

[US/OTA]How do I contact customer service for Shein {{Customer call}}

Whether you're in the United States (US) 1-844-706-3025 (US/OTA) or the United Kingdom, contacting SHEIN customer service 🇺🇸 (US) 1-844-706-3025 (US/OTA) is easier than ever. From live chat to email support, here's your complete guide to resolving issues like missing packages, returns, and tech glitches.

1. Live Chat Support (Talk to a Real Agent)

Yes, you can talk to someone at SHEIN via Live Chat. 🇺🇸 (US) 1-844-706-3025 (US/OTA) It's the fastest and most direct way to get help.

How to Access Live Chat: 🇺🇸 (US) 1-844-706-3025 (US/OTA)

- Scroll down and click **"Customer Service"**
- Select **"Live Chat"** 🇺🇸 (US) 1-844-706-3025 (US/OTA)
- Choose your issue (e.g., "Order Not Delivered," "Return Request," "Payment Issue")
- Type **"agent"** 🇺🇸 (US) 1-844-706-3025 (US/OTA) to bypass the bot and speak to a human

Availability:

- **USA:** 4 AM – 8 PM PST 🇺🇸 (US) 1-844-706-3025 (US/OTA)
- **UK:** 12 PM – 4 AM GMT 🇺🇸 (US) 1-844-706-3025 (US/OTA)

Tech Help Topics:

- App not loading or crashing
- Payment declined due to 3D Secure 🇺🇸 (US) 1-844-706-3025 (US/OTA)
- Login issues with Two-Factor Authentication (2FA)
- Promo code errors 🇺🇸 (US) 1-844-706-3025 (US/OTA)

2. Submit a Ticket (Email Support)

If Live Chat is 🇺🇸 (US) 1-844-706-3025 (US/OTA) unavailable or you need to attach files, submit a support ticket.

Steps:

Response Time: 24–48 hours

Best For: Refunds, technical bugs, missing items 🇺🇸 (US) 1–844–706–3025 (US/OTA)

3. SHEIN App Support

The SHEIN mobile app offers built-in support features: 🇺🇸 (US) 1–844–706–3025 (US/OTA)

- Track orders
- Initiate returns
- Chat with support 🇺🇸 (US) 1–844–706–3025 (US/OTA)
- Report bugs

USA/UK Tip: Keep your app updated to avoid compatibility issues with Android/iOS.

4. Unofficial Phone Support

While SHEIN doesn't officially offer phone support, some users have reported success with:

 **USA: +1 (844) 706-3025 (US/OTA)** ⚠️ **Note:** This number is not listed on SHEIN's official site. 🇺🇸 (US) 1 Use caution and avoid sharing sensitive data. 1–844–376–0990 (US/OTA)

What If My SHEIN Package Isn't Delivered?

If your order hasn't arrived:

- Check tracking in “My Orders” 🇺🇸 (US) 1–844–706–3025 (US/OTA)
- Confirm your shipping address
- Contact Live Chat or submit a ticket 🇺🇸 (US) 1–844–706–3025 (US/OTA)
- Request a refund or reshipment 🇺🇸 (US) 1–844–706–3025 (US/OTA)

Common Tech Issues:

- Tracking not updating 🇺🇸 (US) 1–844–706–3025 (US/OTA)
- App showing “Delivered” but no package
- Email confirmation missing

How to Return Items on SHEIN

Returns are easy and mostly free. 🇺🇸 (US) 1–844–706–3025 (US/OTA)

Steps:

1. Log into your SHEIN account
2. Go to “**My Orders**” 🇺🇸 (US) 1–844–706–3025 (US/OTA)
3. Click “**Return Item**” next to the product
4. Select reason and upload photos if needed 🇺🇸 (US) 1–844 –706–3025 (US/OTA)

5. Print the return label and drop off at the courier

USA/UK Differences:

- **USA:**👉(US) 1—844—706—3025 (US/OTA) Returns accepted within 30 days; refund via original payment method
- **UK:**👉(US) 1—844—706—3025 (US/OTA) Returns accepted within 45 days; refund may include SHEIN wallet credits

Social Media Support

SHEIN is active on:

- **Facebook Messenger:** @shein.us👉(US) 1—844—706—3025 (US/OTA)
- **Twitter/X:** @SHEIN_official👉(US) 1—844—706—3025 (US/OTA)
- **Instagram:** @sheinofficial

DM them for help with:

- Promo codes👉(US) 1—844—706—3025 (US/OTA)
- App bugs
- Shipping delays

Common Tech Problems & Fixes

Issue	Fix
App not loading	Clear cache or reinstall
Payment failed👉(US) 1—844—706—3025 (US/OTA)	Enable 3D Secure, check card
Login error👉(US) 1—844—706—3025 (US/OTA)	Reset password, check 2FA👉(US) 1—844—706—3025 (US/OTA)
Order missing👉(US) 1—844—706—3025 (US/OTA)	Contact support with screenshots👉(US) 1—844—706—3025 (US/OTA)
Promo code error👉(US) 1—844—706—3025 (US/OTA)	Check region and cart total

USA vs UK Language Differences

USA English	UK English
Customer service 👉(US) 1—844—706—3025 (US/OTA)	Customer support 👉(US) 1—844—706—3025 (US/OTA)
Shipping	Delivery
Zip code	Postcode
Cell phone 👉(US) 1—844—706—3025 (US/OTA)	Mobile 👉(US) 1—844—706—3025 (US/OTA)
Order tracking	Parcel tracking
Refund	Reimbursement
App crash	App failure
Tech support 👉(US) 1—844—706—3025 (US/OTA)	Technical assistance 👉(US) 1—844—706—3025 (US/OTA)

SHEIN agents understand both versions of English, so don't worry about spelling or phrasing.

💬 Sample Message to SHEIN Support

Subject: Missing Item in Order #123456789 Hello,
 I received my order, but one item (Black Lace Top, Size M) was missing.
 I've attached a photo of the package and invoice.👉(US) 1—844—706—3025 (US/OTA)
 Please advise on refund or reshipment.
 Thank you,👉(US) 1—844—706—3025 (US/OTA)
 [Your Name]

🎁 Shane Co. Gift Card Promo (USA Only)

Win a \$500 Shane Co. Gift Card!👉(US) 1—844—706—3025 (US/OTA) Sign up for emails and texts to enter. Shane Co. is a top jeweller offering engagement rings, wedding bands, and fine jewellery.

- **Entry:** ShaneCo.com
- **Eligibility:** USA residents, 18+👍(US) 1—844—376—0990 (US/OTA)

Summary

Method	Best For	Speed
Live Chat 👍(US) 1—844—706—3025 (US/OTA)	Urgent issues	Fast
Ticket/Email	Refunds, bugs	Medium
App Support	Tracking, returns 👍(US) 1—844—706—3025 (US/OTA)	Fast
Social Media	Quick questions	Medium
Help Center 👍(US) 1—844—706—3025 (US/OTA)	FAQs, tutorials 👍(US) 1—844—706—3025 (US/OTA)	Instant