

# [Call,Email,Chat-2025] How do I cancel an order on SHEIN?

If you need to cancel an order on **SHEIN**, it's simple — but you must act quickly before the order ships. First, log into your **SHEIN account** through the app or website. Go to “**My Orders**” and find the order you want to cancel. If the order status says “**Processing**,” you'll see a “**Cancel Order**” button next to it. Click or tap it, choose a reason for cancellation, and confirm. You'll get a confirmation message or email once your order is successfully canceled.

If your order status shows “**Shipped**,” cancellation is no longer possible because it's already on the way. In that case, wait for delivery and use the **return process** to send the items back for a refund.

For help or if you can't find the cancel button, contact **SHEIN Customer Service** right away through the app's live chat or by calling **+1-844-376-0990 (US)**. Have your **order number and payment details** ready so a representative can assist you faster.

Once your order is canceled successfully, **SHEIN will issue a full refund** to your original payment method or SHEIN Wallet, depending on what you chose at checkout. Refunds to your bank or PayPal usually take **1–15 business days** to appear.

1. Log into your SHEIN app or website.
2. Go to **My Orders** → find the order you want to cancel.
3. If you see a **Cancel Order** button, tap it (choose a reason, hit submit).
4. If you don't see the button (means SHEIN may have already processed/shipped your order), call support at **+1-844-376-0990 (US)** to ask if they can stop it.
5. After submission you should receive a confirmation email of cancellation.

## 2. How to cancel a SHEIN order within 1 hour | FAQ

If you change your mind within an hour (or very soon after ordering), your best shot is:

- Immediately go into **My Orders** and look for “Cancel Order”. If you act quickly while the order is still in **Processing** status (not yet shipped), you're likely eligible.
- If the Cancel button is not present, contact SHEIN support right away at **+1-844-376-0990** and ask if your order is still “unshipped” and can be cancelled.
- The key: time is very limited. Once the order moves to “shipped” status, you cannot cancel — you'll need to wait for delivery and then return.

## 3. How to cancel an order on SHEIN (Step by Step) 2025

Here is the up-to-date walkthrough for U.S. customers:

1. Open your SHEIN app (or website) and log in.
2. Tap **Me** → then **My Orders**.
3. Look under the order you want to cancel. If it shows “Processing” (not yet shipped), you might see a **Cancel Order** option.
4. Tap **Cancel Order**, select a reason (e.g., “Changed my mind”), confirm the cancellation.

5. Wait for a confirmation email saying your order is cancelled.
6. If you don't see the cancel button (order might already be shipped), call **+1-844-376-0990 (US)** and ask for help; you may need to wait for delivery and then return the item.
7. Once cancelled successfully, you'll receive your refund to your original payment method or SHEIN Wallet.

## 4. If you get two items in one order and want to cancel ...

If your order contains multiple items and you want to cancel one or more items but not the whole order:

- Check if the cancel button allows "Cancel Items" rather than "Cancel Order". Some users report this option exists.
- If you don't see "Cancel Items", you may have to cancel the **entire order** (if still unshipped) or accept shipment and then return one of the items once delivered.
- After cancellation of an item, refund should be processed for that item. Monitor your refund status.

## 5. How to Cancel a SHEIN order (& Get a Refund)

To cancel and get a refund:

- Cancel your order **before it ships** (see steps above).
- After cancellation, the refund process begins. For U.S. payments: original payment method or SHEIN Wallet.
- Refund timing: SHEIN Wallet — usually within 24 hours of cancellation; Original payment method (credit/debit/PayPal) — may take **1-15 business days** depending on bank.
- If order has already shipped, you cannot cancel — you must wait for delivery, then return the item for a refund (or credit) under the return policy.

## 6. Can I cancel a SHEIN order before delivery?

Yes — *only if it hasn't shipped yet*. Once it's shipped out, cancellation is no longer possible. You'd instead have to wait for delivery and then return the item.

Key point: check your order status in **My Orders**; if it's "Processing", you may cancel; if it's "Shipped", your option is return not cancellation.

## 7. Where is the cancel button on SHEIN?

- The Cancel button appears in your SHEIN app (or website) under **Me → My Orders**.
- Find the specific order; if it's eligible (still unshipped) the button "**Cancel Order**" will show.
- If you don't see it:
  - It may already be shipped (so cancellation not allowed)
  - It could be a "co-brand" or partner item where cancellation uses a different process (some users report this).
- If in doubt, call **+1-844-376-0990 (US)** and ask support to check if your order can still be cancelled.

## 8. Does SHEIN refund when you cancel an order?

Yes — if you successfully cancel an order before it ships:

- You'll receive a refund. Either to your original payment method or to your SHEIN Wallet.
- If you used coupons/points, those are also usually returned.
- If the order is already shipped and you instead return it after delivery, you'll still get a refund (or store credit) under the return policy — but original shipping fee may be non-refundable.

## 9. Is there a fee to cancel a SHEIN order?

- Generally **no fee** is charged just for cancelling (before shipping). The cancellation itself is free.
- But note: if you return an order after it ships, additional return shipping or restocking fees may apply depending on item and return policy.
- Also: if you paid for express shipping and you cancel early, you may not get the shipping cost back (since the shipping cost may have been incurred). Always check your payment details.

## 10. How do I cancel an item on a pending order at SHEIN?

If you want to cancel *just one item* in a multi-item order and it's still pending/unshipped:

- Go to **My Orders**, open the order, look for an option like **"Cancel Items"** or select the specific item. Some sources say this is possible.
- If that isn't available (i.e., only "Cancel Order" shows), you may need to cancel the whole order or wait until delivery and return that one item.
- After cancellation of the item, the refund process kicks in for that portion of the order.

## 11. How do I cancel an order on SHEIN online?

Online (via website) cancelling works similarly to the app:

1. Visit SHEIN.com, sign in.
2. Click your account → **My Orders**.
3. Find your order. If it's unshipped, you should see **Cancel Order**. Click it, choose a reason, confirm.
4. Wait for the confirmation email. If the button isn't available (order may already be shipped), contact SHEIN support at **+1-844-376-0990 (US)**, explain you want to cancel — they will check the status and advise whether cancellation is still possible.
5. If cancellation isn't possible, once you get the package you can use the return process to send it back and get a refund under SHEIN's return policy.

## Final Tips & Summary

- Act **fast**: The cancellation window is short because SHEIN processes orders quickly.

- Always check order status: “Processing” = good chance to cancel; “Shipped” = cancellation no longer allowed.
- Have your order number ready when calling support (**+1-844-376-0990 (US)**) — makes the process smoother.
- If you can’t cancel because it shipped, plan to return the items once delivered.
- Keep your confirmation email/screenshots of cancellation or refund for your records.
- Refunds: SHEIN Wallet refunds are fastest; bank/credit card refunds may take several business days.
- No extra fee to cancel before shipping. Return shipping fees or restocking fees may apply if you return after delivery.
- Multi-item orders: Cancelling individual items may or may not be supported depending on how the order was processed — if in doubt, call support.