CUSTOMER SERVICE, GUARANTEE & RETURNS POLICY

OUR SERVICE COMMITMENT

We use the finest technicians to undertake any restoration and resizing of Jewellery & Watches and we aim to have all resizing, repairs and adjustments of Fine Jewellery completed within 10 weeks of receipt by our Customer Services Department. Extra links for our Premium Watches must be requested directly from the watch manufacturer by the customer and at the customer's expense.

Special order items for direct home delivery can take up to 10 weeks from the end of your cruise until delivery.

COOLING OFF PERIOD

We will refund the purchase price of any Fine Jewellery or Premium Watch returned prior to disembarkation from a cruise if the item is in an unworn and fully resaleable condition.

All returns are subject to inspection and must include original packaging and warranty where applicable. We regret that we are not able to accept returns on any specially ordered items, or items that have been altered, resized, shortened or personalised in any way.

FAULTY ITEMS

We take great care to ensure your purchase is absolutely perfect. However, occasionally an item bought from us can develop a manufacturing defect after your cruise. All faulty products with a manufacturers warranty should be returned directly to the manufacturer. Any items without a warranty and returned to us with proof of purchase will be repaired, exchanged or if these options fail, a full refund made within one year of purchase. We only ask that you contact our Customer Services team, within the first year of purchase, for verification before you return items to us.

It should be noted that the guarantee will become void if any repairs, resizes or adjustments of any kind are performed by a third party.

PRICE MATCH GUARANTEE

We are confident that you will be delighted with your purchase and the Tax Free savings that we offer. But, if you do find an identical product that is cheaper ashore during your cruise, (excluding sale items and internet pricing), then simply obtain and submit written proof or an advertisement from the authorised retailer and the relevant store phone number and we will gladly match the price and refund the difference on board.

CUSTOMER SERVICE CONTACT DETAILS

Our UK Customer Services address, to which any returned items should be sent, is:
Customer Services Department, Harding Retail, Avonmouth Way, Avonmouth, Bristol, BS11 8DD, United Kingdom

We would advise that any valuable items are sent to us using recorded delivery as we are unable to accept responsibility of items lost during return. The sender is responsible for all postage charges.

Our UK based Customer Services team can be contacted via e-mail or telephone:
aftersales.uk@hardingretail.com **0117 982 5961**

For our US/Canadian/South American resident customers please call **#1-855-380-0836** or email: **aftersales.us@hardingretail.com** to contact our worldwide aftersales team who will be able to assist with any return requirements.

For all Australasian resident customers please call **#61 (0) 2 9011 8099** or email: **aftersales.oz@hardingretail.com** to contact our Australian based team who will be able to assist with any return requirements.