First Coast Laundry & Cleaners
FAQ's

Q. If I drop off my clothes in the morning, when will they be ready for pick up?

A. At First Coast Cleaners, we're on your schedule. When you drop off your clothes, we'll ask you when you need them to be ready. We offer same day service at all four locations, and if your clothes are in our store by 9:00 AM, we can have them ready for you by 4:00PM. If you are in need of faster service, it may be available, please ask us.

Q. Does First Coast Cleaners Guarantee our work?

A. Yes! At First Coast Cleaners, we pride ourselves in our quality. We go out of our way to make sure your whites are bright, your buttons are in place, and your clothes are clean and wrinkle free. If you are not satisfied, please let us know within 2 weeks of pickup so we can make it right.

Q. Can I store clothes in the plastic bags provided by the cleaners?

A. Plastic does not breathe and can therefore trap in moisture, which deposits on to your garments. The cleaners, to provide protection for the garments during transportation from the store, provide these bags. Clothes should be stored in a cool, dry, well-ventilated area. Never store clothes in a garage or attic.

Q. How important is it to follow the care labels?

A. Following the care labels on each garment is very important. These labels are provided by the manufacturer to ensure the best possible care for your garment, going against these instructions could cause irreversible damage to your clothes.

Q. Will dry cleaning shrink my clothes?

A. The dry cleaning process is carefully controlled by a professionally trained cleaner. Improper preshrinking by the manufacturer usually causes excessive shrinkage.

Q. Does frequent dry cleaning shorten the life of a garment?

A. On the contrary, frequent cleaning prolongs the life of a garment. Not only do stains set with age, but ground in dirt and soil act as an abrasive causing the rapid wear of fibers. In addition, insects are attracted to soiled clothes and can cause further damage.

Q. Why can the cleaners not remove all stains?

A. Even the best cleaners cannot remove certain

stains. The nature and age of the stain, plus the color and construction of the fabric sometimes make stains impossible to remove without damage to the garment.

Q. Should I use hairspray to remove a ballpoint ink stain?

A. Hairspray and water can remove ballpoint ink, but you may be trading one problem for another. That's because hairspray could contain alcohol and oils such as resins and lanolin. The alcohol in the hairspray can cause color damage especially on silk; likewise, oils and other ingredients could lead to additional stains.

Q. If I get a bad stain on my clothes, what should I do?

A. While there are readily available stain removers on the market, take extra care when using them. Depending on the fabric and color of your clothing, using these popular remedies may cause more harm than good. Let our expertly trained staff know about your stain and we'll do our very best to make your garment look new again. We pride ourselves in our ability to remove the tough stains in your clothes.

Q. Does it cost extra to have buttons replaced?

A. No! We stock custom buttons by the gross to match most styles and colors. Our professionally trained staff checks every garment for missing buttons before and after the cleaning process and replaces them as needed at no cost to you.

Q. Can you dry clean my fine silk and linen garments?

A. Yes! At First Coast Laundry & Cleaners, is a professional dry cleaning service, and is famous for its expert silk & linen finishing. We pride ourselves on making your fine garments stay looking their best.

Q. Do you offer alteration services?

A. Yes! Our expert seamstress can tackle nearly every alteration. Please allow for extra processing time.

Q. Do you clean leathers, suede, or furs?

A. Yes! Please allow for extra processing time.

Q. Do you clean bedspreads and comforters?

A. Yes! First Coast Cleaners is able to clean most household items. Extra processing time may be required.

Q. Do you offer wedding gown preservation?

A. Yes! Both wedding gowns and heirlooms are

expertly boxed, sealed and preserved. Each box has a window panel, allowing you to view your preserved garment at any time. Please allow at least a week processing time.

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