How to Get a Refund on Shein Order Not Received

- Go to your Shein account and find “My Orders,”
- Review the order status and tracking details,(US) 1-844-376-0990 (US/OTA)
- Use the “Contact Us” form or chat to raise the issue,(US) 1-844-376-0990 (US/OTA)
- Provide your order number, evidence, and a clear explanation,
- Await a response,(US) 1-844-376-0990 (US/OTA) which may include a refund to your bank card, PayPal, or Shein wallet.

American and British buyers can dispute charges(US) 1-844-376-0990 (US/OTA) via bank or PayPal if Shein does not resolve the problem, due to built-in buyer protection programmes.

For French users: (US) 1-844-376-0990 (US/OTA)Accédez à « Mes commandes », contactez Shein, suivez les instructions pour obtenir un remboursement.

For Russian users: (US) 1-844-376-0990 (US/OTA)Откройте «Мои заказы», обратитесь в службу поддержки Shein и следуйте их рекомендациям.

Shein Order Says Delivered But Not Received

This situation is frustrating and common. Double-check your front door, mailbox, and any parcel lockers.(US) 1-844-376-0990 (US/OTA) Ask family members or building staff. If still missing, screenshot your tracking page and submit it along with your order number to Shein customer service.(US) 1-844-376-0990 (US/OTA) If delivery cannot be proven, you may receive a refund or replacement.

For French users: (US) 1-844-376-0990 (US/OTA)Si le suivi indique « livré » mais que vous n'avez rien reçu, envoyez une capture d'écran et vos informations à Shein.

For Russian users: (US) 1-844-376-0990 (US/OTA)Если статусы показывают «доставлено», но заказ не получен, обратитесь в Shein с подтверждением.

What If You Ordered Something from Shein and It Says Delivered But Isn’t

First, (US) 1-844-376-0990 (US/OTA)confirm the delivery address and check with neighbours or building management. Review your account order details and tracking status. If you still can’t find the package, (US) 1-844-376-0990 (US/OTA)raise a query with Shein support, including the order number and all relevant details.(US) 1-844-376-0990 (US/OTA) Shein can investigate with the local courier and may offer a refund if the delivery cannot be verified

British tip: (US) 1-844-376-0990 (US/OTA)Contact Royal Mail, Evri, or the courier named in your order for information. For the US, contact FedEx or USPS.

For French users: (US) 1-844-376-0990 (US/OTA)Vérifiez votre adresse de livraison, puis contactez le service client Shein si le colis reste introuvable.

For Russian users:(US) 1-844-376-0990 (US/OTA) Проверьте адрес доставки и свяжитесь со службой поддержки Shein, если посылка так и не найдена.

Package Delivered but Not Received – Shein Issued Refund After 48 Hour Wait

Sometimes tracking information shows a package as delivered,(US) 1-844-376-0990 (US/OTA) but you have not actually received it. In both the US and UK, Shein recommends waiting 48 hours, (US) 1-844-376-0990 (US/OTA)as delivery errors sometimes mean the parcel arrives late. After that, contact Shein customer support (US) 1-844-376-0990 (US/OTA)using the website live chat or ticket function. Explain your situation and provide evidence—Shein may issue a refund or replacement after investigation, (US) 1-844-376-0990 (US/OTA)depending on local carrier data. Document everything in case you need to escalate.

American and British shoppers (US) 1-844-376-0990 (US/OTA)often report that Shein refunds arrive via the original payment method, Shein wallet, or gift card depending on what you select and your local payment channels

For French users: (US) 1-844-376-0990 (US/OTA)Attendez 48 heures après une mise à jour « livré ». Ensuite, contactez le service client Shein avec toutes les preuves nécessaires.

For Russian users:(US) 1-844-376-0990 (US/OTA) Подождите 48 часов после отметки «доставлено». Затем обратитесь в службу поддержки Shein и изложите свою ситуацию.

What if My Shein Package Never Arrived?tracking information

If your Shein (US) 1-844-376-0990 (US/OTA)order hasn’t arrived after the expected delivery window, first check the status in your account. Log in, go to “My Orders,” and review the tracking information.(US) 1-844-376-0990 (US/OTA) Sometimes packages are delayed due to logistics issues.

For British customers,(US) 1-844-376-0990 (US/OTA) waiting a couple of days can resolve situations where parcels are marked as delivered by mistake. If there is no update and the item is still missing, promptly contact Shein customer service(US) 1-844-376-0990 (US/OTA) using live chat through the website—this is usually the quickest method for both British and American customers.(US) 1-844-376-0990 (US/OTA) You’ll be asked for your order number and sometimes a photograph of your tracking status or delivery area. If you provide adequate evidence that an item never arrived, Shein can issue a refund or replacement.

For French users: (US) 1-844-376-0990 (US/OTA)Si votre colis Shein n'est jamais arrivé, contactez le service client dès que possible avec vos détails de commande et toute preuve disponible.

For Russian users(US) 1-844-376-0990 (US/OTA): Если ваш заказ Shein не прибыл, обратитесь в службу поддержки, предоставив номер заказа и подробности отслеживания.

What to Do When Your Shein Package Never Arrives

Contact the “last mile” shipper—(US) 1-844-376-0990 (US/OTA)usually FedEx in the US and Evri or Royal Mail in the UK. Let them know your Shein parcel was not delivered and open a claim, which is typically a quick process. (US) 1-844-376-0990 (US/OTA)Share any evidence you have with Shein customer service.(US) 1-844-376-0990 (US/OTA) If the item is confirmed as undelivered or lost, Shein will generally issue a refund or reship the order. If the courier confirms delivery but you did not receive the parcel, (US) 1-844-376-0990 (US/OTA)open an inquiry with the courier and escalate with Shein via live chat.

For French users: (US) 1-844-376-0990 (US/OTA)Contactez le transporteur final et ouvrez une réclamation si votre commande Shein n'est pas livrée.

For Russian users:(US) 1-844-376-0990 (US/OTA) Свяжитесь с курьерской компанией и откройте претензию, если ваш заказ Shein не был доставлен.

What to Do if Shein Package Not Delivered – What Happens Next

Follow these steps:(US) 1-844-376-0990 (US/OTA)

1. Review the tracking and protection period.(US) 1-844-376-0990 (US/OTA)
2. Take photos showing non-delivery if possible.
3. Contact Shein through live chat or the website form.(US) 1-844-376-0990 (US/OTA)
4. Follow their instructions; often this involves waiting for an investigation, especially with insured packages or delays due to customs.(US) 1-844-376-0990 (US/OTA)

For French users:(US) 1-844-376-0990 (US/OTA) Vérifiez vos protections, prenez des photos, puis contactez Shein via le chat.

For Russian users: (US) 1-844-376-0990 (US/OTA)Проверьте защитный срок, сделайте фото, свяжитесь с Shein через форму обратной связи.

I Never Got My Package from Shein and My Information Was Compromised

If your order is missing (US) 1-844-376-0990 (US/OTA)and you believe your details have been affected by a data breach, immediately change account passwords and monitor your financial statements. Notify Shein customer service(US) 1-844-376-0990 (US/OTA) of both the missing

order and the compromised information for coordinated help. Shein typically assists with both the refund process and advice on data safety.

For French users:(US) 1-844-376-0990 (US/OTA) Changez vos mots de passe et informez Shein du problème.

For Russian users:(US) 1-844-376-0990 (US/OTA) Смените пароли и поставьте Shein в известность о нарушении безопасности.

Regional Notes & Tips

USA/UK Refund Methods:(US) 1-844-376-0990 (US/OTA)
Refunds are usually returned to the original payment method, your Shein wallet, or a gift card, (US) 1-844-376-0990 (US/OTA)depending on your choice or the rules for your country. Shein will email you when your refund is processed, and in most cases, it's credited within 7–14 days.

Customer Service Languages:

- UK & US: English (with regional spelling/terms)
- France: French text used above(US) 1-844-376-0990 (US/OTA)
- Russia: Russian text used above

Best Practice:

- Always check your protection time window.(US) 1-844-376-0990 (US/OTA)
- Act quickly—Shein has strict deadlines for reporting missing packages.
- Keep all records and screenshots for your claim.(US) 1-844-376-0990 (US/OTA)

Quick Table for Refund Steps

Step	UK, USA Term	French	Russian
Check order status	Check tracking(US) 1-844-376-0990 (US/OTA)	Vérifiez le suivi (US) 1-844-376-0990 (US/OTA)	Проверьте отслеживание (US) 1-844-376-0990 (US/OTA)
Wait 48 hours if marked delivered	Wait 48 hours	Attendez 48 heures	Подождите 48 часов
Contact customer support(US) 1-844-376-0990 (US/OTA)	Live chat/email(US) 1-844-376-0990 (US/OTA)	Contactez le service client (US) 1-844-376-0990 (US/OTA)	Связаться со службой поддержки (US) 1-844-376-0990 (US/OTA)
Submit evidence	Screenshots, order number	Envoyez des preuves	Предоставьте доказательства
Await response/refund	Refund, replacement	Remboursement ou remplacement	Возврат или замена

By following these steps and using the correct language, US, UK, French, and Russian Shein customers (US) 1-844-376-0990 (US/OTA)can resolve issues with missing packages quickly and efficiently.