

Our goal is to ensure every customer receives their handcrafted products safely and in excellent condition. If any genuine problem occurs, we are committed to resolving it promptly and fairly.

Return & Refund Policy

Thank you for choosing **Shyam Handykrafts**. Customer satisfaction is important to us, and we strive to provide high-quality handcrafted products. As our products are handmade and shipped internationally, we kindly request that you read our Return & Refund Policy carefully before placing an order.

Handmade Product Variations

Our products are handcrafted by skilled Indian artisans using traditional techniques. Slight variations in colour, texture, size, shape, finish and natural materials are normal characteristics of handmade products and should not be considered defects.

Return Eligibility

Returns are accepted only under the following circumstances:

- The product arrives damaged during transit.
- The wrong product has been delivered.
- The product received is significantly different from the confirmed order.

Reporting Damaged or Incorrect Items

If you receive a damaged or incorrect item, please contact us within **7 days** of delivery.

Your email should include:

- Your order number
- A description of the issue
- Clear photographs of:
 - the damaged product
 - the outer packaging
 - the shipping label

This information helps us investigate the issue and provide a prompt resolution.

Refunds

Once your request has been reviewed and approved, we may offer one of the following solutions, depending on the circumstances:

- Replacement of the product
- Partial refund
- Full refund

Refunds, where approved, will be processed to the original payment method used during purchase.

Non-Returnable Items

We are unable to accept returns for:

- Change of mind
- Incorrect product selection by the customer
- Minor handmade variations in colour, texture, size or finish
- Normal wear and tear after use
- Products damaged due to misuse or improper handling after delivery

Return Shipping

Please **do not return any item without our prior written approval.**

If a return is approved, we will provide instructions regarding the return process. Return shipping responsibilities will be determined based on the reason for the return.

Cancellation of Orders

Orders may be cancelled before shipment. Once an order has been dispatched, cancellation may no longer be possible.

Customs Duties and Import Charges

Customs duties, import taxes, VAT and other charges imposed by the destination country are the responsibility of the buyer. These charges are not refundable.

Contact Us

If you have any questions regarding returns or refunds, please contact us through the **Contact Us** page on our website. We will respond as quickly as possible and work towards a fair resolution.
