

CUSTOMER RETURN for REPAIR FORM



For Internal Use: _____

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

Today's Date: _____ / _____ / _____
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 Two Year Guarantee applies only to purchases of fine jewelry items. Manufacturer's sizing and defects reported within two years of the date of purchase will be repaired at the company's expense. Repairs for damage(s) due to buyer's negligence will not be accepted within the guarantee. Two Year Manufacturer's Guarantee excludes loss or damage of diamond solitaires.

CUSTOMER INFORMATION

Please Print Clearly

Name:			
Address: <small>(Please provide Non-PO Box address, cannot ship items to a PO Box)</small>			
City, State, Zip:			
Phone No. (daytime):		Alternate Ph. No.:	
Email Address:			
Cruise Line / Ship Name:		Purchase Date: _____ / _____ / _____	

MERCHANDISE INFORMATION

Item Type	SKU/UPC#	Purchase Price (USD)	Reason for Return Sizing / Repair			Description of Sizing / Repair Request
			Sizing	Desired Size	Other - Repair/Service	
<i>Examples. Ring</i>	<i>123456-7</i>	<i>\$234.00</i>	✓	7		
<i>Bracelet</i>	<i>234567-8</i>	<i>\$250.39</i>			✓	<i>Clasp is not closing properly or securely. Please repair.</i>
1						
2						
3						
4						
5						
6						

Comments:

(Provide further details _____
reference your request.) _____

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

- 1. Copy of Sales Receipt for the item. (To obtain a copy of the purchase receipt, please contact the cruise line's Guest Services dept. and request a copy.)
- 2. The item being returned for service.

* 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 complete customer information will not be processed until the missing documents and/or information is received and may be returned after 30 days if required documents/information is not received.

Expected Turn-Around-Times:

Repairs/Sizing: 8 - 10 Weeks from receipt of your package for standard sizing (non-inlay rings)
 12 - 14 Weeks from receipt of your package and documents for Opal Inlays/Mother of Pearl, a change of gold color, or ring sizing of > than 2 sizes up or down from original size which may require Special Order.

*** Costume Jewelry/Titanium/ and most Sterling Silver cannot be sized and are not covered under the Two Year Guarantee. Please contact our Customer Service Dept. to confirm sizing or service on your Sterling Silver piece.
 *** 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.