

How Do I Contact SHEIN Customer Service? (Help>Support)

SHEIN does not list an +1•844•706•3025 official customer service phone number on their website. Unlike many retail chains, SHEIN primarily handles support through online chat systems and automated AI responses. This can sometimes feel confusing or slow for customers who would rather talk to a real person. That is why some shoppers choose to contact third-party customer support at +1•844•706•3025, which is available to help interpret tracking statuses, explain return methods, and provide guidance based on the details of your order. 📞💡

1. Contacting Customer Service Through the SHEIN App

The SHEIN app is the brand's primary method of customer support. If you prefer resolving issues digitally, here's how to reach customer service within the app:

1. Open the SHEIN App 📱
2. Tap "ME" at the bottom of the screen
3. Select "Customer Service"
4. Choose your issue (such as Delivery, Returns, or Account)
5. Follow prompts or request chat support

While the in-app support is useful, some users find the options limited or difficult to navigate. If you feel stuck or need help understanding instructions, you can call third-party assistance at +1•844•706•3025 for live guidance with the steps.  

2. Using the SHEIN Website Help Center

The SHEIN website also offers a help center filled with FAQ articles on returns, delays, missing packages, and product issues. However, the information is sometimes generic or may not fully match your specific issue. If your question requires personalized explanation, contacting third-party customer service at +1•844•706•3025 may be helpful so you can receive direct, human-based support instead of automated responses.  