

orsay

Care Tips & Service

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Care tips for your clothing

ORSAY stands for youthful fashionable, price-worthy outfits with which women can express their individual femininity at any time. In this flyer we will give you important tips so that you will derive pleasure from your new piece of clothing for a long time.

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Quality

All articles are subject to quality control before they come to the shops.

Proper washing

Sort your laundry carefully, and always pay attention to the care symbols on the sewn-in label. Soiled laundry should be dried and not stored for too long.

Absolutely stick to the indicated washing temperature. Dark and colour-intensive clothing must be washed separately, because it can still fade in the beginning.

In particular, we recommend that you wash jeans, adorned or printed pieces of clothing inside out.

Close zippers and Velcro fastenings before every washing. Open the button strips and remove all detachable details.

Put only dry clothing into the washing machine, and never fill this too strongly.

Detergent



Pay attention to the material and colour of the garment during the selection of detergent. Comply with the detergent dosage according to the instructions on the package. Strongly soiled laundry should be specially treated before the washing process.

Hand wash



The detergent must be completely dissolved in water before you put the laundry in. You should proceed very carefully with the hand wash.

Avoid excessive soaking of garments.

Basically, the following applies: The more sensitive a garment is, the shorter it has to be soaked.

You should rub and wring insensitive garments; only gently press sensitive garments.

Drying



Never expose the laundry to direct sunlight when drying. Gently pull the clothing into form before drying. Heavy knitted articles should be dried in a recumbent position. Always pay attention to sufficient air supply.

Chlorine bleaching agent



Absolutely pay attention to the care symbols on the garments before the application of chlorine bleaching agents. Always follow the instructions indicated on the package. Do not use any metal receptacles (copper, iron, brass...). Soak your garment for a maximum of one hour.

Ironing



Set the temperature of your iron as indicated on the clothing label.

The points contained in the iron symbol indicate the temperature ranges of the setting.

Slightly moist clothing is easier to iron.

For spraying it is advisable to use warm water, since this is absorbed faster into the fibres than cold water. Allow the clothing to cool down before you put it into the wardrobe.



Care of special materials

Every material is different, and also has to be accordingly cared for in a different manner.

Here you will obtain specific care tips in order to have pleasure in your clothing for as long as possible.

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Polyester, nylon, elasthan, polyacrylic...

Do not wash and iron synthetic fibre clothing too warmly, since it is very sensitive to heat. Stick to the indicated temperatures. Iron the garments on a low setting with little steam. These materials are very hardwearing and almost wrinkle-free.

Acetate, viscose...

In order to keep the clothing in form, you should refrain from spinning (centrifugation) with these materials. The fabrics are very pleasant to wear and have a silky sheen. The recommended ironing temperature may not be exceeded. Our recommendation: Place a moist cloth on the fabric and iron the garment preferably inside out.

Denim

A special staining technique gives the jeans fabric its typical look. Tiny coloured pigments, which also bleed in dry condition, can be left behind through this technique. Always wash your jeans inside out. The original colour is best retained as a result.

Wool

Never wash wool at excessive temperatures, since it quickly shrinks. It is best to dry wool in a recumbent position in order to retain the original form. Caution: Most wool articles belong in the hand wash!

Linen

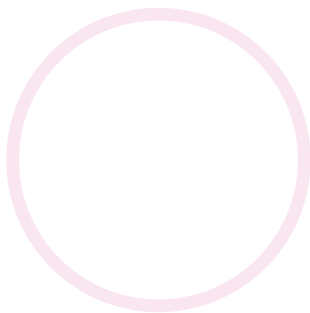
This natural material easily contracts when wet. When ironing, the garment recovers its original form. Iron linen at maximum temperature; this provides additional sheen.

Cotton





As for wool, the same also applies to cotton: Never wash too warm, since otherwise it quickly shrinks. Colour-intensive garments should first of all be washed separately. Cotton can be easily ironed hot.

Care Symbols





We decipher the care symbols on the labels for you so that you can increase the lifespan of your garments and achieve optimal results with regard to care.





Laundry

-  Machine laundry; maximum washing temperature corresponds to the indicated cipher
-  Only hand wash possible
-  A line under the washing tub: Gentle wash cycle at max. 40 °C
-  Washing is not possible




Ironing

-  Iron at maximum peak temperature 200 °C
-  Iron at maximum peak temperature 150 °C
-  Iron at maximum peak temperature 110 °C
-  Do not iron




Chlorine bleaching



-  Bleaching with chlorine is possible (use only cold, diluted solution)
-  Do not bleach

Dry cleaning

-  Cleaning with all customary solvents
-  Cleaning with mineral extracts, ethylene dichloride or fluorine solvents
-  Cleaning only with mineral extracts

Drying

-  Drying with reduced thermal load
-  Drying with normal thermal load
-  Not suitable for dryer

-  No dry cleaning possible
-  Gentle wash cycle at low temperature and weak spinning level

Our Service

Your satisfaction is very important to us. This is why we repeatedly expand our range of services and offers.

Convince yourself with your next visit!



Gift coupons

We gladly issue gift coupons for the amount you desire. Please contact our sales consultant!



Alteration service

We will shorten your trousers/pants within a few days at a small price.



ORSAY CLUB

With your ORSAY CLUB CARD you can enjoy many exclusive advantages! Enquire at your ORSAY shop!



Online Shop

In our Online Shop you will find selected articles from the current collection, which you can order 24 hours around the clock. In addition, you will find new developments and information about ORSAY and fashion.



Reservation

ORSAY articles can be put aside for up to one day, free of charge and non-binding. The reservation does not obligate you to purchase.



Order service

If the article you like is not available in your size, you reorder it free of charge in your shop. On request, we will deliver the article from our warehouse directly to an ORSAY shop of your choice. The order is non-binding and does not obligate you to purchase. The offer is valid only as long as the supply lasts!



Exchange

ORSAY articles can be exchanged within four weeks. In return for submission of the appropriate sales slip you will receive your money back. Hygiene articles are excluded from exchange.



Gift boxes

Your gift will be perfect! You can obtain small and large gift boxes gratis on demand at the cash register.



Taking back packages

We will take back ORSAY packages of any nature at any time.



Tax Free

In Germany and Austria we offer customers from non-EU states the possibility of a VAT refund.



Acceptance of foreign currency

In towns near the border we accept foreign currency at the national exchange rate. We will pay you the change in the national currency.

The logo for the brand 'orsay' is displayed in a white, lowercase, sans-serif font. It is positioned in the upper right corner of a dark red rectangular area. To the left of the logo, there is a decorative graphic of a branch with leaves and small flowers, rendered in a lighter shade of red.

ORSAY Customer Service

You can reach us toll-free from Monday to Friday between 8.30 and 18.00 under the following numbers:

Germany: 00800-677 292 66
Austria: 0800-295 967
Switzerland: 0800-553 272

You will find ORSAY shops in your vicinity and current fashion highlights from our collection under:

orsay.com