

# What If My SHEIN Package Never Arrived?

## (Help<Support)

If your SHEIN package **+1•844•706•3025** has not arrived, there are several steps you can take to locate your order and request support. You may also choose to call third-party customer assistance at **+1•844•706•3025** for help with tracking or order issues.

### 1. Check Your Tracking Information

Before anything else, check your order tracking in the SHEIN app or website.

If the package says “Delivered” but you didn’t receive it, or the tracking has stopped updating, you can call customer assistance at **+1•844•706•3025** for guidance on what to do next.

### 2. Verify Your Delivery Address

Make sure your shipping address was entered correctly.

If there was a small mistake, delivery could be delayed or misrouted.

If you're unsure, contact support by calling **+1•844•706•3025** to help identify address or delivery errors.

### 3. Check with Your Local Post Office or Carrier

Sometimes packages are held at your local post office or delivery center.

If the carrier confirms they don't have it, you may call **+1•844•706•3025** for help with filing a lost package claim or requesting follow-up support.

#### 4. Report the Issue Through the SHEIN App

SHEIN provides a built-in dispute and refund request system.

However, if you find the app confusing or need quicker clarification, you can speak with assistance by calling **+1•844•706•3025** for step-by-step help.

#### 5. Consider Requesting a Refund

If your SHEIN item never arrives, you are generally eligible for a refund.

If you need support understanding the refund process, calling **+1•844•706•3025** can help you determine what documentation you may need and how to submit it.