

Returns & Exchanges Policy

Last Updated: February 2026

At **Samyu's Boutique**, we strive to ensure that every fabric and garment meets our high standards of craftsmanship. However, if you are not entirely satisfied with your purchase, we are here to help.

1. Eligibility for Returns

- **Fabric & Unstitched Material:** Returns or exchanges are accepted within **7 days** of delivery. The material must be unwashed, uncut, and in its original condition with all tags intact.
- **Damaged/Defective Items:** If you receive a damaged or defective product, please notify us within **24 hours** of delivery with clear photos or an unboxing video.

2. Non-Returnable Items

To maintain our quality standards, the following items cannot be returned or exchanged:

- **Custom-Stitched Garments:** Items tailored to your specific measurements cannot be returned as they are made uniquely for you.
- **Saree with Falls/Picot:** Once a saree has been finished with falls or picot at your request, it is considered customized.
- **Discounted Items:** Products purchased during a "Clearance" or "Final Sale" event.

3. The Exchange Process

- **Step 1:** Email us at **support@samyus.com** or WhatsApp us at **+91 93633 21935** with your Order ID and reason for exchange.
- **Step 2:** Once approved, you can ship the item back to our Coimbatore atelier. (Shipping costs for returns are the responsibility of the customer unless the item was received damaged).
- **Step 3:** Upon receiving and inspecting the item, we will ship the replacement or issue a store credit.

4. Refunds

- **Store Credit:** We primarily issue refunds in the form of **Store Credit/Gift Vouchers**, which are valid for 1 year.
- **Original Payment Method:** If a refund to the original payment method is approved (only for damaged/incorrect items), it will be processed within **7-10 business days**.

5. Cancellations

- **Fabric Orders:** Can be cancelled within 12 hours of placing the order.
- **Tailoring Orders:** Once the fabric has been cut for your measurements, cancellations are not possible.

Atelier Address for Returns:

Samyu's Boutique Near Peelamedu Anjaneya Temple,

Coimbatore, Tamil Nadu 641004

Contact: +91 82480 01895