

Shipping & Delivery Policy

Effective Date: February 2026

1. Order Processing

At **Samy's Boutique**, we take pride in the quality of our fabrics and the precision of our tailoring.

- **Ready-to-Ship Fabrics:** Orders for unstitched materials and saree fabrics are processed within **24 to 48 hours**.
- **Custom Tailoring:** For bespoke orders and custom stitching, processing takes **7 to 15 business days** depending on the design complexity.

2. Shipping within India

- **Courier Partners:** We partner with leading services like BlueDart, Delhivery, and DTDC to ensure safe delivery.
- **Timeline:** * **Tamil Nadu:** 1–3 business days.
 - **Rest of India:** 3–7 business days.
- **Charges:** We offer **Free Shipping** on orders above ₹2,000. For orders below this amount, a flat fee of ₹100 applies.

3. International Shipping

- We ship worldwide via DHL and FedEx.
- **Delivery Time:** 7–12 business days depending on the destination.
- **Customs & Duties:** Any import duties, taxes, or local charges at the destination country are the responsibility of the customer.

4. Order Tracking

Once your order is dispatched, you will receive an **email and SMS/WhatsApp notification** containing your tracking ID and a link to monitor your shipment in real-time.

5. Lost or Damaged Shipments

- If your package arrives damaged, please take a photo/video of the packaging before opening and contact us within **24 hours**.
- In the rare event of a lost package, we will coordinate with the courier partner to resolve the issue or provide a replacement.

6. Delivery Attempts

Our courier partners will attempt delivery **three times**. If the package is not received after three attempts, it will be returned to our Coimbatore atelier. Re-shipping charges will apply in such cases.

Contact Information

For any shipping-related queries, please reach out to us:

- **Phone:** +91 93633 21935 | +91 82480 01895
- **Email:** shipping@samyus.com
- **Address:** Near Peelamedu Anjaneya Temple, Coimbatore, Tamil Nadu 641004