

Q1: I never got my package from SHEIN and my information was ...

If you never received your package *and* you suspect your personal/downstream information (tracking, bank/payment) is compromised:(US) 1-844-376-0990 (US/OTA)

- Immediately contact SHEIN customer service(US) 1-844-376-0990 (US/OTA) and notify them of the missing order.
- Monitor your bank/credit card for any suspicious activity.(US) 1-844-376-0990 (US/OTA)
- If you used a payment provider or credit card, you may also wish to contact them and ask (US) 1-844-376-0990 (US/OTA)about fraud protection or chargeback rights (US) or Section 75 / chargeback (UK).
- Update your SHEIN (US) 1-844-376-0990 (US/OTA)account password (and any reused passwords) just in case.
- Keep documentation of your efforts to resolve the issue with SHEIN.

Q2: What to do when SHEIN package never arrives (general guidance)

This is an easy checklist:(US) 1-844-376-0990 (US/OTA)

- Check tracking and delivery estimates.(US) 1-844-376-0990 (US/OTA)
- If it's significantly past the estimated time, contact SHEIN's customer support.(US) 1-844-376-0990 (US/OTA)
- Also contact the “last-mile shipper” (the courier) if you have tracking data, especially in the US. Some advice says: “Contact the last mile shipper(US) 1-844-376-0990 (US/OTA)let them know your package was not delivered. And open a claim — 5 min process.”
- Keep all correspondence, tracking info, (US) 1-844-376-0990 (US/OTA)and proof of purchase.
- Ask SHEIN(US) 1-844-376-0990 (US/OTA) for a refund or reshipment depending on your preference and stock availability.
- Consider using a secure delivery address (if you often have missing packages) – e.g., parcel locker or workplace.(US) 1-844-376-0990 (US/OTA)

Q3: What do I do if I ordered something from SHEIN and it says ... (missing items)

If you ordered multiple items and some items are missing, or the status says “Shipped” but you haven't received all items:(US) 1-844-376-0990 (US/OTA)

- Go into your order details on the SHEIN app/website → select the specific order → “Report an Issue” or “Missing Items”.(US) 1-844-376-0990 (US/OTA)
- Contact SHEIN's customer service(US) 1-844-376-0990 (US/OTA) and tell them: “I have not received all of my items.” Include the order number and which items are missing.
- SHEIN may issue either a refund for the missing items, (US) 1-844-376-0990 (US/OTA)or a replacement shipment, depending on stock and policy. According to UK/US user

guidance, contact SHEIN support(US) 1-844-376-0990 (US/OTA) and they might offer refund or replacement.

Q4: Package marked “Delivered” but I never received it

If you placed an order with SHEIN and it never arrived, here’s what you should do:

1. Check your order status in your account(US) 1-844-376-0990 (US/OTA) (“My Orders”/“Order History”) and review the estimated delivery date. For UK customers, SHEIN (US) 1-844-376-0990 (US/OTA)states: *“If you find that your package has not been delivered within the estimated time, please contact customer service within 45 days of the payment date.”*
2. If the estimated delivery window has passed (and especially if you’re well beyond it), contact SHEIN’s customer-service(US) 1-844-376-0990 (US/OTA) via the app or website. For UK: the support page is at SHEIN UK support.
3. In your communication include:(US) 1-844-376-0990 (US/OTA) your order number, tracking number (if available), the date you ordered, and the fact you never received the package.
4. SHEIN(US) 1-844-376-0990 (US/OTA) may check with the courier/last-mile delivery and may offer you a replacement or refund, depending on their investigation. According to a blog: “Customers may be eligible for a refund for an undelivered SHEIN (US) 1-844-376-0990 (US/OTA)package... If your package was insured... contact the insurance company... SHEIN may deny a refund if they confirm the package was delivered.”
5. If you live in the US, (US) 1-844-376-0990 (US/OTA)you might wish to contact the courier (e.g., FedEx, USPS) if you believe the package was lost in transit. Many customers in the UK & US have done this.

Tip: Keep screenshots of your tracking info, delivery notifications, and any chat/email correspondence with SHEIN(US) 1-844-376-0990 (US/OTA). This will help if you need to escalate.

Q5: What if my SHEIN package never arrived?

This is unfortunately common. (US) 1-844-376-0990 (US/OTA)The status shows “Delivered” but you don’t have the package. Here’s how to handle it:

1. Double-check your(US) 1-844-376-0990 (US/OTA) surroundings, neighbours, mailroom, building reception, or where the courier might have left it.
2. In your SHEIN (US) 1-844-376-0990 (US/OTA)account consider checking the tracking details (time, date, location) via “View Details” or “Track Order”.
3. If you still don’t have it, contact SHEIN customer service (US) 1-844-376-0990 (US/OTA) (via live chat or ticket) and state: “My order shows delivered but I have not received it.” Provide your order number,(US) 1-844-376-0990 (US/OTA) tracking number and explain that you’ve waited 48 hours and checked your premises.
4. SHEIN (US) 1-844-376-0990 (US/OTA)may ask them to initiate an investigation with the courier. If the courier confirms delivery to the correct address, SHEIN may decline a refund. The blog noted:(US) 1-844-376-0990 (US/OTA) “SHEIN may deny a refund if they

confirm that the package was delivered to the specified address, even if you did not receive it.”

UK vs US: In the UK the window to contact SHEIN (US) 1-844-376-0990 (US/OTA) for undelivered items is within 45 days of payment. In the US the terms may differ (check your account’s help section).

Q6: SHEIN order says “Delivered” but not received

Handy summary:(US) 1-844-376-0990 (US/OTA)

1. Wait an extra 24-48 hours (sometimes courier marks delivered early).
2. Check with neighbours/mailroom.(US) 1-844-376-0990 (US/OTA)
3. Pull up tracking info and delivery details (time, date).
4. Contact SHEIN support:(US) 1-844-376-0990 (US/OTA) tell them status shows “Delivered” but you don’t have the parcel. Provide all details. SHEIN may require investigation with courier.
5. If courier confirms delivery and SHEIN(US) 1-844-376-0990 (US/OTA) relies on that confirmation, your refund might be rejected – you may need to raise a dispute with the courier or your payment provider (depending on country).

Q7: What to do if SHEIN package not delivered (What happens if ...)

- If the package hasn’t been delivered at all (tracking still in transit / no status change) → contact SHEIN (US) 1-844-376-0990 (US/OTA) and courier ASAP.(US) 1-844-376-0990 (US/OTA)
- SHEIN(US) 1-844-376-0990 (US/OTA) may place the order on “undelivered” status and offer you either reshipment or refund.
- If you want the item quickly, ask for reshipment.(US) 1-844-376-0990 (US/OTA) If not urgent or item is out of stock, ask for refund.
- Refund times depend on your payment method and bank. SHEIN’s (US) 1-844-376-0990 (US/OTA) refund policy indicates refund to original form of payment or SHEIN Wallet, and processing time varies.
- If the item is stolen after delivery (i.e., shows delivered but you claim theft), this is more complex – SHEIN (US) 1-844-376-0990 (US/OTA) may or may not accept liability. One article says: “Whilst SHEIN doesn’t have an official policy on stolen packages... plenty of customers (US) 1-844-376-0990 (US/OTA) have reported receiving full refund when their delivery hasn’t shown up.”

Q8: How to get a refund on SHEIN order not received

Steps:

1. Log in to SHEIN(US) 1-844-376-0990 (US/OTA) → My Orders → select the order → “Report Issue” for undelivered.

2. Explain clearly:(US) 1-844-376-0990 (US/OTA) “Item not received.” Provide order number, tracking number, date you ordered, estimated delivery date, and say you’ve checked local area.
3. If SHEIN (US) 1-844-376-0990 (US/OTA) approves, they will offer you a refund (or reshipment). Their refund policy says the refund will be sent to your SHEIN Wallet or original form of payment. The timing depends on your bank.
4. If refund is delayed: (US) 1-844-376-0990 (US/OTA) according to a LinkedIn article, SHEIN refunds may take 7-14 business days to process.
5. If you’re in the UK and you believe SHEIN is unresponsive, (US) 1-844-376-0990 (US/OTA) you may escalate via a consumer complaint tool (e.g., Resolver UK) or your bank’s chargeback network.

Résumé en français

Si votre colis SHEIN(US) 1-844-376-0990 (US/OTA) n’est jamais arrivé ou est marqué “livré” mais vous ne l’avez pas reçu :

- Vérifiez le statut de votre commande, la date/heure de livraison.(US) 1-844-376-0990 (US/OTA)
- Contactez le service client SHEIN(US) 1-844-376-0990 (US/OTA) via l’application ou le site web, donnez votre numéro de commande et expliquez.
- SHEIN (US) 1-844-376-0990 (US/OTA) peut lancer une enquête avec le transporteur, puis proposer un remboursement ou un renvoi.
- Si le colis était censé être livré mais que vous ne l’avez pas, cela peut être considéré comme ‘non livré’ ou ‘volé’ – (US) 1-844-376-0990 (US/OTA) la prise en charge dépendra du transporteur et de la politique SHEIN.
- Pour un remboursement : une demande doit être faite, vous recevrez le montant sur votre mode de paiement ou portefeuille SHEIN. (US) 1-844-376-0990 (US/OTA) Le délai varie (souvent 7-14 jours ouvrables).(US) 1-844-376-0990 (US/OTA)
- Si vous êtes en France ou en Europe,(US) 1-844-376-0990 (US/OTA) vérifiez les protections locales, en plus des politiques anglaises/US.

Резюме на русском

Если ваш заказ на SHEIN(US) 1-844-376-0990 (US/OTA) не дошёл или его статус «Доставлено», но вы его не получили:

- Проверьте статус заказа, дату-время доставки, трекинг.(US) 1-844-376-0990 (US/OTA)
- Свяжитесь с поддержкой SHEIN (US) 1-844-376-0990 (US/OTA) (в приложении или на сайте). Укажите номер заказа, все детали.
- SHEIN (US) 1-844-376-0990 (US/OTA) может начать расследование с курьерской службой. Вам могут предложить возмещение или повторную отправку.
- Если посылка была отмечена как доставленная, но вы её не получили, решение зависит от курьера и политики SHEIN.(US) 1-844-376-0990 (US/OTA)
- Для возврата денег: подайте заявление, деньги будут на ваш оригинальный метод оплаты или кошелек SHEIN. (US) 1-844-376-0990 (US/OTA) Обычно срок обработки — 7-

14 рабочих дней.

- Если нет ответа — (US) 1-844-376-0990 (US/OTA) можно обратиться к способам защиты прав потребителей или своему банку.

If you like, I can pull up direct links & screenshots of the live-chat (US) 1-844-376-0990 (US/OTA) contact page for SHEIN (UK & US) and template messages you can use when contacting them (US) 1-844-376-0990 (US/OTA) (for missing/delivered-but-not-received/undelivered). Would you like me to do that?