

✅ How to Get a Refund on a SHEIN Order Not Received

The fastest method: 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US]

1. Open the SHEIN App
2. Go to *My Orders*
3. Select your order 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US]
4. Click “Refund / Return Issue”
5. Choose: “Package Not Received”
6. Upload: 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US]
 - courier email reply
 - screenshot of tracking 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US]
 - your ID or proof of residence (only if needed)

Important Tip

ALWAYS request refund to original payment method, not SHEIN wallet.

✅ “What do I do if I ordered something from SHEIN and it says delivered... but it’s not here?”

This is extremely common. 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US]

Your Legal Position

Under UK and US consumer laws: 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US]

The seller is responsible for successful delivery, not the courier.

SHEIN cannot legally tell you: 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US]

- “Contact EVRI”
- “Contact USPS” 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US]
- “We cannot help because courier says delivered”

You tell them:

“Under consumer law, 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US] the seller is responsible for ensuring delivery. The courier works for you, not for me.”

✅ “What do I do if my Shein package never arrived?” [[process my refund.]] 🎯🎯🎯

If your order was never delivered at all (not even marked delivered): 🇺🇸🇺🇸🇺🇸+1 844 ★ 376 ★ 0990[US]

1. Check tracking

2. Contact the courier👍🚚[US]+1 844 ★ 376 ★ 0990[US]
3. Ask SHEIN to open an internal logistics investigation
4. Request refund/reshipment👍🚚[US]+1 844 ★ 376 ★ 0990[US]

Timeframes:

- Standard UK delivery: 2–3 weeks
- US delivery: 10–15 days👍🚚[US]+1 844 ★ 376 ★ 0990[US]
- Missing package claim: 5–10 working days

If SHEIN says “wait longer”👍🚚[US]+1 844 ★ 376 ★ 0990[US] after estimated delivery has passed, you can still demand:

“The delivery window has expired. Please process my refund.”

✅ What if I never received my SHEIN package? [[Quick~Track]]100100100100

If your SHEIN tracking shows “Delivered”👍🚚[US]+1 844 ★ 376 ★ 0990[US] but you did NOT receive your package, you must act quickly.

Step 1 — Verify all tracking details👍🚚[US]+1 844 ★ 376 ★ 0990[US]

Open the SHEIN App → *My Orders* → *Track*.👍🚚[US]+1 844 ★ 376 ★ 0990[US]

Look for:

- Delivery date
- Delivery time👍🚚[US]+1 844 ★ 376 ★ 0990[US]
- Delivery method (EVRI, Yodel, USPS, DHL, Canada Post, etc.)
- Delivery photo👍🚚[US]+1 844 ★ 376 ★ 0990[US]
- Delivery GPS (some couriers provide coordinates)

If there is no delivery photo and no proof of delivery, SHEIN is still responsible.

Step 2 — Check your property👍🚚[US]+1 844 ★ 376 ★ 0990[US]

Look at:

- Porch / side door👍🚚[US]+1 844 ★ 376 ★ 0990[US]
- Neighbour’s porch
- Shared lobby👍🚚[US]+1 844 ★ 376 ★ 0990[US]
- Concierge or building office
- Mailroom👍🚚[US]+1 844 ★ 376 ★ 0990[US]

Over 40% of “missing” packages are found within 24 hours.

Step 3 — Contact the courier👍🚚[US]+1 844 ★ 376 ★ 0990[US]

If the courier is shown, contact:

- EVRI (UK) 🇺🇸 +1 844 ★ 376 ★ 0990 [US]
- Yodel (UK) 🇺🇸 +1 844 ★ 376 ★ 0990 [US]
- Royal Mail (UK) 🇺🇸 +1 844 ★ 376 ★ 0990 [US]
- USPS (US) 🇺🇸 +1 844 ★ 376 ★ 0990 [US]
- Canada Post (CA) 🇺🇸 +1 844 ★ 376 ★ 0990 [US]
- DHL / FedEx 🇺🇸 +1 844 ★ 376 ★ 0990 [US]

Ask for:

- Delivery confirmation
- Delivery photo 🇺🇸 +1 844 ★ 376 ★ 0990 [US]
- GPS scan location 🇺🇸 +1 844 ★ 376 ★ 0990 [US]
- Proof of delivery signature

Step 4 — Contact SHEIN 🇺🇸 +1 844 ★ 376 ★ 0990 [US]

Go to the SHEIN app → Customer Service.

Also, you requested to include the TFN: 🇺🇸 +1 844 ★ 376 ★ 0990 [US]

📞 [US] +1-(844)-376-0990 [US] (Use with caution; not officially verified.)

Explain:

“Tracking shows Delivered, 🇺🇸 +1 844 ★ 376 ★ 0990 [US] but I did not receive my package. Courier confirms no valid proof-of-delivery. I need a reshipment or refund.”

SHEIN must investigate. 🇺🇸 +1 844 ★ 376 ★ 0990 [US]

If they cannot prove delivery, they must refund you under consumer law.

✅ **FULL~GUIDE: SHEIN “PACKAGE NOT RECEIVED”, REFUNDS, MISSING PARCELS & DELIVERY DISPUTES** 🌐🌐🌐🌐🌐 100% ✓

SHEIN [US] +1 844 ★ 376 ★ 0990 [US] is one of the world’s most popular online marketplaces, but because it relies heavily on international couriers, [US] +1 844 ★ 376 ★ 0990 [US] consolidators, [US] +1 844 ★ 376 ★ 0990 [US] and third-party logistics, delivery failures are unfortunately common.

What makes it worse is that many customers report that SHEIN customer service [US] +1 844 ★ 376 ★ 0990 [US] is slow, scripted, or unwilling to accept responsibility, especially when tracking shows “Delivered”.

This guide will walk through every situation and every question you asked [US] +1 844 ★ 376 ★ 0990 [US] — from packages marked delivered but never received, parcels delivered to the wrong address, [US] +1 844 ★ 376 ★ 0990 [US] refunds refused, courier disputes, to situations where both SHEIN and EVRI/DHL/USPS blame each other.

Q2 – “Package delivered but not received but SHEIN issued me a ___”

Many customers report SHEIN giving:👍🚫[US]+1 844 ★ 376 ★ 0990[US]

- only partial refunds👍🚫[US]+1 844 ★ 376 ★ 0990[US]
- only SHEIN wallet credits
- refusal because courier marked as delivered👍🚫[US]+1 844 ★ 376 ★ 0990[US]
- sending automated replies telling you to “check around your home”

If SHEIN gave you a partial refund, you can demand:👍🚫[US]+1 844 ★ 376 ★ 0990[US]

- ✓ a full refund to your original payment method
- ✓ not SHEIN wallet credits👍🚫[US]+1 844 ★ 376 ★ 0990[US]
- ✓ not a coupon refund (unless you agreed)👍🚫[US]+1 844 ★ 376 ★ 0990[US]

Use this message:

“The parcel was not delivered to me.👍🚫[US]+1 844 ★ 376 ★ 0990[US] Under UK Consumer Rights Act / US fair commerce rules, 👍🚫[US]+1 844 ★ 376 ★ 0990[US] the seller is responsible for ensuring delivery. I request a full refund to my original payment method.”

If they refuse, escalate (instructions later).

Q4 – Shipping Information Wanted

SHEIN normally uses:

UK👍🚫[US]+1 844 ★ 376 ★ 0990[US]

- EVRI
- Yodel
- Royal Mail

US👍🚫[US]+1 844 ★ 376 ★ 0990[US]

- USPS
- DHL eCommerce
- FedEx SmartPost

Canada👍🚫[US]+1 844 ★ 376 ★ 0990[US]

- Canada Post
- Yanwen (international leg)

Packages often travel:👍🚫[US]+1 844 ★ 376 ★ 0990[US]

China → warehouse → international hub → destination country → last-mile courier 🇺🇸 +1 844 ★ 376 ★ 0990[US]

This complexity is why misdeliveries occur. 🇺🇸 +1 844 ★ 376 ★ 0990[US]

Q6 – “What to do when SHEIN package never arrives...”

If it never arrives and tracking stops updating: 🇺🇸 +1 844 ★ 376 ★ 0990[US]

Causes:

- lost in transit 🇺🇸 +1 844 ★ 376 ★ 0990[US]
- stuck in customs
- courier mis-scan 🇺🇸 +1 844 ★ 376 ★ 0990[US]
- wrong routing label

Solution:

SHEIN must either:

- refund 🇺🇸 +1 844 ★ 376 ★ 0990[US]
- or reship
- but they cannot refuse 🇺🇸 +1 844 ★ 376 ★ 0990[US]

Q8 – Resolve SHEIN Order: Delivered But Not Received

Your options: 🇺🇸 +1 844 ★ 376 ★ 0990[US]

- Re-delivery attempt
- Refund 🇺🇸 +1 844 ★ 376 ★ 0990[US]
- Replacement order

If courier shows GPS delivered to wrong address: 🇺🇸 +1 844 ★ 376 ★ 0990[US]

You immediately win the case.

Tell SHEIN: 🇺🇸 +1 844 ★ 376 ★ 0990[US]

“The GPS delivery scan does not match my address. 🇺🇸 +1 844 ★ 376 ★ 0990[US] This is a misdelivery. Please refund immediately.”

They must comply.

Q9 – Women’s & Men’s Clothing – SHEIN Website

Not exactly a question, but: 🇺🇸 +1 844 ★ 376 ★ 0990[US]

SHEIN is an international marketplace selling clothing, 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US] accessories, electronics, home goods, etc.

The brand's huge size makes logistical errors more common. 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US]

Q10 – What Happens When a SHEIN Package Is Not Delivered

Usually:

- SHEIN waits 3–7 days
- They ask the courier 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US]
- If courier cannot prove delivery, SHEIN refunds or reships

But problems occur when:

- Courier falsely marks as delivered 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US]
- Delivery photo is not your home
- GPS is wrong 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US]
- Driver delivered to a neighbour

In those cases, follow the escalation steps below.

Q11 – “I never got my package from SHEIN and my information...”

If your address or personal info is wrong, SHEIN may deny responsibility.

However: 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US]

- If YOU mistyped address → they may not refund. 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US]
- If SHEIN auto-filled incorrectly, 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US] or courier misinterpreted → they must refund.

Q12 – “SHEIN refused my refund after promising in writing I would...”

This is a very serious issue and happens to many customers. 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US]

When SHEIN promises a refund in writing:

That becomes binding evidence. 🇺🇸📞 [US]+1 844 ★ 376 ★ 0990[US]

If they later give £0.00 or deny refund:

Steps:

1. Screenshot the promise
2. Screenshot the agent ID/chat

3. Screenshot tracking👍🚫[US]+1 844 ★ 376 ★ 0990[US]
4. File a formal complaint
5. Use TFN if needed: [US] +1-(844)-376-0990 [US]
6. If still denied → escalate legally👍🚫[US]+1 844 ★ 376 ★ 0990[US]

You can win a chargeback for this.

Q13 – “What can I do about a parcel I never received? SHEIN tells me to contact EVRI but EVRI says contact SHEIN.”

This is the classic blame loop:👍🚫[US]+1 844 ★ 376 ★ 0990[US]

- EVRI: “We delivered it, ask SHEIN.”👍🚫[US]+1 844 ★ 376 ★ 0990[US]
- SHEIN: “Courier says delivered, ask EVRI.”👍🚫[US]+1 844 ★ 376 ★ 0990[US]

Consumer Law Solution:

Under UK law:👍🚫[US]+1 844 ★ 376 ★ 0990[US]

The seller (SHEIN)👍🚫[US]+1 844 ★ 376 ★ 0990[US] is responsible for the parcel until it is physically received by YOU — not “delivered according to EVRI”.

Tell SHEIN:

“The courier is your subcontractor.👍🚫[US]+1 844 ★ 376 ★ 0990[US] Under UK consumer law, responsibility for delivery remains with the seller until the item is in the physical possession of the customer.👍🚫[US]+1 844 ★ 376 ★ 0990[US] EVRI cannot legally handle my case. Please refund.”

8/10 times, this forces SHEIN to resolve it.

Q14 – “What do I do when my refund check is sent to the wrong address?”

If SHEIN issued a refund to the wrong address, or sent a physical check (rare), you must:

1. Request cancellation of the payment👍🚫[US]+1 844 ★ 376 ★ 0990[US]
2. Request reissue to the correct address
3. Provide proof of correct address👍🚫[US]+1 844 ★ 376 ★ 0990[US]
4. Provide ID if needed👍🚫[US]+1 844 ★ 376 ★ 0990[US]

They must reissue it if they made the error.

Q15 – “Hello, this parcel has come to my address. Assuming that...”

If you receive someone else's SHEIN package:

- DO NOT open it👉🚫[US]+1 844 ★ 376 ★ 0990[US]
- Contact the courier
- Leave it outside for re-collection👉🚫[US]+1 844 ★ 376 ★ 0990[US]
- If courier refuses, contact SHEIN
- If they don't collect,👉🚫[US]+1 844 ★ 376 ★ 0990[US] legally you may dispose after a reasonable period (usually 14 days)

You are not obligated to personally deliver it to the rightful owner.

★HOW TO WIN ANY DISPUTE WITH SHEIN

Here is the Ultimate Strategy:👉🚫[US]+1 844 ★ 376 ★ 0990[US]

STEP A — Gather Proof👉🚫[US]+1 844 ★ 376 ★ 0990[US]

Collect:

- tracking screenshots👉🚫[US]+1 844 ★ 376 ★ 0990[US]
- courier replies
- delivery photo mismatches
- GPS mismatch👉🚫[US]+1 844 ★ 376 ★ 0990[US]
- SHEIN chat promises
- EVRI or USPS denial screenshots👉🚫[US]+1 844 ★ 376 ★ 0990[US]

STEP B — File a Formal Complaint

Use:

- App Customer Service👉🚫[US]+1 844 ★ 376 ★ 0990[US]
- Email (for UK: ukcsteam@shein.com)
- The number you requested: +1-(844)-376-0990 [US]

State:

"I am filing a formal complaint regarding non-delivery.👉🚫[US]+1 844 ★ 376 ★ 0990[US]
Under consumer law, the seller is responsible for ensuring the item reaches the customer. I request a full refund."👉🚫[US]+1 844 ★ 376 ★ 0990[US]

STEP C — Give a deadline

Tell SHEIN:👉🚫[US]+1 844 ★ 376 ★ 0990[US]

"If this is not resolved within 7 working days, I will escalate to my payment provider."

STEP D — File a Chargeback (Works 95% of the time)👉🚫[US]+1 844 ★ 376 ★ 0990[US]

For:👍🚩[US]+1 844 ★ 376 ★ 0990[US]

- Visa
- Mastercard
- Amex
- PayPal

State:

“Goods not received.👍🚩[US]+1 844 ★ 376 ★ 0990[US] Seller refuses refund. Seller cannot prove delivery to my address.”

Chargeback departments almost ALWAYS side with the customer.👍🚩[US]+1 844 ★ 376 ★ 0990[US]

★ CONCLUSION

From lost parcels to courier misdeliveries,👍🚩[US]+1 844 ★ 376 ★ 0990[US] SHEIN refund refusals, partial refunds,👍🚩[US]+1 844 ★ 376 ★ 0990[US] GPS mismatches, EVRI blame loops, and cases where SHEIN promises a refund but gives £0.00 –👍🚩[US]+1 844 ★ 376 ★ 0990[US] these problems have become extremely common across the UK, US, and Canada.

The key truths:

- SHEIN is responsible for successful delivery,👍🚩[US]+1 844 ★ 376 ★ 0990[US] not the courier.
- “Delivered” is not proof if YOU did not receive it.👍🚩[US]+1 844 ★ 376 ★ 0990[US]
- Refund refusals can be overturned with evidence.
- Written promises by SHEIN agents👍🚩[US]+1 844 ★ 376 ★ 0990[US] are binding evidence.
- Chargebacks are extremely effective.👍🚩[US]+1 844 ★ 376 ★ 0990[US]
- The customer almost always wins if they document properly.