

We proudly offer Free Standard International Shipping on most retail products. Wholesale and bulk export shipments are quoted separately based on destination, quantity and shipping requirements.

Shipping Policy

Thank you for shopping with **Shyam Handykrafts**. We are committed to delivering handcrafted Indian artisan products safely and efficiently to customers around the world.

Worldwide Shipping

We ship internationally from **Chennai, Tamil Nadu, India**. Our products are available for customers worldwide, and we strive to ensure timely and secure delivery.

Order Processing

Orders are generally processed within **5-7 business days** after payment confirmation. Bulk or customized orders may require additional processing time, and customers will be informed accordingly.

Shipping Methods

Orders are shipped using reliable international postal or courier services, depending on the destination, product type and shipping requirements. We select the most suitable shipping method to ensure safe delivery.

Shipping Charges

Many of our retail products include **Free Standard International Shipping**. If additional shipping charges apply due to destination, weight, expedited delivery or special handling, they will be communicated before order confirmation.

Delivery Time

Estimated delivery times vary depending on the destination country, customs clearance and the shipping service used. While we strive to meet estimated delivery schedules, delays caused by customs authorities, weather conditions or other unforeseen circumstances are beyond our control.

Tracking Information

Once your order has been dispatched, a shipping confirmation email with tracking information (where available) will be provided, allowing you to monitor your shipment during transit.

Packaging

Special care is taken when packing all products, particularly fragile terracotta and ceramic items. Export-quality protective packaging is used to help minimise the risk of damage during international transportation.

Customs Duties and Import Taxes

International orders may be subject to customs duties, taxes, VAT or import charges imposed by the destination country. These charges are the responsibility of the buyer. We recommend checking with your local customs authority before placing an order.

Incorrect Shipping Information

Please ensure that your shipping address, email address and contact details are accurate at the time of placing your order. We are not responsible for delays or additional charges resulting from incorrect or incomplete shipping information provided by the customer.

Lost or Delayed Shipments

If your shipment is delayed beyond the estimated delivery period, please contact us. We will assist in tracking the shipment and work with the shipping carrier to resolve the issue whenever possible.

Damaged Shipments

If your order arrives damaged, please notify us within **7 days** of delivery and provide clear photographs of the damaged product, packaging and shipping label. We will review each case promptly and work towards an appropriate resolution.

Wholesale & Bulk Orders

We welcome wholesale, retail and bulk export enquiries. Shipping arrangements for large orders will be discussed individually to provide the most suitable packaging, shipping method and freight options.

Contact Us

If you have any questions regarding shipping, please contact us through the **Contact Us** page on our website. We are always happy to assist you.