



**Garment
Retailer
Program
& Price List**

— Confidential —
Retailer Prices Only

Margaret Clutter started a Knit Blocking service in La Jolla in 1953 and for 34 years was considered the "best" because of her extensive skill at hand washing, stain removal, alterations, pressing, knit blocking & knit repair. In 1987, John Horst sold his 80-employee dry cleaning company in Ohio to move west and be near his kids...and persuaded 80-year-old Margaret to sell her knit blocking service to him. He then developed a first rate dry cleaning business.

Over the years, and as the business grew, many other family members have become involved, including John's brother, Carl, and children, Chuck, Scott and Jan. Seven family members are now involved in the day-to-day operations of the business. Margaret's now has 5 retail locations: La Jolla, Del Mar, Newport Beach, Los Angeles,

and a new state-of-the-art, award-winning plant in San Diego's Kearny Mesa area. We offer pick-up and delivery to homes and to the finest garment retailers throughout San Diego, Orange County and regions of Los Angeles, including the Beverly Hills and Santa Monica areas.

Margaret's employs over 100 highly-trained and skilled technicians, including specialists in re-knitting, couture European style alterations, knit blocking, wedding gown preservation, vintage textile restoration, French hand laundry, purse and leather detailing and restoration, leather and shoe repair, jewelry repair, draperies, rugs and even furniture cleaning. Our extensive combined experience over the years has given us the confidence to tackle even the most challenging and unusual cleaning and restoration projects.

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)

As the Nation's first 5-Star Certified Couture Cleaner®, our mission at Margaret's is simply to offer the finest of couture cleaning and repair services, all under one roof. To accomplish this we emphasize excellence through craftsmanship, assuring that the work performed is the best possible and that our customer's expectations are always met or exceeded.



QUALITY THROUGH CRAFTSMANSHIP

- Knit garments are measured, blocked & depilled with each cleaning
- Couture & fragile items are hand cleaned when necessary
- Specialty items, including purses & handbags, are hand detailed by skilled craftsmen

CRYSTAL CLEAR SOLUTIONS

- Virgin solvents used with each cleaning
- Whites stay brilliantly white
- No solvent odors are left in clothes
- Garments won't shrink

METICULOUS GARMENT FINISHING

- No shine, seam impressions or double creases
- Trust your finest couture gowns and articles to Margaret's

UNCOMMON ATTENTION TO DETAIL

- Inspectors assure that there are no loose hems, broken or missing buttons
- Personal preferences saved in an individual customer profile

PERSONALIZED INSPECTIONS

- Every order is inspected to assure that we followed your specific instructions

EXQUISITE PACKAGING

- Sweaters, leathers, napkins, purses, blankets, and shoes are returned to you in our custom breathable storage bags!
- Garments are individually wrapped & tissue padded
- Custom hangers & clip hangers used generously

FULL COMPLEMENT OF SERVICES

- Servicing the retail industry properly requires much more than spot removal. Our specialty services include leather and suede cleaning, handbag cleaning and repair, shoe repair, smoke and odor restoration, fur cleaning and storage, costume jewelry repair, silver smithing, and reknitting, to name a few. All services are performed in house by skilled artisan technicians.

FIVE-STAR CUSTOMER SERVICE

- Our Customer Service Department always strives for the same "5-Star Customer Service" offered by world-class resorts, including regular pick-up and delivery at your location.

ABOUT OUR GARMENT RETAILER PROGRAM

Margaret's caters to retailers with its **Garment Retailer Program**. We partner with the finest couture retailers to maintain their stock merchandise, assist with customer spot and damage issues, provide cost effective uniform cleaning, and even perform in-house training and conduct informative in-store customer clinics if desired. Restoration of damaged garments and consulting on returned and damaged goods are given a major emphasis. Margaret's has been able to save countless items that were improperly handled by other cleaners and has successfully removed stains that other cleaners didn't have the expertise to remove.

Margaret's has serviced garment retailers for over 25 years and has a long track record of saving garments, sales and your customers. A continuing goal of this program is to save merchandise from being discounted or marked out of stock so that the program pays for itself. Every Retailer account is maintained by a professional representative who is knowledgeable in garment care and can respond competently to most inquiries. **(More details inside back cover, including our Safe Cleaning Guarantee.)**

DRY CLEANING
& LAUNDRY SERVICES
AVERAGE PRICE LIST

DRY CLEANING AVERAGE

Pants/Slacks	\$23.32
Skirt.....	\$28.97
Sport Coat/Blazer	\$39.11
Suit (2pc).....	\$58.18
Sweater.....	\$30.41
DC Shirt/Blouse.....	\$26.82
Polo Shirt.....	\$17.28
Jacket	\$48.24
Raincoat	\$71.32
Necktie	\$26.66
Vest	\$30.19
Dress	\$45.88
Cocktail Dress	\$92.46
Evening Gown	\$176.50
Ball Gown	\$218.73



SHIRT LAUNDRY SERVICES AVERAGE

Shirt/Blouse (Reg. Finish)	\$9.27
Hand Finish (Del Mar)	\$14.15
Bel Air (low temp.).....	\$16.87

REGULAR LINEN LAUNDRY AVERAGE

Sheet (Queen, Fitted).....	\$20.23
Sheet (Queen, Flat)	\$16.96
Pillow Slip (Reg.).....	\$8.25
Pillow Sham (Reg.)	\$11.53



FRENCH HAND LAUNDRY AVERAGE

Sheet (Queen, Fitted).....	\$45.54
Sheet (Queen, Flat)	\$45.54
Pillow Slip (Reg.).....	\$12.81
Pillow Sham (Reg.)	\$16.16
Napkin (24")	\$10.55
Placemat	\$7.91
Duvet (Queen)	\$91.02
Tablecloth	\$1.95 to \$4.71 psf



WEDDING GOWNS AVERAGE

Poly, Press Only	\$298.30
Poly, Clean & Steam (sample)	\$378.92
Poly, Clean, Press & Preserve	\$819.09
Silk, Press Only	\$398.29
Silk, Clean & Steam (sample)	\$480.49
Silk, Clean, Press & Preserve	\$938.41
Spot Only	\$27+ (if possible)



HOUSEHOLDS AVERAGE

Bedspread (Queen)	\$119.92
Blanket (Queen).....	\$77.94
Comforter (Queen).....	\$123.85
Comforter (Queen, down)	\$161.01
Dust Ruffle (Queen).....	\$120.82

— CONFIDENTIAL —
RETAILER PRICES ONLY

FOR ADDITIONAL INFORMATION
CONTACT SCOTT AT
(858) 243-1773

— TERMS —

These prices are valid only if items are picked up and delivered to the retail store. Discounted services are provided for work the store or a store employee is paying for. Customer paid services are full price. These are approximate prices and are subject to change without notice.

Effective August 15, 2022

HANDBAG
& LEATHER SERVICES
AVERAGE PRICE LIST



HANDBAG ITEMS AVERAGE

Handbag	\$148.06
Handbag, Leather	\$155.47
Clutch	\$100.95
Clutch, Leather	\$104.57
Wallet	\$74.33
Wallet, Leather	\$78.04
Backpack.....	\$167.04
Backpack, Leather.....	\$175.40
Briefcase	\$160.01
Briefcase, Leather	\$168.01
Designer Large Luggage.....	\$247.97
Designer Small Luggage	\$180.34
Designer Travel Bag.....	\$150.27
Designer Travel Bag, Leather.....	\$157.78

OTHER SERVICES AVAILABLE (REQUEST QUOTE)

- Spot Only
- Water Repel
- Spot Dye
- Reweaving (Single Piece or French)
- Re-Kintting (Moth Hole or Extensive)
- Knit Blocking (Minor)
- Knit Blocking (Extensive)
- Couture and St. John Alterations
- Vintage Textile Restoration



LEATHER ITEMS AVERAGE

Jacket	\$229.73
Skirt.....	\$178.00
Pants	\$178.00
Shirt.....	\$199.73
Dress	\$247.00
Vest	\$145.20
Shorts	\$145.20
Jumpsuit	\$272.90
Overcoat	\$272.90
Half Leather Pants.....	\$124.58
Half Leather Sweater/Jacket.....	\$146.12
Shearling Coat.....	\$314.15
Shearling Jacket.....	\$268.57
Hat	\$100.36
Cap	\$58.95
Gloves (pair)	\$77.93

Prices represent the AVERAGE Price for these services to Garment Retailers. There could be additional charges for materials, fabrics involved, construction, trims, designer, and number of stains and soil which require special handling. Repair costs are extra and not discounted. For exact quotes contact Margaret's.

NOT IN OUR DELIVERY AREA?
MARGARET'S CLEANByMail IS NATIONWIDE

Margaret's has been servicing numerous stores and boutiques across the nation for many years. Margaret's has a dedicated staff with the procedures and custom packaging techniques to make the process reliable, painless, and swift. Complimentary webcam consultation is used frequently to provide a timely quote, feedback and assistance. By being able to discuss issues in real time, we provide instant feedback to you and your customer, a critical component needed to satisfy today's customer expectations.

You don't have to trust that special gown, hand rolled scarf, delicate leather jacket or a collector handbag to the local cleaner, shoe repair store or alterations service, when Margaret's is as close as your shipping table.



SHOE CLEANING &
REPAIR PRICE LIST

SHOE SHINES, CLEANING & REFINISHING

Shoe Shines	\$13.00
Boot Shines	\$23.00
Clean Men's/Women's Shoes	\$32.00
Clean Wedding Shoes	\$75.00
Clean & Refinish Men's/Women's Black Shoes.	\$46.00
Clean & Refinish Men's/Women's Same Color Shoes. .	\$53.00
Clean Ankle Boots	\$32.00
Clean & Refinish Black Ankle Boots	\$46.00
Clean & Refinish Same Color Ankle Boots	\$53.00
Clean Knee Boots	\$50.00
Clean Over Knee Boots	\$69.00
Clean & Refinish Black Knee Boots.	\$64.00
Clean & Refinish Same Color Knee Boots.	\$71.00
Clean & Refinish Black Over Knee Boots	\$83.00
Clean & Refinish Same Color Over Knee Boots.	\$90.00

MISCELLANEOUS REPAIRS

Replace Velcro – One Shoe	\$18.00
Retrack Slider	\$21.00
Replace Slider	\$28.00
Boot Zipper (Unlined Boot)	\$60.00
Boot Zipper (Lined Boot)	\$70.00
Re-Edge Pair of Handles, One Side.	\$42.00
Re-Edge Pair of Handles, Both Sides	\$67.00
Snap, Each (Every 4th Free)	\$18.00
Snap with Patch, Each (Every 4th Free)	\$25.00
Hooks/Eyelets/Rivets, Each (Every 4th Free)	\$18.00
Add Hole in Belt.	\$5.00
Buckle (Plus Cost of Buckle)	\$25.00
Replace Elastic	\$18.00
Replace Elastic & Buckle	\$28.00
Fix Clasp	\$26.00

HEEL REPAIRS & REPLACEMENT

Spike Heels	\$21.00
Large Rubber, Women's	\$25.00
Large Rubber, Men's	\$32.00
Combo Mac Leather	\$39.00
Women's Heels Wraps	\$105.00
Metal Horseshoes (tape)	\$13.00

SOLES & INSOLES

New Insoles	\$32.00
Sew Around Soles	\$32.00
Men's or Women's Toe Piece	\$32.00
Men's Rubber/Leather Full Soles	\$88.00
Men's Protective Full Soles	\$42.00
Cowboy Boots Special Soles.	\$105.00
Men's Rubber/Leather Half Soles	\$63.00
Men's Protective Half Soles	\$32.00
Women's Rubber/Leather Full Soles.	\$88.00
Women's Protective Full Soles	\$42.00
Women's Rubber/Leather Half Soles	\$63.00
Women's Protective Half Soles	\$32.00

SHOE STRETCHING

Stretch, Length or Width	\$21.00
Stretch Ankles	\$25.00
Stretch Tubes	\$32.00

Prices Represent the Base Price for these services.
There could be additional charges for special materials.

GARMENT RETAILER
PROGRAM DETAILS

CLEANING/RESTORATION OF STOCK

It may be an item that arrived with some staining, wrinkling, or damage during transit – something that you need to salvage, because replacement is not an option. At Margaret's, we have the patience, eye for detail, and range of expertise to correct such problems.

SPOT CLEANING OF GARMENTS

The inevitable mishaps that occur when goods are being tried on can be corrected. Lipstick or make-up stains will be safely removed without the necessity of cleaning the entire garment. This is especially important with items that have intrinsically limited serviceability.

DAMAGED GARMENT RESTORATION

Don't give up on that valuable garment that was damaged by storage, handling, customer use or even improper servicing. We can return many garments and accessories to "like new" condition. If a customer returns an item for repair of snags, color loss, loss of pleating, shrinkage, broken or missing hardware, and innumerable other problems, Margaret's can often restore the garment and keep your customer satisfied.

PROBLEM GARMENT CONSULTATION

Occasionally a customer returns a garment with a problem that cannot be remedied. It's important to know exactly what caused the problem so that it may be corrected in manufacturing or labeling if possible. Margaret's offers complimentary analysis and consultation regarding these unusual problem situations.

UNIFORM CLEANING

Your employee's uniforms need to reflect the image of your store, so they must always look their best! Margaret's offers couture-quality uniform cleaning at wholesale prices for our high-end retailers.

DELIVERY OR SHIPPING DIRECT TO CLIENTS

The sale is made, but, at the last minute, your client notices a problem with the garment. Margaret's can address whatever issue stands in the way, and either deliver or ship the garment directly to your client.

COMPLIMENTARY IN-STORE SEMINARS

Make sure that your sales team is armed with accurate knowledge about dry cleaning, so that they can give basic garment care advice with confidence. Our "Dry Cleaning 101" presentation takes the mystery out of the dry cleaning process. This seminar dispels myths, clearly communicates the basics, and provides invaluable tips your staff can share with clients. Additional and custom seminar topics are available.

ON-SITE CLEANING & PRESSING

Margaret's offers on-site cleaning and pressing for fashion shows and special events. Our experienced technicians ensure that your designs look fresh and clean between shows. We bring all the tools necessary to repair unexpected damage, remove last minute spots, and hand press garments back to a showroom finish.

PROTECT YOUR CLIENTS' INVESTMENT

The most important benefit a relationship with Margaret's provides is the knowledge that in our care, the fashions with which your clients leave your boutique will stay fresh and vibrant for years. Our **Safe Cleaning Guarantee**, coupled with our unsurpassed technical expertise eliminates the worry about the quality of care a garment receives.

COMPLIMENTARY CLEANING ATTEMPTS

If Margaret's cannot make a noticeable improvement in a damaged garment, it shall be returned free of charge, no matter how much effort was expended in our recovery attempt.

PRICING

For Garment Retailer partners Margaret's offers our premium services at a significant discount. The only requirements to participate in the program are that the finished items must be delivered directly to the store or boutique, and that the store be responsible for payment. We do not discount our services if they are being paid for by your customer.

COMPENSATION

Margaret's is providing our services to retail stores at a discounted wholesale price. If there is ever a situation where Margaret's needs to compensate for a store-owned garment it will be at wholesale cost replacement value, not retail prices.

OUR SAFE CLEANING GUARANTEE®

Our unique **Safe Cleaning Guarantee** creates an entirely new dynamic in the relationship between designers and boutiques, and their clients who use Margaret's to service their fashions. If Margaret's services your client's garments you will NEVER hear a client come to you and say "My dry cleaner said that this is defective and I should take it back to the store."

Whether actual or perceived, **WE GUARANTEE** to resolve any and all problems between us and our mutual client, quickly and diplomatically. We recognize that the goodwill built over many years is fragile. We passionately protect that goodwill and the client relationship.

In the rare instance where there is a legitimate issue with the serviceability of an item, **WE GUARANTEE** to reach out to you directly to review all serviceability issues. We can then get together and find a way to keep our mutual client satisfied. **WE GUARANTEE** every attempt will be made to service even the most uniquely challenging items.



www.margarets.com

(866) 454-2375

STORES

La Jolla
San Diego
Los Angeles
Del Mar/RSF
Newport Beach

DELIVERY AREAS

San Diego County
Orange County
Beverly Hills
Los Angeles

August 2022

©Margaret's Cleaners