

What do I do if there's any other problem with my order?

If you have any problems with an order from Starboard Locker Ltd, let us know and we will advise you exactly what steps we're going to take to rectify the problem. You may write to us at Starboard Locker Ltd, Saint Brelades, Vale Road, Bowdon, Cheshire, WA14 3AE.

Alternatively, you may contact us by telephone on 0161 641 8604 or email us on info@starboardlocker.com.

Standard Returns

If you are not entirely satisfied with your purchase, we will exchange or refund in full, excluding carriage, provided that the items are returned within 14 days of receipt.*

Please check the condition of goods on arrival - we are unable to accept goods damaged during shipping after 14 days.

Returned goods must be packaged securely, with all original packaging undamaged and in a saleable condition i.e. boxes must be in the same condition as when received.

Goods must be unused and security seals intact.*

If you're returning something because you ordered the wrong item or it's not suitable, you'll need to pay the carriage costs to return it to us. If you'd like us to replace the goods with another item, we won't charge you for carriage on the replacement for UK mainland destinations. However, we will refund your carriage in full on faulty goods returned.

Faulty Goods

If you receive your goods and believe them to be faulty, please contact us straight away with a brief description of the problem.

Please contact us by ringing 0161 641 8604 or email info@starboardlocker.com

We'll then give you a returns number.

This returns number will need to be clearly marked on the outside of your parcel so it can be identified on arrival.

Please note, failure to mark a returns reference number on the outside of your parcel may result in a delay in processing your return.

Don't forget you will need proof of postage/carriage on the returned item, just in case!

Once we receive the returned item we'll be able to proceed with a refund or an exchange.

What do I do if an item fails once it's been used?

All goods supplied by Starboard Locker Ltd are from official sources within the UK and are covered by the normal manufacturer's warranty. If you feel that an item has failed prematurely, please advise us. You may write to us at Starboard Locker Ltd, Saint Brelades, Vale Road, Bowdon, Cheshire, WA14 3AE. Alternatively, you may contact us by telephone on 0161 641 8604 or email us on info@starboardlocker.com.