

Customer Return for Repair Form

Customer Service Department
9290 NW 112 Avenue, Suite 1
Miami, FL 33178
email: customer.service@starboardcruise.com

Todays Date: / /
Toll Free Telephone: 1-800-540-4785
International (non-Toll Free) Telephone: 1-305-728-4520
Fax: 786-845-1112

Our 45 Day Guarantee applies only to Fine Jewelry purchases. Manufacturer defects reported within 45 Days from the date of purchase will be repaired under guarantee. The Guarantee does not apply to Fine Jewelry items which have been sized, altered, or damaged due to excessive, physical/accidental wear or negligence, and excludes loss of center stones.

CUSTOMER INFORMATION

Please Print Clearly

Name:			
Address: (Please provide Non-PO Box address, cannot ship items to a PO Box)			
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	
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						
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

Repair or Sizing (Up or Down 1 Size or less, and non-inlay items).....6 - 10 Weeks.
Special Order Repairs and Sizing (Up or Down >1 size, and inlay, Mother of Pearl).....12 - 14 Weeks.

*** Fashion Jewelry, Sterling Silver, and Titanium rings cannot be sized, and are not covered under our 45 Day Guarantee.
*** Fine and designer watches are covered under the manufacturer's international warranties, therefore, are not returnable and are not serviced through our Customer Service Department. In the event of service need, please refer to one of the manufacturer's Authorized Service Centers.