

# 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 91500 70128** 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.

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## **Atelier Addresses for Returns**

**Main Branch** 112-133, K.R Puram, Avarampalayam Road (Opp. to Neem Pharmacy),  
Coimbatore - 641 006

**Peelamedu Branch** Near Sri Ashtamsa Varadha Anjaneya Temple, Coimbatore, Tamil Nadu  
- 641 004

**Contact:** +91 91500 70128| +91 93633 21935