

Refunds & Returns Policy

For ShyraQ Home & Fashion Collections

Last updated: 20.08.2025

Home Collection (Custom-Made Rugs and Looms)

Each ShyraQ piece is custom-designed and handcrafted using traditional techniques and sustainable materials. As a result, returns and exchanges are **not accepted** unless the product contains a **manufacturing defect**.

Defective Items:

If you believe your item has a defect, please contact us within **30 calendar days** of receiving your order at info@shyraqrug.com, including:

- Order number
- Description of the issue
- Photographic or video evidence

We will assess your claim and, if approved, offer an exchange or refund. Shipping costs for returns of defective items are covered by ShyraQ.

Warranty:

Our handmade rugs and looms are covered by a **1-year warranty** from the date of delivery, covering material and craftsmanship defects only. Damage due to improper use, exposure to moisture, or failure to follow care instructions is not covered.

Color & Size Variations:

Slight variations in color, texture, and dimensions (within **±5–7 cm**) are inherent to the artisanal process and are a sign of authenticity. These are **not considered defects** and are non-refundable.

Fashion Collection (Accessories, Decor Items)

Exchanges:

Items from the ShyraQ fashion line may be exchanged within **15 calendar days** of delivery if:

- The item is unused and in perfect condition
- Original packaging and tags are intact
- A valid receipt is provided

To request an exchange, contact info@shyraqrug.com with your order number and reason for exchange. Exchanges are subject to stock availability.

Returns:

Returns are accepted within **5 business days** from the date of delivery, in accordance with the **Consumer Rights Law of the Republic of Kazakhstan**. Returned items must:

- Be in unused condition
- Include all original packaging and labels
- Be accompanied by the original receipt

The return shipping cost is the responsibility of the customer, unless the return is due to a verified defect or error on our part.

International Orders

For international returns, ShyraQ will assume ownership of the item **only after it has been received and inspected** at our workshop in Turkestan. International customs duties and taxes are non-refundable.

How to Initiate a Return or Exchange

Email us at info@shyraqrug.com with:

- Full name
- Order number
- Product photos (for defects)
- Reason for return or exchange

We aim to respond within **3 business days**.