

# ZVA Use Case: Retail KB

## How do I care for my denim?

**Overview:** Proper care extends the life and look of denim products. Quality denim can last for years or even decades when maintained correctly, making it both a sustainable and economical wardrobe investment.

## Essential Care Instructions

### Care Instructions:

- **Washing:** Turn jeans inside out and wash in **cold water** with similar colors. Limit washing to every 5-10 wears to preserve color and fabric integrity.
- **Detergent:** Use a **mild detergent**; avoid bleach or fabric softeners. Specialized denim detergents can help maintain color and prevent fading.
- **Drying:** Air dry flat or hang to preserve shape; avoid tumble drying. If hanging, turn inside out and hang by the belt loops to prevent stretching.
- **Ironing:** If needed, iron on a **low heat** setting while inside out. Use a pressing cloth for extra protection against shine marks.

## Advanced Denim Care Tips

### Washing Techniques

- For raw or selvedge denim, consider spot cleaning only for the first 6 months to develop natural fading patterns.
- Soak new dark denim in cold water with a cup of white vinegar before first wear to set the dye and prevent bleeding.
- Hand washing in cold water is gentlest on premium denim and helps maintain original fit.
- If machine washing is necessary, use the delicate cycle and place jeans in a mesh laundry bag for protection.

## Stain Removal

- For oil stains, sprinkle with cornstarch or baby powder, let sit overnight, then brush away before washing.
- For mud or dirt, let dry completely before brushing off, then spot clean with mild soap if needed.
- For ink or wine stains, dab (don't rub) with rubbing alcohol using a cotton ball, then rinse with cold water.
- For blood stains, soak in cold saltwater before washing normally.

## Preventing Wear and Tear

- Rotate between multiple pairs to extend the life of each garment.
- Reinforce stress points (pocket corners, crotch seams) with small stitches at the first sign of fraying.
- Consider professional darning for holes in high-quality denim rather than replacing the item.
- Empty pockets before sitting to prevent stretching and potential tears.

## Storage Solutions

- Fold premium denim along original creases rather than hanging to maintain shape.
- If hanging, use clips on the waistband rather than folding over a hanger to prevent crease marks.
- Store in a cool, dry place away from direct sunlight to prevent fading.
- Allow 24 hours between wears to let the fabric recover its shape.

## Refreshing Between Washes

- Freeze jeans overnight in a sealed bag to kill odor-causing bacteria without washing.
- Steam hanging jeans in the bathroom during a hot shower to release wrinkles and odors.
- Use a fabric freshening spray specifically formulated for denim.
- Air out jeans after each wear by hanging in a well-ventilated area.

## Specialized Care by Denim Type

Denim Type	Special Care Instructions
Raw/Selvedge	Minimize washing; when necessary, turn inside out and soak in cold water with minimal detergent. Hang dry only. Expect some initial color transfer.
Stretch Denim	Avoid high heat which can damage elastane fibers. Wash in cold water and lay flat to dry to maintain stretch recovery.
Distressed/Ripped	Place in mesh laundry bags before washing. Avoid catching on objects. Consider reinforcing edges of distressed areas to prevent further tearing.
White/Light Denim	Wash separately to prevent dye transfer. For yellowing, try soaking in a solution of water and lemon juice before washing.
Coated/Waxed	Spot clean only. If washing is necessary, turn inside out, use cold water, and hang dry. Re-wax periodically to maintain finish.

## Revitalizing Older Denim

- Restore faded black jeans by dyeing them with a commercial denim dye.
- Soften stiff denim by washing with a cup of baking soda added to the detergent.
- Shrink slightly stretched denim by washing in hot water and tumble drying on medium heat (note: this may cause some color loss).
- Stretch tight areas by spraying with a mixture of water and fabric softener, then gently pulling while damp.

## Sustainable Denim Practices

**Sustainability Tip:** Washing jeans less frequently helps maintain color and reduces environmental impact. Spot clean when possible.

- Consider repairs over replacement - patching, darning, and reinforcing can extend life significantly.
- Repurpose worn-out jeans into shorts, bags, patches for other garments, or home décor items.
- Choose quality over quantity - investing in fewer, better-made pieces reduces overall consumption.

- Donate unwearable denim to textile recycling programs rather than discarding.



**Water Conservation Fact:** A single pair of jeans requires approximately 1,800 gallons of water during its lifecycle. By washing your denim less frequently and following proper care techniques, you can significantly reduce this environmental footprint.

## Professional Services

- Consider professional denim repair services for valuable or sentimental pieces.
- Some premium denim brands offer repair services for their products.
- Tailoring can revitalize ill-fitting denim and extend its wearable life.
- Professional cleaning may be worth considering for specialty denim with unique finishes or embellishments.

## Quick Reference Guide

Issue	Solution
Color bleeding	Soak in cold water with 1 cup white vinegar before first wash
Stiffness	Add 1/2 cup of baking soda to wash cycle; multiple wears will naturally soften
Odor	Freeze overnight, spray with diluted vodka solution, or hang in fresh air
Stretching	Wash in warm water and tumble dry on low heat (may cause some fading)
Shrinkage	Spray tight areas with water and gently stretch while damp
Fading	Wash inside out, use color-preserving detergent, avoid direct sunlight when drying

# Is there a loyalty program?

## Overview:

The company offers a **Loyalty Rewards Program** to thank returning customers.

## Program Benefits:

- Earn **1 point per £1 spent** online or in-store.
- Redeem points for **discounts, exclusive offers, or early access** to new collections.
- Members receive **birthday rewards** and **free shipping** on select orders.

## Enrollment:

- Sign up via the **My Account** section on the website or app.
- Points are automatically tracked once logged in during purchase.

## Tier Levels:

- **Silver:** 0–499 points
- **Gold:** 500–999 points
- **Platinum:** 1000+ points (includes VIP sale access and personal styling sessions)

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# Do I need an account to place an order?

**Overview:** You can shop with us either as a guest or by creating an account, depending on your preference.

- Guest checkout is available for quick, one-time purchases without creating an account.
- Creating an account offers additional benefits including order tracking, faster checkout, and saved payment methods.
- Account holders can view order history, save favorite items, and receive personalized recommendations.
- Loyalty program points can only be earned and redeemed when shopping with an account.

## Creating an Account:

- Sign up takes less than 2 minutes using email address or social media login.
- No purchase necessary to create an account.
- Account creation automatically enrolls you in our Silver tier loyalty program.

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# Can I choose more sustainable packaging options?

**Overview:** We're committed to reducing our environmental impact through sustainable packaging initiatives.

## Available Options:

- Select **minimal packaging** at checkout to receive your items with reduced materials.
- Choose **plastic-free packaging** for orders shipped in recyclable paper and cardboard only.
- Opt for **consolidated shipping** to receive multiple items in a single package, even if some items ship later.



**Sustainability Initiative:** Our standard packaging now uses 85% recycled materials, and we're working toward 100% recyclable or compostable packaging by next year.

## Packaging Return Program:

- Return clean packaging materials to any store location for reuse or proper recycling.
- Scan the QR code on your package to earn 10 loyalty points for each packaging return.

# Do you ever do free shipping?

**Overview:** We offer several ways to qualify for free shipping on your orders.

## Free Shipping Qualifications:

- Orders over **£75** qualify for free standard shipping automatically.
- **Gold tier** loyalty members receive free shipping on orders over £50.
- **Platinum tier** loyalty members enjoy free shipping on all orders with no minimum purchase.
- Sign up for our newsletter to receive occasional **free shipping promotional codes**.

## Shipping Options:

Shipping Method	Delivery Time	Standard Cost
Standard	3-5 business days	£4.95 (free over £75)
Express	1-2 business days	£7.95
Next Day	Next business day	£12.95

## Holiday Shipping Dates

**Overview:** Plan ahead for timely holiday deliveries with our recommended order-by dates.



**Holiday Delivery Guarantee:** Orders placed by the dates below will be delivered before December 25th. After these dates, we cannot guarantee holiday delivery.

### Domestic Holiday Shipping Deadlines:

Shipping Method	Order By Date
Standard Shipping	December 15
Express Shipping	December 20
Next Day Shipping	December 22 (by 12pm)

### International Holiday Shipping Deadlines:

Region	Standard	Express
Europe	December 8	December 15
North America	December 5	December 12
Rest of World	November 28	December 8

## **Holiday Store Hours:**

- Extended hours (9am-8pm) from December 15-23 at all locations.
- Christmas Eve: 9am-4pm
- Christmas Day: Closed
- Boxing Day: 10am-6pm

**Click & Collect:** Order online and collect in-store until 2pm on December 24th for last-minute holiday shopping.