



Margaret's[®]
the COUTURE **CLEANER** SINCE 1953
RESTORATION SERVICES

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 • www.margarets.com
Video: www.margarets.com/restoration

HISTORY

Margaret Clutter founded Margaret's Knit Blocking of La Jolla 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 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, six 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 West Los Angeles.

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, including all types of household items, window treatments, area rugs, handbags, furniture and vintage collectibles.



HOUSEHOLD SERVICES

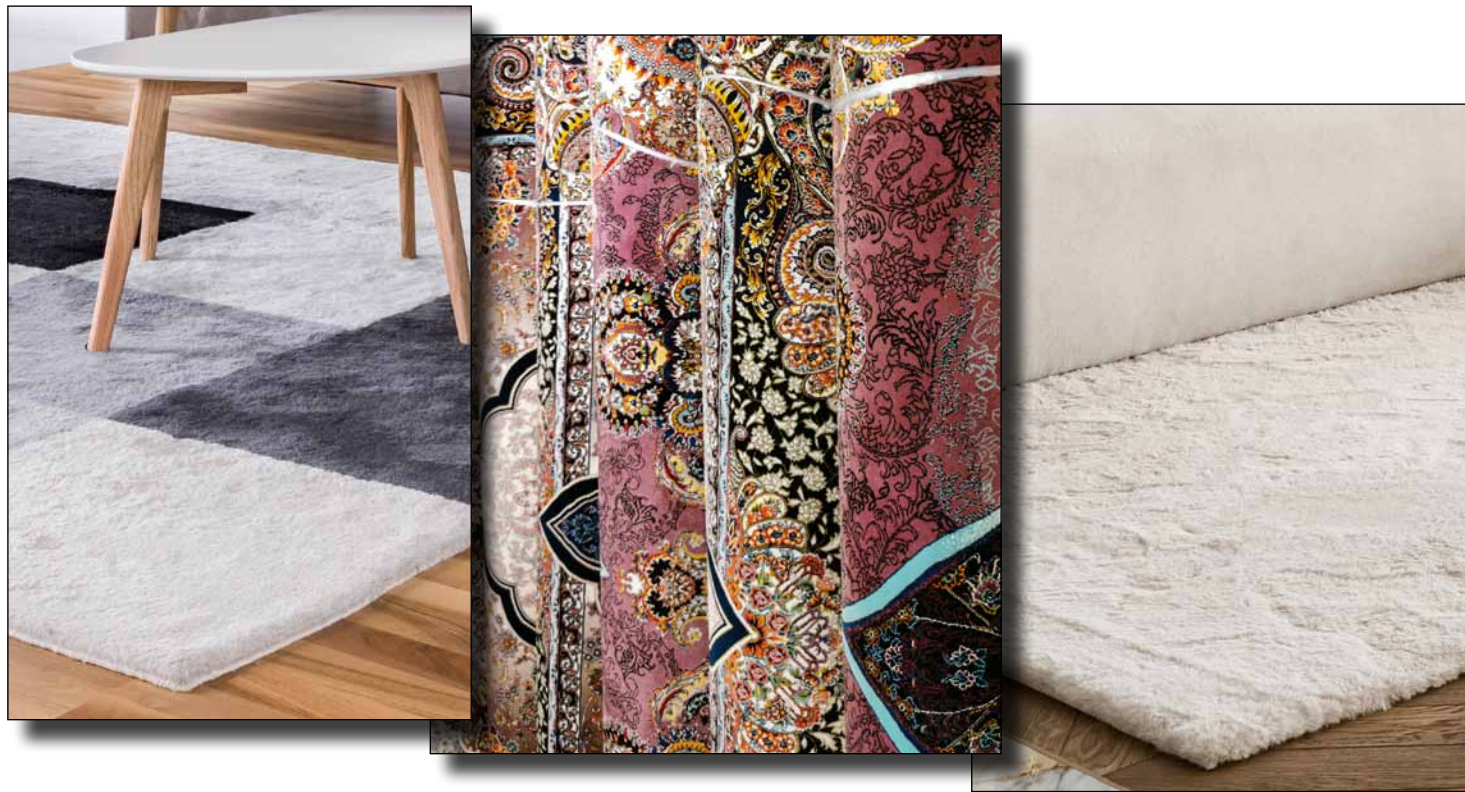
Because it's Margaret's, you can trust our quality and experience. With our many years of servicing the finest textiles, from silk to leather, Margaret's is prepared to handle the cleaning and restoration of chairs of all types, couches, decorative pillows, headboards and footboards, all types of window treatments, and even vintage area rugs and 100-year-old lampshades.

SERVICES INCLUDE:

- Margaret's Certified COVID Decontamination of All Types of Items
- Free "Virtual", In-Home or At-Business Estimates
- Rapid Turn-Around
- Experience You Can Trust with Your Finest Items from Southern California's Hermes Leather Experts



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RUGS

Margaret's has the skill and expertise to handle all types of area rugs, from vintage Persian rugs to modern contemporary and deep pile shags...we do them all.



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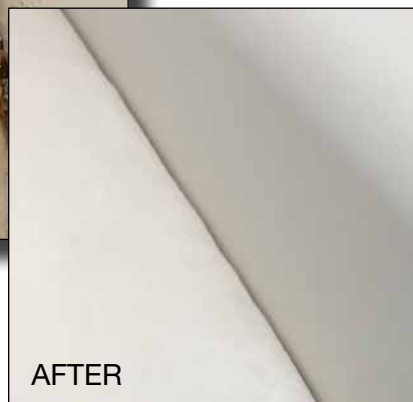


FURNITURE CARE

Attention to details....Margaret's offers only the highest level of protection for your valued furniture.

For their safety, ALL furniture is transported with protective leg covers and wrapped with protective tissue. And that's BEFORE they are protected with moving blankets.

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PICK-UP, DELIVERY & ON-SITE PACKAGING

When only the finest level of professionalism and skill really matters, choose the professionals you know you can trust.

A note from this customer:

We had a house intruder vomit on a high-end white velvet and leather Italian sectional. I thought it would be a complete loss... until our interior designer gave me Margaret's contact info!!!

They came out immediately, picked it up and cleaned it. When it was returned, it looked as if nothing had ever happened!!

I hope to never have an issue like this again, but if it happens, I will call Margaret's!!!!

*Dennis
Beverly Hills, California*

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BEFORE



AFTER



WINDOW TREATMENTS

Today's window coverings include a diverse range of treatments that range from the extremely complex to the exceptionally delicate. A successful window treatment service requires both experienced installers to work in the home as well as artisan craftsmen 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.

In addition, Margaret's take-down and re-hang service makes freshening your draperies a pleasure.

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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 not only with your draperies, but also your comforters, slip covers, and fine table and bed linens.

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



HANDBAGS & LUGGAGE

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 maintain their original appearance.

In addition to cleaning, handbags often require some level of repair from a simple re-edging to an entire deconstruction and rebuild. Our handbag department includes a 27-year experienced Hermes Master Craftsman. In addition we regularly perform service on Louis Vuitton, Chanel, and all high-end accessory brands.



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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BEFORE



AFTER



LEATHERS & SUEDES

Today's leather and suede garments are buttersoft, delicate and costly. Margaret's developed its 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.

Keep in mind that when stored incorrectly, leathers are highly subject to mold and mildew and can become brittle and stiff. We have often rescued and restored such garments to their prime condition.

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VINTAGE RESTORATION

Whether it is an heirloom that has been in the family for generations, or the archival collection of a fashion designer featured to the left...Margaret's possess 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 bottom is our "split gown" restoration...a 1967 wedding gown that was donated by a customer. Its color when we received it was that darker yellow. We cut it in half, restored one half, then stitched it back together, as a demonstration of what restoration can accomplish.

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BEFORE

AFTER



SHOE REPAIR

Do your 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. We use only the finest materials and finishes. From a simple shoe shine, complete refurbishing of those favorite old boots, or even a complete redesign of a 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, 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 exposure to moisture.

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. This includes leather and suede, window treatments, handbags, shoes, and all fine clothing and accessories.

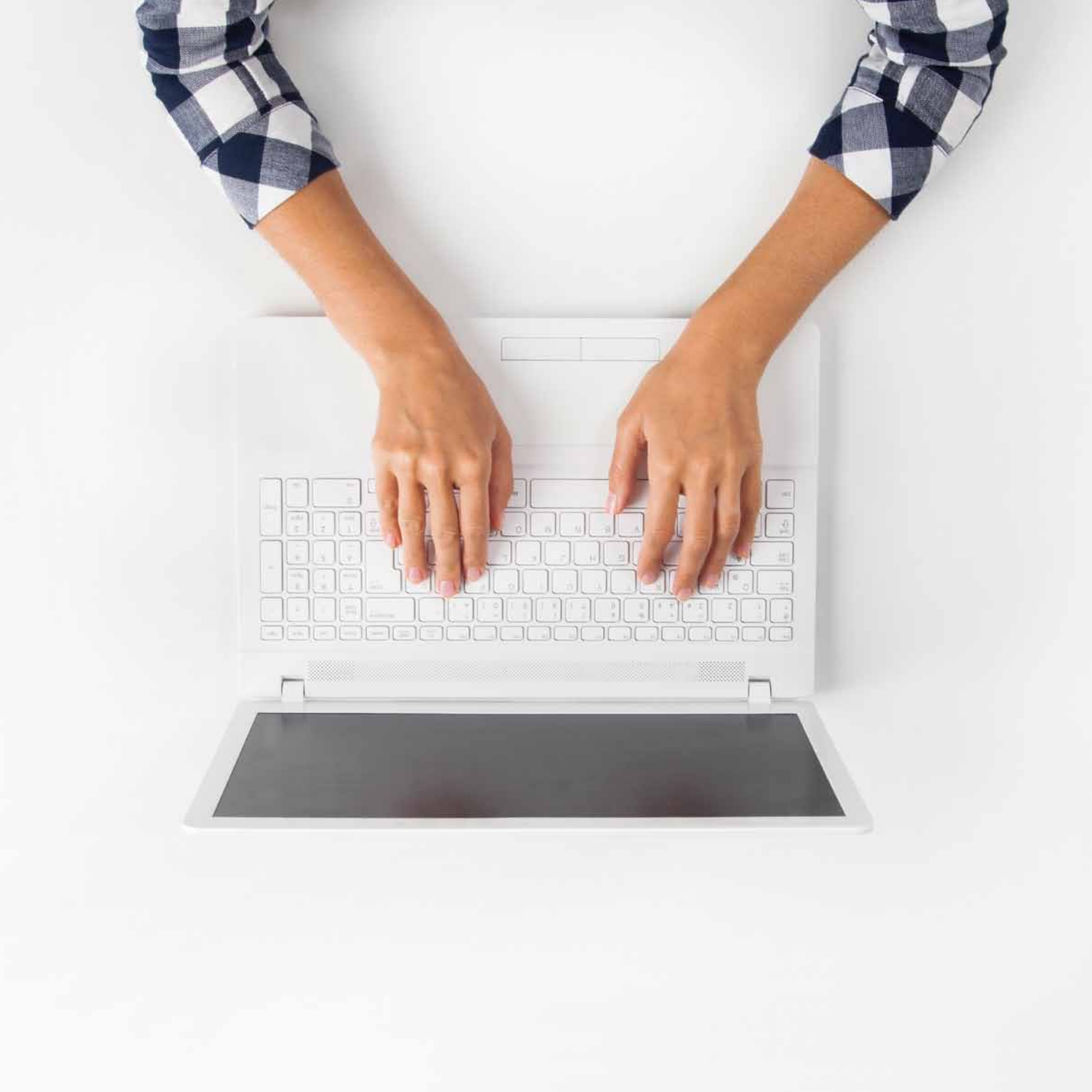
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VISUAL MARK-IN & INVENTORY SOFTWARE

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, tagging, scanning, 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, and 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.



DELIVERY & VIRTUAL ESTIMATES

We offer virtual and in-home estimates, as well as pick-up and delivery of furniture, drapes, rugs, dry cleaning...and all your household textile cleaning needs.

MARGARET’S PORTABLE DECONTAMINATION CHAMBER



MARGARET’S SAFETY
PROTOCOL

To ensure safety for all those involved, we sterilize to meet Hospital grade sanitary standards ANY Furniture being handled by our staff prior to delivery.

CERTIFIED STERILIZATION FOR COVID-19

Now with COVID-19 affecting our world, Margaret’s offers Certified Sterilization to protect our customers and staff.

Per CDC guidelines, Margaret’s provides Certified Sterilization. Margaret’s uses heat treatment from 150° to 160° for 30 minutes to achive Hospital Grade sanitary standards. This process completely eliminates the Covid-19 virus and is safe for materials.



CERTIFICATE OF STERILIZATION	
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	Number of Items: _____
	Description of Items: _____

	TREATMENTS PERFORMED:
	<input type="checkbox"/> SURFACE CLEANING Surface cleaned with hospital grade, water based, chlorine-free, alcohol-free disinfectant.
	<input type="checkbox"/> HEAT TREATMENT • Temperature: _____ °F • Time: _____ min.
	<input type="checkbox"/> HYDROXYL TREATMENT • Time: _____ min.
	<input type="checkbox"/> UV TREATMENT • Time: _____ min.
Comments: _____	

We certify that the above listed articles were processed according to Best Practices for the purpose of decontamination due to COVID-19 virus. A minimum of two different treatments have been applied to the items, as noted above, and as defined in current literature.	
Sterilization performed by: _____ Date: _____	
Signature: _____	



**HAND SANITIZER ACCIDENT
IN A VALENTINO HANDBAG
BEFORE**

AFTER

OOPS!

Oops! Accidents happen. From a bottle of hand sanitizer that exploded in the Valentino handbag, pictured here, to an unexpected washing disaster like this black leather trimmed dress.

When something 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...Margaret's is only a phone call away and ready and able to come to the rescue.

Our years of experience with such challenges has made it possible for us to restore all types of items to practically like-new condition.



BEFORE

AFTER

**BURN ACCIDENT ON A
CHANEL PATENT HANDBAG**



BEFORE

AFTER

**HOME LAUNDRY
ACCIDENT
Leather Trimmed Dress**



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Video: www.margarets.com/restoration