



Your convenient, money and time saving alternative to traditional dry cleaning

The Old Adage, “You Get What You Pay For” is true in Dry Cleaning

by Doug Sanders, Owner, Dry Cleaning Home Express

Many people use a low cost or \$1.00 Dry Cleaners, thinking that they are saving money. The problem is the \$1.00 Dry Cleaner can actually be more expensive.

To start with, you have to pre-pay for all the items being cleaned at the time you drop off your clothes. Why would they ask for payment in advance?

One reason may be that there are challenges with the work and they often have complaints on the cleaning performed.

If there is a problem with the work performed, there is generally no one on site that can resolve your complaint. Due to the low cost of cleaning, the \$1.00 Dry Cleaner cannot hire enough people, which results in poor customer service.

Then there is your time.

With long lines and not enough help behind the counter, you can waste significant time standing in line. In addition, you will have to do that two times. Once on drop off and once on pick up.

You have to use gas driving back and forth. Now that gas is close to \$4.00 per gallon, two trips to the Dry Cleaner are more expensive than ever.

If there's a problem that needs to reach a resolution, you'll often have to make repeated phone calls back to a responsible person, which wastes even more time.

You'll also have to take the unsatisfactory garment back to the cleaners when you reach a resolution. That's two more trips back to cleaners and more wasted gas at close to \$4.00 per gallon and your time, which can never be recovered.

When developing Dry Cleaning Home Express I talked to the people who used a \$1.00 Dry Cleaner. I wanted to hear their overall customer experience.

I typically heard stories of damage to clothes and unresponsive complaint resolution. In some cases, even when clothes are ruined or lost, there is a possibility of non-reimbursement.

Missing buttons and minor repairs are not part of the deal at the \$1.00 Dry Cleaners. They do not fix or even let you know if a garment is missing a button. It's typical for laundered items to come back with broken buttons. Again, repairing the item is not part of the \$1.00 deal.

Many of the people I spoke with said they had to re-iron their clothes when they got the back from the \$1.00 cleaners. Add no alteration service, frequently lost items and the fact that any garment left over 30-days can be sold and it's easy to see that the \$1.00 Dry Cleaners is really much more expensive than it appears at first glance.

One of my new regular clients took 6-pairs of pants, 5-laundered shirts and a suit in for cleaning at her local \$1.00 cleaners.

When she returned to pick up items, she found a pair of pants missing, 3-shirts with missing buttons and a bad press job on the suit.

The counter person was not very helpful and told her that she would have to call back at later time to speak with owner. After several days of playing phone tag, she was finally able to speak with the owner.

The owner apologized and offered to re-press the suit.

He also told her that their policy was they were not responsible for broken buttons.

On the lost pants, he told her he would look into it and get back to her. After two weeks, he called and said that they had found her missing pants. When she went back to the cleaners, she found that the pants were not hers.

She never got the pants back and was never reimbursed for the lost item.

After losing both time and money, she stopped using them. Bad experiences happen all the time, but most people just get use to it.

That's not the way it has to be.

I listened to people just like you and heard these stories. Then I decided to do something about it by creating Dry Cleaning Home Express.

We pick up, we deliver, and we bill you monthly.

Your complete satisfaction is always guaranteed and the buck stops with me, the owner of the company, on every item we clean for you.

We care for your garments as if they were our own because we care about your satisfaction and continued business.

Compare us to who you're using now by giving us a try today. Simply call (623) 433-9737 to schedule a pick up. We'll do all the rest and you'll be pleasantly surprised – I personally guarantee it.

Dry Cleaning Home Express is your alternative to the traditional Dry Cleaners.