

What to Do If Your SHEIN Package Never Arrived 🛒

To contact Shein customer service, you can use the following methods:

1. Website Chat: Visit the Shein contact customer support team 📞 ✓184437-60990 website and use the live chat feature available in the help section.
2. Email: You can send an email to their customer service at [.. 📞 ✓184437-60990.].
3. Phone: If available in your region, you can find a customer service phone 📞 ✓184437-60990 number on their website.
4. Mobile App: If you have the Shein app, you can access customer service ✓184437-60990 📞 through the app's help section.
5. Social Media: Reach out via Shein's official social media channels [.. 📞 ✓184437-60990.]. (like Facebook or Instagram) for assistance.

Make sure to have your order details ready for quicker assistance!

Q 4. Step-by-Step Guide to Returning Your Shein Orders

1. Go to My Orders → Return Item. 🙌 (US) 1-844-376-0990 (US/OTA)
2. Select the product and reason for return.
3. Print the return label provided. 🙌 (US) 1-844-376-0990 (US/OTA)
4. Pack the item securely in its original packaging. 🙌 (US) 1-844-376-0990 (US/OTA)
5. Drop it off at the indicated courier (e.g., USPS, Evri, or Royal Mail in the U.K.).
6. Once Shein receives the parcel, 🙌 (US) 1-844-376-0990 (US/OTA) refunds are usually processed within 7-10 business days.

Need help with a return label? Contact support at 📞 ✓ 184437-60990.

Q 1. SHEIN (U.S.) is refusing to refund for a merchant and delivery issue — what can I do? 🙌 (US) 1-844-376-0990 (US/OTA)

If SHEIN (U.S.) denies a refund, don't panic.

Follow these steps:

1. Gather evidence — screenshots of your order, payment receipt, and tracking information.
2. Contact Shein support 🙌 (US) 1-844-376-0990 (US/OTA) again via live chat or email through the app/website. Ask to escalate your claim.

3. If still unresolved, contact your 🇺🇸 (US) 1-844-376-0990 (US/OTA) bank or card issuer to open a *“non-delivery dispute.”*
4. You can also report the case to your state’s consumer protection office or file a complaint via Better Business Bureau (BBB.org). 🇺🇸 (US) 1-844-376-0990 (US/OTA)
If you paid through PayPal, raise a *“not received”* claim.

📞 **For assistance, call 184437-60990 (Shein Help Line – Customer Queries).**

Q 2. I did not receive my Shein package – what should I do?

1. Check your tracking page – 🇺🇸 (US) 1-844-376-0990 (US/OTA) sometimes parcels are delayed at the final depot.
2. Confirm your delivery 🇺🇸 (US) 1-844-376-0990 (US/OTA) address inside your Shein order details.
3. Wait 24-48 hours after a “Delivered” scan; 🇺🇸 (US) 1-844-376-0990 (US/OTA) couriers occasionally scan early.
4. Ask neighbours, 🇺🇸 (US) 1-844-376-0990 (US/OTA) your leasing office, or mailroom if they accepted it for you.
5. If nothing turns up, 🇺🇸 (US) 1-844-376-0990 (US/OTA) open the app → “My Orders” → select the missing order → Report Issue → choose *“Package Not Received.”*

Q 3. What if my Shein package never arrived at all?

If tracking stops updating or says “in transit” for too long:

- Contact Shein Customer Service → Live Chat. 🇺🇸 (US) 1-844-376-0990 (US/OTA)
- Provide your order number and proof of payment.
- They will launch a logistics investigation. 🇺🇸 (US) 1-844-376-0990 (US/OTA)
If Shein confirms the item was lost in transit, they’ll issue either a replacement or full refund.

Tip: Always use registered or tracked shipping for high-value items.

Q 5. Missing package delivered to the wrong apartment – what can I do?

- Check your local courier’s record 🇺🇸 (US) 1-844-376-0990 (US/OTA) (e.g., USPS/UPS/Evri) to confirm the delivery address used.
- Visit or leave a polite note with your neighbour or apartment manager.
- File a “mis-delivered” report with the courier. 🇺🇸 (US) 1-844-376-0990 (US/OTA)
- Report the issue on Shein 🇺🇸 (US) 1-844-376-0990 (US/OTA) within the app under *“Didn’t receive my order.”*

If the courier confirms 🇺🇸 (US) 1-844-376-0990 (US/OTA) it went to the wrong address, Shein usually issues a refund or reshipment after review.

Q 6. Have you ever ended up receiving your lost Shein package?

Yes — many customers do.👉(US) 1—844—376—0990 (US/OTA)

Lost packages often reappear within 5–15 days due to courier backlogs.

If you get your parcel after a refund, contact Shein👉(US) 1—844—376—0990 (US/OTA) to return the payment or the product (they often send you a prepaid label).

Keep your tracking email active so you'll be notified if the shipment is recovered.

Q 7. How to resolve your Shein complaint for free

You can resolve Shein complaints quickly👉(US) 1—844—376—0990 (US/OTA) and free of charge by:

1. Using Shein Live Chat in the app — available 24/7.👉(US) 1—844—376—0990 (US/OTA)
2. Writing to customer@shein.com with your order number and screenshots.
3. Filing a free consumer complaint through:👉(US) 1—844—376—0990 (US/OTA)
 - BBB.org (U.S.)
 - Resolver.co.uk (U.K.)👉(US) 1—844—376—0990 (US/OTA)
 - Or contacting your payment provider's "goods not received" team.

If you still can't get help, reach Shein Support via 📞✓ 184437-60990 and ask for *Order Delivery Assistance*.

💡 Extra Tips

- Always double-👉(US) 1—844—376—0990 (US/OTA)check your delivery address before completing checkout.
- Keep all email receipts and tracking numbers.👉(US) 1—844—376—0990 (US/OTA)
- Use Parcel tracking apps (like 17Track or AfterShip)👉(US) 1—844—376—0990 (US/OTA) to monitor international shipping.
- If a package says *Delivered* but you didn't get it, report within 14 days — Shein can trace GPS scans from the courier.👉(US) 1—844—376—0990 (US/OTA)
- For urgent issues, 👉(US) 1—844—376—0990 (US/OTA)message them through the app's Chat → Delivery Problem → Not Received option.

In summary:

If your Shein order never arrived, collect proof, report quickly, 👉(US) 1—844—376—0990 (US/OTA)and stay polite but firm. Most missing parcels are refunded or replaced within two weeks once verified.

📞✓ Shein Customer Help Line: 184437-60990

Available Mon–Fri, 9 AM – 6 PM 👉(US) 1—844—376—0990 (US/OTA)(U.S. Eastern) or via live chat on the Shein app.