1. How do I make a return?

You can make a return by following these steps:

I. Please go to your Temu account on Temu.com or on the app to request a refund. If you do not have a Temu account, please click on "Save your Order" in your Temu order email to make a return.

II. Find the relevant order in "Your Orders" and click on the "Return/Refund" button.

III. Select the items you would like to return and the reason for the return. Depending on the reason you selected, you may be required to provide further information related to the order. After you provide the required information, click the "Next Step" button to proceed.

IV. If there is no need to return your items, then your final step is simply to select your refund method. You may choose to receive your refund as a Temu credit balance or be credited back via your original payment method. Make your selection and click "Submit".

V. If you need to return your items, you will have the option to choose your return and refund methods. After you submit the request, we will provide you with a return label so that you can return the items. Return shipping is free on your first return of one or multiple returnable items for EVERY order within 90 days from the date of purchase with some exceptions. Pickup return method may charge for an additional fee.

VI. Please place all returned items into one package and use the return label we provided to send it. The original barcode for each item should also be included.

If you cannot find it:

Please use transparent bags to individually package items without barcodes before placing them in the return package.

After the warehouse receives the items and they pass quality inspection, the refund will be issued.

If you do not receive the refund afterwards, please contact us for further assistance.

Please make sure to keep the barcode of each item in your next purchase so that you can receive your refund smoothly.

VII. After placing all the return items in one package, please print and tape the return label we provided onto the outside of the package. Send your package back from the nearest USPS/UPS location and you're done!

VIII. You can check the refund status of your items on your order details page or through Temu's SMS/Email/Push notifications.

Please make sure your return package is postmarked within 14 days after you submit your return, otherwise the return process will be terminated. The return label we provide only works if you are shipping within the United States (security-restricted areas such as military bases excluded).

2. Is the return shipping free?

Return shipping is free on your first return of one or multiple returnable items for EVERY order within the return window. Pickup return method may charge for an additional fee.

If you need to return an oversized or overweight item or return items from a remote area you may have to send the items back by yourself. You need to pay the shipping cost in advance, and then contact us for reimbursement. After the items have been returned and have passed quality inspection, we will reimburse you.

When you apply for a return, you may be offered the opportunity to get a partial refund without returning the item(s). If you accept this offer, one free return will automatically be deducted from the number of free returns you have for this order.

If you have already returned items from an order and would like to return additional items from that same order, you can still do so as long as the return window has not closed.

We recommend that you try to send back your return items in one shipment to avoid paying additional fees.

For the second and subsequent refunds from the same order, you can use the return label we provide. The shipping fee of $7.99 plus tax depending on the shipping address of the order will be deducted from your refund. The tax will be added once you have applied for the refund.

3. Where can I find the return label after applying?

You can find your return label in two different locations in "Your Orders"

Click on "All Orders"→"Print your return label and start return"→click on "Print return label"

You may also click "Returns"→"Print return label"→to download and print your return label.

4. How long do I have before making a return?

You can return items within 90 days of purchase, with some exceptions:

I. Items that can't be returned:

Clothing items that have been worn, washed, or damaged after delivery, or have had their tags or hygiene stickers removed.

Grocery and food products.

Some health and personal care items.

Some free gifts.

Some customized products.

Some underwear orders.

II. The return window for most electronics is 45, 60, or 90 days from the date of purchase depending on the seller.

If an item is eligible for a return and refund, you may return it within the return window. You must send your return package back within 14 days of submitting your return request. You cannot return items after the return window has closed.

5. Refunds

I. You may receive an advanced refund, where we will issue the refund after you dropped off your return package. If the items were not returned or the returned items do not pass quality inspection, we may charge your original payment method. The advanced refund will be granted based on your shopping history and at our sole discretion.

II. You may receive an instant refund, where we will issue the refund before you have returned the items. If the items were not returned or the returned items do not pass quality inspection, we may charge your original payment method. The instant refund will be granted based on your shopping history and at our sole discretion.

III. For refunds of returned items, we will process your refund after the items are received and pass quality inspection.

IV. Please note that if the returned item is used, damaged, missing parts/accessories, or was damaged due to improper packaging during return shipping, the refund will be reduced to compensate for the lost value of the item.

V. Refunds of missing items: Find the corresponding order in the support center, then select "missing item/parts" to apply for a refund, or contact customer service/the seller for help.

VI. Refunds of a package showing as delivered but not received: Find the corresponding order in the support center, then select "package shows delivered but not received" to apply for a refund, or contact customer service/the seller for help.

VII. Depending on your financial institution, refunds can take 5-14 business days (up to 30 days) to be credited to your original payment account. The original shipping fee and import tax are not refundable if your return is not a result of Temu's or the seller's fault. The insurance costs, if any, are also non-refundable. The sign on delivery fee, if any, is not refundable if the items have been delivered successfully.

VIII. You can choose to accept Temu credits instead of a refund to the original payment method.

Refunds to Temu credits are faster than your original payment method.

Temu credits have no expiration date.

Refunds to Temu credit typically cannot be reversed once they are processed.

Typically, Temu credits cannot be redeemed for cash and can only be used for purchases on Temu.

For more information about Temu credits, please visit: About credit balance.

6. Refund timeline

Once the refund is processed, your financial institution will need additional time to have it reflected in your account. Refer to the following table for more details.

7. Important Notice

I. The address attached to your package is NOT the return address you should use. If you send the return package to any other address, the processing time for your return may be delayed. You should send the return package to the address on the return label provided with your purchase.

II. Please make sure that you do NOT accidentally include any items in your return package that you do not wish to return. If you have accidentally included a wrong item, please contact Customer Service. We cannot promise that wrong items will be found and returned and we do not store or provide refunds or compensation for such items.

If you have any questions regarding returns or this policy:

For local warehouse items: please reach out to the seller by navigating to "Return Details" and selecting "Contact the seller".

For all other items: please contact our customer service.