

We take great care to do everything we can to ensure your purchase is problem free. However, we recognize that very occasionally an item bought from us can prove faulty after returning from your cruise. On return of any faulty item bought from us, with proof of purchase, we will be happy to provide, repair, exchange, or failing this a full refund within 1 year of purchase. This one year guarantee period is in addition to any separate product warranty supplied by the relevant product manufacturer. (Details of such manufacturer's warranties will be provided with relevant products where applicable).

Additionally, in recognizing that items from our Fine Jewellery range are often purchased as gifts for recipients not onboard, we are able to refund the purchase price of any items of fine jewellery returned up to One Month from completion of cruise in an unworn and fully resalable condition. Any specially ordered items, including items individually resized or altered to individual specifications are not considered resalable.

Our UK Customer Services address, to which any returned items should be sent, is:

Customer Services Department
Avonmouth Way
Avonmouth
Bristol
BS11 8DD

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.

Our UK based customer services team can be contacted via e mail or telephone:

aftersales.uk@hardingbros.co.uk
0117 982 5961

For our **US/Canadian** resident customers a US toll free number #1 877 930 0006 or email: aftersales.us@hardingbros.co.uk is available in order to contact our US based team who will be able to assist with any return requirements within the United States/Canada.

For our **Australian** resident customers an Australian telephone number #61 292 810 781 or email: aftersales.oz@hardingbros.co.uk is available in order to contact our Australian based team who will be able to assist with any return requirements within the Australia.