

Frequently Asked Questions (FAQ)

Can't find the answer you're looking for?

Please contact us. We'll be happy to assist you with your enquiry.

1. What products do you offer?

We offer a carefully selected range of handcrafted Indian products, including terracotta kitchenware, home décor, ceramic jars and decorative items, wooden handicrafts, spiritual décor, and artisan gift products.

2. Are your products handmade?

Yes. Most of our products are handcrafted by skilled Indian artisans using traditional techniques. As each item is handmade, slight variations in colour, texture, size and finish are natural and add to the uniqueness of every piece.

3. Do you ship internationally?

Yes. We proudly ship our products to customers worldwide. All products are carefully packed to help ensure safe international delivery.

4. Is shipping free?

Many of our retail products include free standard international shipping. Shipping terms may vary depending on the destination, order quantity and product type. Please refer to the product page or contact us for details.

5. Do you accept wholesale and bulk orders?

Yes. We welcome wholesale enquiries from importers, retailers, gift shops, interior designers, hotels, restaurants and distributors. Please contact us for volume pricing and customized quotations.

6. Can products be customized?

Depending on the product and order quantity, customization may be possible. Please contact us with your specific requirements, and we will be happy to discuss available options.

7. What payment methods do you accept?

We currently accept secure online payments through PayPal. Customers can pay using their PayPal account or eligible debit and credit cards supported by PayPal.

8. Which currencies can I use?

Our website supports multiple currencies, including USD, EUR, GBP and INR. Prices are displayed in your selected currency for your convenience.

9. How long does international delivery take?

Delivery time depends on the destination country, customs clearance and shipping method. Estimated delivery times will be provided after your order is dispatched.

10. How are fragile products packed?

Terracotta and ceramic products are packed with great care using protective packaging materials suitable for international shipping to help minimize the risk of damage during transit.

11. What should I do if my order arrives damaged?

If your order arrives damaged, please contact us within **7 days** of delivery with photographs of the product, packaging and shipping label. We will review the case and work with you to provide an appropriate solution.

12. Can I return my order?

Due to the handmade nature of our products and international shipping, returns are generally not accepted unless the item arrives damaged or is significantly different from the confirmed order. Please see our Return & Refund Policy for complete details.

13. Where are you located?

Shyam Handykrafts is based in **Chennai, Tamil Nadu, India**, and proudly supplies handcrafted Indian artisan products to customers around the world.

14. How can I contact you?

You can contact us through our website's Contact page or by using the contact details provided there. We aim to respond to all enquiries as quickly as possible.

15. Why choose Shyam Handykrafts?

- Authentic handcrafted Indian products
- Carefully sourced from skilled artisans
- Export-quality packaging
- Worldwide shipping
- Wholesale and bulk orders welcome
- Secure online payments

- Dedicated customer support