



Wedding Gown Preservation Kit
Leading National Distributor
877-872-5538
<http://www.weddinggownpreservationkit.com>

Difference Between the Kits

What is the difference between the Traditional Wedding Gown Preservation Kit and the Celebrity Wedding Gown Preservation Kit?

The Celebrity Kit is specifically designed for more expensive designer dresses and is recommended for silk or couture gowns. The celebrity kit has a silver presentation box and also features hand pressing instead of steam pressing and the insurance on shipping is \$1500 rather than the \$500 of the traditional kit.

Is the cleaning process different between the Traditional package and the Celebrity package?

No, both packages receive the same amount of care when it comes to the spot cleaning and dry cleaning process.

Shipping & Insurance

How do I get my dress to you for cleaning and preservation?

It's easy! Simply order your kit from our website, www.weddinggownpreservationkit.com and we'll send you our patented preservation box to your door step for the trip to our facility. The box is thick walled, crush proof and also contains our preservation bag to keep your dress dry during the shipping process.

Is there a chance my dress could be lost or stolen during shipping?

We can reassure you that you'll have access the location of your dress during the entire preservation process. With advancements in FedEx shipping technology, you'll be able to track your dress every step of the way and we even have an internal tracking systems once your gown arrives at our facility. Just for that extra protection, both kits come with shipping insurance from the shipping carriers.

Do you notify me when my dress arrives at your facility?

Yes! We notify you via the e-mail address you use to order your kit that we received your gown and that the cleaning and preservation process has begun.



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Do you outsource any part of the process?

Absolutely not. The entire process is completed in-house and your gown remains safe in our possession the entire time.

Can I order your service using one address and have it shipped to another?

Sure! Our online ordering system has the ability to choose a different shipping address from the address you use for billing. We'll even provide a note to the recipient if you add your message to the "comments" field while checking out.

100 Year Warranty

What does your 100 year warranty cover?

Our exclusive 100 year warranty protects your gown against yellowing for up to 100 years from the day it's preserved. If you feel your gown has at all yellowed during that time, we'll preserve it again at no extra charge.

Does it void the warranty if I accidentally open the box and reseal it?

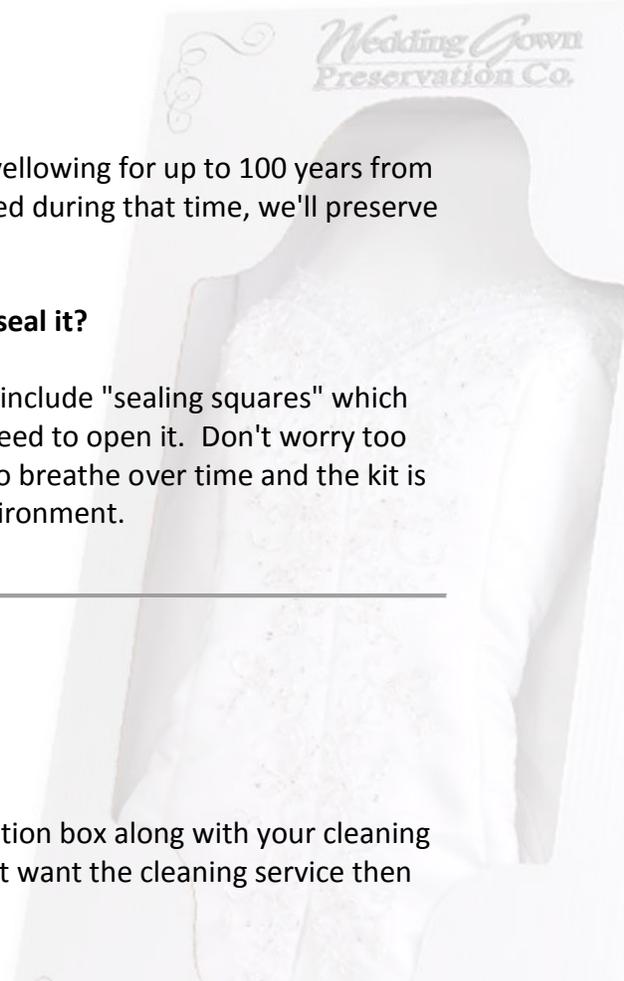
No, if you open your box your warranty will still be valid. We include "sealing squares" which you can use to reseal the seams of your kit in the event you need to open it. Don't worry too much if you do open the preservation kit as the dress needs to breathe over time and the kit is not intended to be 100% closed off from the surrounding environment.

The Cleaning & Preservation Process

Can I have my dress simply cleaned and not preserved?

You can but for just a few dollars more you'll get the preservation box along with your cleaning so it's not recommended. If circumstances deem that you just want the cleaning service then give us a call and we'll be happy to help.

What happens to my dress during the cleaning process?





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During the dress cleaning process your gown will be rotated around our racking system to "preservation stations" where each station focuses solely on one aspect of the cleaning process. A few of the stations are gentle dry cleaning, spot removal, pressing, hemming, beading and more. Your dress is preserved using age old family formulas passed down through the generations. After the cleaning process is completed, your gown is placed in our acid free preservation paper and formed around a bust to maintain the gown's shape over time. During the final step your gown is sealed in our preservation chest, placed in a heavy, crush-proof shipping box, and sent out for the return trip to your doorstep.

What type of stains are you able to remove from my dress?

We are able to remove 95% of stains found on the gowns we process. While most stains are removed we have a strict policy of not compromising the fabric of your dress if a particularly difficult stain is found. The types of stains we're successful at removing include

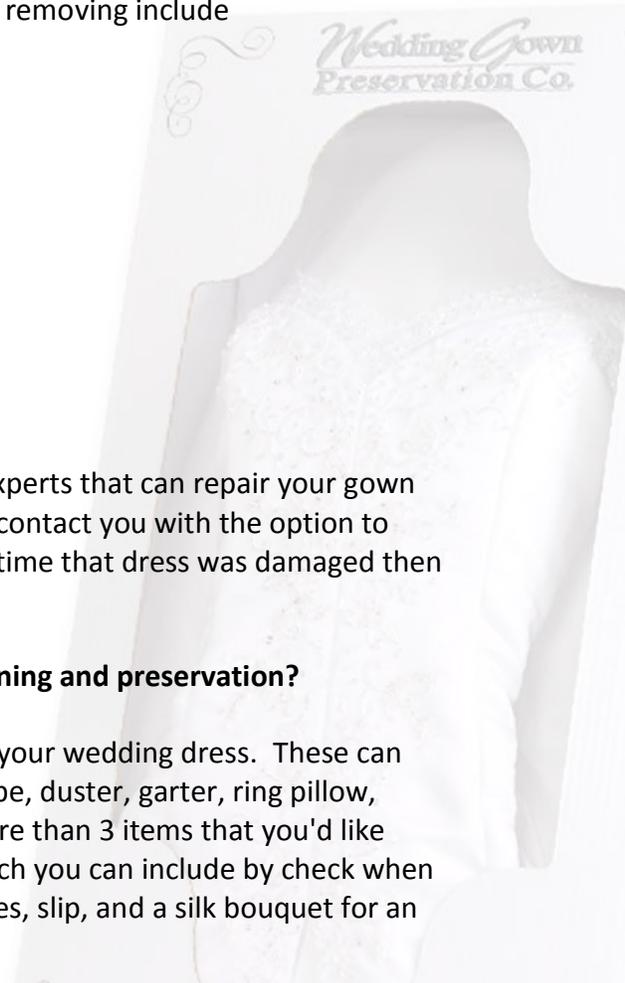
- Dirt
- Grease
- Sugar Staining
- Blood
- Tar
- Grass
- Mud
- Ink and more

What type of repairs are you able to perform on my gown?

We have an expert, in-house staff of tailors and seamstress experts that can repair your gown for a very small fee. If we find damage on your gown we will contact you with the option to repair the damage and a cost to do so. If you know ahead of time that dress was damaged then please specify on your paperwork ahead of time.

What accessories can I include to be preserved with my cleaning and preservation?

3 complimentary items can be included to be preserved with your wedding dress. These can include gloves, veil, train, hat, jacket, shawl, handkerchief, cape, duster, garter, ring pillow, money bag, purse, and garter. In the event that you have more than 3 items that you'd like preserved, you'll be charged \$10 for each additional item which you can include by check when you ship your gown to us. We also offer preservation for shoes, slip, and a silk bouquet for an extra \$25 each.





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Preservation Kit Packaging

What is the preservation box made out of?

The preservation box is made of strong corrugated cardboard coated in a UV resistant sealant. The preservation window is also UV resistant.

Can I get a silver colored box but a traditional service on my dress?

No, you must upgrade to the celebrity kit to get the silver preservation chest.

What size is the preservation box and are they all the same size?

All wedding dresses are of varying sizes and so are our preservation boxes. Depending on the size of your dress and your accessories, we have a standard, large and extra large box size.

- Standard Dimensions: **33" x 19" x 7"**
- Large Dimensions: **33" x 19" x 10"**
- Extra Large Dimensions: **33" x 19" x 13"**

Processing Times

How long does it take for the entire door-to-door process?

The process will take between 3-10 weeks from the day you order your kit depending on the size of your gown and the amount of work that needs to be done. The actual preservation process takes around 20 days in our facility.

How long will it take to get the shipping box once I place my order on your website?

The shipping box will arrive at your home in 5-7 days after you place your order on our website.