

CCL CUSTOMER RETURN FORM

For Internal Use: _____



Today's Date: _____ / _____ / _____

Customer Service Department
9290 NW 112 Avenue, Suite 1
Miami, FL 33178

Toll Free Telephone: 1-800-540-4785
International (non-Toll Free) Telephone: 1-305-728-4520
Fax: 786-845-1112
email: customer.service@starboardcruise.com

*Our Unconditional One Year Guarantee applies only to purchases of fine jewelry, excluding special orders and Truck Show collections.
One Year Unconditional Guarantee and Two Year Manufacturer's Guarantee do not apply to items with damage due to buyer's negligence or excessiv wear.
One Year Unconditional and Two Year Manufacturer's Guarantee exclude loss or damage of diamond solitaires.
Watches are not fine jewelry. All returns are subject to inspection and must include original packaging and warranty, if applicable.*

CUSTOMER INFORMATION

Please Print Clearly

Name:			
Address: <small>(Please provide Non-PO Box address. Serviced items cannot be shipped to a PO Box)</small>			
City, State, Zip, Country:			
Phone No. (daytime):		Alternate Ph. No.:	
Email Address:			
Cruise Line/Ship Name:		Purchase Date: _____ / _____ / _____	
Credit Card Type:	<small>(Visa, M/C, Amex, etc.)</small>		
Credit Card Last 4 Digits:	XXXX - XXXX - XXXX - <input style="width: 40px;" type="text"/>	<small>Provide <u>only</u> the last 4 digits of card number</small>	
<small>Customer's residing outside the U.S., please provide banking information for wire transfer:</small>	Name of Account Holder:		Bank Account # / IBAN#:
	Bank Name:		Swift Code:
	Bank Address:		Intermediary Bank Info:

MERCHANDISE INFORMATION

Item Type	SKU/UPC#	Purchase Price (USD)	Reason for Return												
			For Sizing / Repair			For Refunds (check one ✓)									
			Sizing	Desired Size	Repair	Allergic	Buyer's Regret	Defective	Dissatisfied	Dissatisfied w/ Repair	Wrong Size	Never Rcvd Item	Appraisal Value		
Examples.															
<i>Ring</i>	<i>123456-7</i>	<i>\$234.00</i>	✓	7											
<i>Bracelet</i>	<i>234567-8</i>	<i>\$250.39</i>							✓						
1															
2															
3															
4															

Comments:

(Provide further details _____
reference your return request.) _____

Before sealing your package, please ensure that the following are enclosed:

- 1. Copy of Sales Receipt for the item.
- 2. Copy of your Cabin Statement / Sign and Sail
- 3. The item being returned.

* Please retain a copy of all documents sent to us and the package tracking number for your records.
* Packages received without all documents required and/or incomplete customer information will not be processed until missing documents and/or information is received.

Expected Turn-Around-Times:

Refunds: 4 - 7 Weeks from receipt of your package and complete documents.
Repairs/Sizing: 8 - 10 Weeks from receipt of your package and documents for standard sizing (non-inlay rings)
12 - 14 Week from receipt of your package and documents for Opal Inlays/Mother of Pearl, or a change from white gold to yellow gold/visa versa, or sizing of ring > 2 sizes up or down from original size which may require a new ring created.

*** Costume Jewelry/Titanium/ and most Sterling Silver cannot be sized and are not covered under the One Year Unconditional guarantee or the Two Year Manufacturer's Guarantee.

*** Fine and designer watches are covered under the manufacturer's international warranties, therefore, are not returnable to our Customer Service Dept. In the event of service needs, please refer to the manufacturer's authorized service center.