, dyes and oils found on most leather and suede handbags. We clean, repair, reline, and detail purses, handbags, travel bags, wallets and luggage to help you maintain their original appearance.



## HOUSEHOLDS & LINENS

Frequently, household and fine linens items are considered family treasures. 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.

Trust Margaret's with your draperies, comforters, slip covers, and fine table linens. Our experienced take-down and re-hang service makes freshening your draperies a pleasure.

A recent addition to our Heritage Household Service is On-Site cleaning, now available for furniture and affixed window treatments.



## KNITS

All knits distort over time when worn. Beginning 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 blocking service locks the intended shape into the garment for a lasting fit.

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

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





## LEATHERS & SUEDES

Today's leather and suede garments are buttersoft, delicate and costly. Margaret's developed its Patent Leather and Suede Care Service to cater to their special 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.



## RETAILER SERVICES

Margaret's caters to retailers through its Retailer Alliance Program. Since 1995 we have partnered with the 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 the restoration of damaged garments, have often "saved" items that were improperly handled by other cleaners, and manage to regularly remove stains that others were not able to remove. We offer complimentary analysis and consultation regarding unusual issues that could occur and provide expert recommendations on how to proceed.



## 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 stay bright. In addition to extending the life of your shirts, the end 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.

*Margaret's*  
the COUTURE CLEANER





## SHOE REPAIR

Shoes need new soles or heels, repairs, refinishing or a complete restoration? Our 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 shoe shine, complete refurbishing of those favorite old boots, or even a complete refurbishment of your favorite to create custom-made shoes...Margaret's Nuovo Leather Repair Service can do it.



## 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 temperature of the fire, the presence of food, plastic and chemical odors, and the amount of moisture exposure. Margaret's 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.



## TIES & SCARVES

Our prestigious Ascot Tie Service™ uses the most gentle 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 common hard pressing. Our gentle soaking procedures may be 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 which allows you to store your ties and be ready for travel or shipping anywhere in the world using our convenient CleanByMail® Service.





## VISUAL MARK-IN & INVENTORY SOFTWARE

Our Patented Garment Restoration Automatic Itemizing Imaging and Tagging System, 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. An on-line virtual closet displays a photograph of each and 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 not only offers advanced solutions to the garment restoration industry, but also a suite of database and image capture features, all of which are available for the retail dry cleaning industry as well. At the heart of all of our GRATIIS solutions is our Patented automated image capture technology.



## WHOLESALE CLEANING & REPAIR

Margaret's regularly processes items for other dry cleaners across the nation. Our wholesale cleaning and repair department has the skills to handle items that are beyond the scope or equipment of many cleaners, thus enabling 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 are often able to "rescue" garments that were accidentally damaged during a normal cleaning process. Extensive repairs, refinishing and restoration of vintage garments are Margaret's specialties.



## WINDOW TREATMENTS

Today's window coverings include a diverse range of treatments that range from extremely complex to exceptionally delicate. A successful window treatment service requires both experienced installers to work in the home, as well as artisan crafts people 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. Many drapes require hand cleaning and finishing to assure that the delicately designed draping is maintained. Our experienced installers and crafts people handle the most complex and delicate jobs with confidence.





## CLEAN BY MAIL®

When in doubt, don't trust those special pieces to an unproven dry cleaner. Our worldwide CleanByMail® service makes cleaning or repairing your handbags, ties, leathers, suedes, sweaters, knits, or even preserving your wedding gown easy and safe, no matter where you live. We've developed our own custom shipping boxes and carefully package each garment properly for its protection. You can obtain a CleanByMail® request form on our website to accompany your order.

## DELIVERY & WHITE-GLOVE SERVICE



Margaret's Cleaners offers complimentary pick-up and delivery with our Valet Delivery Service. Our delivery representatives receive extensive training which enables 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, much of Los Angeles County, including Beverly Hills, and also Las Vegas.





## OOPS!

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 wonderful 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 a Margaret's "miracle cure" first. We love and learn from every type of textile challenge!





May 1956

John Horst during his early career.

## HISTORY

Margaret Clutter founded Margaret's Knit Blocking in 1953. For 34 years, because of her extensive skill at hand washing, stain removal, alterations, pressing, knit blocking and knit repair, her business earned the reputation for being the best in the prestigious La Jolla community.

In 1987, at the age of 80, Margaret sold her business 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, five additional family members joined the business and Margaret's developed a reputation as a premium dry cleaner, offered pick up and delivery, then expanded to add stores in Del Mar, Newport Beach, built a new state-of-the-art processing plant in the Kearny Mesa area of San Diego, and in 2013, added a store and delivery route in Beverly Hills.

With over 4 generations of dry cleaning experience, and numerous specialty services, you can trust Margaret's with your finest garments and most challenging cleaning needs.





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