

# CUSTOMER RETURN for REPAIR FORM

For Internal Use: \_\_\_\_\_



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

**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](mailto:customer.service@starboardcruise.com)

Our Two Year Guarantee applies only to purchases of Fine Jewelry. Manufacturer's 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.

## 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, etc.)		
Full Credit Card No.:		(If applies) Folio No.:	

## MERCHANDISE INFORMATION

Item Type	SKU/UPC#	Purchase Price (USD)	Reason for Return Sizing / Repair			Description of Sizing / Repair Request
			Sizing	Desired Size	Defective - Repair	
Examples. <i>Ring</i>	<i>123456-7</i>	<i>\$234.00</i>	✓	<i>7</i>		
<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						
7						

### 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.
- 2. Other proof of purchase (Certificate of Authenticity, Cabin Statement, Credit Card statement).
- 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:**

Repairs/Sizing: 8 - 10 Weeks from receipt of your package for standard sizing (non-inlay rings)  
12 - 14 Weeks from receipt of your package for Opal Inlays/Mother of Pearl

\*\*\* Costume Jewelry/Sterling Silver/Titanium cannot be sized and are not covered under the Two Year 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. If you need assistance in locating an authorized service center, please do not hesitate to contact our Customer Service Department for assistance.