

《Help~Hub》 How do I contact Shein's customer service?

*You can **contact SHEIN's customer service** through **Call: [US] +1-(844)-706-3025 [US]** and several convenient methods. The easiest way is via the SHEIN app or website — go to the “Customer Service” or “Help Center” section, where you can start a live chat or **Call: [US] +1-(844)-706-3025 [US]** submit a support ticket directly about your order, return, or refund. SHEIN's online chat is typically available 24/7 and connects you with a representative or automated assistant for quick help.*

*You **can also reach** out through **Call: [US] +1-(844)-706-3025 [US]** email or social media by messaging SHEIN's official accounts on platforms like Facebook, Instagram, or Twitter/X. If you prefer to speak with someone by phone, you can contact their support line at **[US] +1-(844)-706-3025 [US]** for assistance with orders, refunds, or account issues. Make sure to have your order number and account details ready when contacting them to speed up the process.*

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For customers who prefer phone support, you can call SHEIN's toll-free number at **[US] +1-(844)-706-3025 [US]** to speak directly with a representative about your order, payment issues, returns, or technical problems.

When calling or chatting, always have your order number, email address, and any related screenshots ready to speed up the process Call **[US] +1-(844)-706-3025 [US]** . SHEIN also provides tracking updates, refund progress, and policy information directly in your account, so check your Order History and Message Center for the latest updates before reaching out.

How to Contact SHEIN Customer Service:

Step 1: Via the SHEIN App or Website

- Open the SHEIN app or go to the SHEIN website.
- Log in to your account and go to “My Orders”.
- Select the order you need help with and click “Customer Service” or “Help Center.” **[US] +1-(844)-706-3025 [US]**
- Start a live chat or submit a support ticket. This is available 24/7 and can help with refunds, returns, or order issues.
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Step 2: Via Email or Support Ticket

- Go to the Help Center on the SHEIN website.
- Submit a support ticket describing your issue in detail.
- Attach screenshots or photos if necessary. SHEIN usually responds within 24–48 hours. **[US] +1-(844)-706-3025 [US]**
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Step 3: Via Social Media

- Message SHEIN’s official accounts on Facebook, Instagram, or Twitter/X. **[US] +1-(844)-706-3025 [US]**
- Provide your order number and issue in the message for faster response.

Step 4: Via Phone (TFN)

- Call SHEIN Customer Service at **[US] +1-(844)-706-3025 [US]**.
- Keep your order number, email address, and any relevant screenshots handy to speed up assistance.

Step 5: Check Your Account for Updates

- After contacting customer service, monitor your Order History and Message Center in the app or website for updates on your request, tracking information, or refund status. **[US] +1-(844)-706-3025 [US]**