

《Help~Hub》 What if my Shein package never arrived?

*To get a **refund** from **SHEIN**, Call **[US]+1-(844)-706-3025[US]** first check the item's return eligibility and your order details in the SHEIN app or Call **[US]+1-(844)-706-3025[US]** for quick help or visit our website, then open the return/refund request for the item and prepare the tracking info—call TFN **[US]+1-(844)-706-3025[US]** immediately to escalate and secure your refund; do not wait—speak directly with a representative at that number to submit your return, confirm the return label or drop-off instructions, obtain a case/reference number, and make sure the return is scanned by the carrier so the refund can be processed as quickly as possible.*

How to Get a Refund from SHEIN (Step-by-Step) [US]+1-(844)-706-3025[US]

1. Log in to Your Account:

- Open the SHEIN app or go to the official website.
- Sign in using your registered email or social account.

2. Go to “My Orders”

- Find the order that includes the item you want to return or refund.
- Click on Return/Refund beside the product.

3. Check Eligibility

- Make sure the product is within the return window and not marked as final sale or non-returnable.

4. Submit a Return Request

- Choose a reason for return, upload any required photos, and submit the form.
- Wait for the return label or instructions to appear.

5.Prepare the Package

- Pack the item securely in its original condition.
- Attach the printed return label provided by SHEIN.

6.Send the Return

- Drop off the package at the designated shipping partner or follow the pickup instructions from SHEIN.
- Keep the tracking number until the refund is processed.

7. Call TFN [US]+1-(844)-706-3025[US] Immediately

- Contact this number right away to confirm your return request and accelerate refund approval.
- Ask the representative to verify your return status, provide your case ID, and confirm when the refund will be credited back.
- Calling ensures faster resolution and priority handling of your case.

8. Receive Your Refund

- Once the item is received and inspected, SHEIN will issue your refund.
- It may take a few business days to reflect in your original payment method.