

CUSTOMER RETURN FORM for INTERNATIONAL SHIPMENTS



For Internal Use: _____

Today's Date: _____ / _____ / _____

Customer Service Department
8034 NW 14th Street
Miami, FL 33126

Please contact Customer Service dept. prior to shipping merchandise.

Toll Free Telephone: 1-800-540-4785
Fax: 786-845-1112
email: customer.service@starboardcruise.com

Unconditional One Year Guarantee applies only to purchases of fine jewelry, fine and designer watch brands. Returns are not accepted for damage due to buyer's negligence.

CUSTOMER INFORMATION

Name:			
Address:			
City, State, Zip:			
Phone No. (daytime):		Alternate Ph. No.:	
Email Address:			
Ship Name:		Purchase Date:	/ /
Payment Method:	(Cash, Visa, M/C, Amex?)		
Full Credit Card No.:		If applies) Folio No.:	

MERCHANDISE INFORMATION

Item Type	SKU/UPC#	Purchase Price (USD)	Reason for Return												
			For Sizing / Repair			For Refunds (check one ✓)									
			Sizing	Desired Size	Other Repair	Allergic	Buyer's Regret	Defective	Dissatisfied	Dissatisfied w/ Repair Process	Wrong Size	Never Rcvd Item	Appraisal Value		
<i>Examples.</i>															
<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															
7															

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. Other proof of purchase (Certificate of Authenticity, Cabin Statement, Credit Card statement).
- 3. If returning a watch, Watch Warranty Card & it's original packaging.
- 4. 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.
Repairs/Sizing: 8 - 10 Weeks from receipt of your package for standard sizing (non-inlay rings)
12 - 14 Week from receipt of your package for Opal Inlays/Mother of Pearl, Watches

*** Costume Jewelry/Sterling Silver/Titanium cannot be sized.
*** Links for watch sizing may be provided but are not free of charge.