

The Betty Letters

My Dear Grandchild,

I like the patterns and the colours of certain clothes which sell under the brand name of Emilio Pucci of Italy. But, some of the colours of the multi-coloured, silk blouses are starting to fade, with the white, turning more and more to grey. I talked to the owner of the dry cleaning shop that I have frequented for the past decade or so and the answer to my riddle of the white, turning to grey, was said to be the black, not being fully fast-colour. So, when by chance I walked past the fairly new Emilio Pucci shop in Pacific Place, I asked the salesgirl about the problem. 'Where did you buy the blouses?' was the first question, that question, followed by the definitive statement 'because I know that you did not buy them from us!' I concurred with the definitive statement and explained that I had been purchasing all of my Pucci blouses and dresses from Lane Crawford in Pacific Place. The Chinese salesgirl, then, made a startling statement, one that was very worrying to me: 'We are not Lane Crawford. What they (Lane Crawford) sell is not our business. This is the real Emilio Pucci clothes and the colours in our dresses and blouses do not run or fade. This is Pucci ... Pucci ... Pucci, you know!' I did not want to argue too long with this little salesgirl because it would have accomplished nothing except to give me some more wrinkles on my face and more white hairs. So I left the Pucci shop, stating as I left that I would never purchase another dress from Pucci for fear that the colours of the clothes may fade. But, then, after my anger had subsided, it struck me that which this little salesgirl had said was terribly libelous – if it was true. Was it possible that some of the clothes at Lane Crawford at Pacific Place are counterfeit? It did not seem possible because Lane Crawford is a large, departmental store, the integrity of which could never be challenged because it would not be in the interests of management so to do. However, it may be possible for somebody in the buying office of the company to slip counterfeit goods into the shop under the counter, so to speak.

In the Prada boutique at Pacific Place, when one purchases a handbag, one is told that, should anything in the handbag prove to be less than perfect, Prada would rectify any and all faults. However, in returning the handbag for repairs/modifications, one must present the original sales slip, along with a Prada certificate of authenticity. It was explained to me that, in China, these days, copies of Prada handbags are so good that even Prada's headquarters in Italy, at times, cannot tell the counterfeits from original Prada goods. So, Prada in Hongkong had to take exceptional action in order to protect its good name, internationally. What about Pucci? I had been told by the staff at the Pucci 'corner' at Lane Crawford that Pucci clothing is no longer sold in this departmental store because of the Pucci Boutique, having opened in Pacific Place. Which brings me back to the question of the new Pucci clothing that I have yet to wear, that clothing, having been purchased at Lane Crawford. Since the Pucci Boutique is claiming that its products are the real genuine Pucci garments, then, what are the clothes, labelled Pucci, that have been sold at Lane Crawford in the past and, more to the point, who will be responsible for any (assumed) faults in the products?

I shop at many of the boutiques at Pacific Place – Gianni Versace, Salvatore Ferragamo, Celine, Escada, Lowe and so on – and, where-ever I have a problem with my clothing, shoes, handbags, etc, I just take the garments back and, without any questions, the required rectifications are made without so much as a whimper from anybody. But, if that little salesgirl at the Pucci Boutique is correct, then Pucci will not stand

behind the integrity of its goods. Does it matter that I bought the Pucci clothing from Lane Crawford in Pacific Place or Lane Crawford at IFC Mall or anywhere else, for that matter? Is it not enough that I purchased the clothing in good faith, relying on the brand name as a guarantee of quality and integrity? However, if the salesgirl at the Pucci Boutique is to be believed, something should be done about this situation.

I am not happy, today, My Dear Grandchild, the colours of some of my Pucci silk blouses are faded and, it reminds me of my hair, the colour of which has to be highlighted, from time to time, because it, too, fades on a monthly basis. Ah! Age! For what reason do women have to age? It should be that only men age and we, ladies, continue to be our beauteous selves for the full stretch of our lives.

Talk to you, next week.

Chief Lady

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