

WHAT ARE PIER CLEANER'S RETURN POLICIES

What are Pier Cleaner's Return Policies?

Pier Cleaners strives to provide the very best quality dry cleaning for their customers. In the event you are not fully satisfied with the service, please bring the garment back in within 2 business days for a redo at no charge.

What is Pier Cleaners missing garment policy?

Pier Cleaners utilizes a computer based garment identification system to avoid any misplaced or lost items. If a garment is missing from your order, please contact us at 401-789-2333. If for some reason, we cannot locate your garment within 30 days, Pier Cleaners will provide you a credit to the original form of payment and a credit on your account with Pier Cleaners for the fair value of that garment, as explained in the American National Standards Institute National Fair Claims Guide for Consumer Textile Products. These will be applied to your account for future use. The company's liability with respect to any lost or damaged article shall not exceed 10 times our charge for processing it.

What is Pier Cleaners damaged garment policy?

We exercise utmost care in cleaning and processing garments entrusted to us and use such processes which, in our opinion, are best suited to the nature and conditions of each individual garment. Nevertheless, we cannot assume responsibility for inherent weaknesses or defects in materials which may result in tears or the development of small holes in fabric that are not readily apparent prior to processing. This applies particularly, but not exclusively, to suedes, leathers, silks, satins, double-faced fabrics, vinyls, polyurethanes, etc. Responsibility also is disclaimed for trimmings, buckles, beads, buttons, bells and sequins. All leather and suede garments and all carpets are cleaned 100% at customer's own risk, and Pier Cleaners does not accept any responsibility or liability for any damage or fading as a result of the cleaning process. If, in a rare instance, you find a damaged item in your order, please contact us at 401-789-2333. Notification of damage must be made within 2 business days of receiving the garment. Upon receiving the damaged garment, we will send it to our dry cleaning facility or to the National Cleaners Association in New York for an analysis. We will contact you within 25 business days to give you the results of the analysis. If it is determined that we are responsible for the damage to your garment, Pier Cleaners will provide you a credit to the original form of payment and for the fair value of that garment, as explained in the American National Standards Institute National Fair Claims Guide for Consumer Textile Products. These will be applied to your account for future use. The company's liability with respect to any lost or damaged article shall be based upon the American National Standard Fair Claims Guide for adjustment values and shall not exceed 10 times our charge for processing it. If the item is sent to the National Cleaners Association, you will be provided with a copy of the analysis report.

What is Pier Cleaners Privacy and Data Security?

Pier Cleaners respects your privacy. Across our business, we will only collect, store and use your personal information for defined purposes. We use your information to support and enhance our relationship with you, for example, to provide service and support, and share service and company news and offerings with you. We do not sell your personal information. We don't share your personal data. We strive to ensure that every customer experience is safe and secure. Customers must supply either an email address or cell phone number. Payment/Credit Card Records: All credit cards used for payment are retained in our system. This method of payment will be used when the garments are complete and ready for pick up. A customer has the option of removing the information from their account by logging into their account.

WHAT ARE PIER CLEANER'S RETURN POLICIES

At any time you may contact Pier Cleaners with any privacy questions or concerns you may have. You also may ask at any time to see the data you have given us and request correction or deletion. We strive to ensure a high level of security and confidentiality.