

Customer Email didn't same

Dear Customer,

We apologize for the inconvenience caused.

We have noticed that the account you are currently logged into is not the same account where your order was placed.

To ensure the security of your personal information, we kindly request that you switch to the account associated with the following order before proceeding with any inquiries or requests.

By switching to the correct account, you will have access to all relevant information and be able to receive assistance tailored to your specific order..

Thank you for your understanding and cooperation.

Best Regards,

XXX

SHEIN US Customer Service

DBNR New

Probing - No Work Order

1. Check 45 days
2. Creat Work Order 'delivered but note received (uncheck)'
3. Probing

Dear Customer,

Sorry for the inconvenience caused to you.

According to the logistics information on the official website, it shows that your package has been successfully delivered.

To avoid mistakes, please check whether the shipping address is correct. And if the address is correct, please double-check your mailbox, front door, and building/the front desk of the apartment or ask your neighbors.

Thank you for your understanding and cooperation~

Best Regards,

XXX

SHEIN US Customer Service

Wrong address – Template 2-3

Dear Customer,

Hello, the logistics supplier has delivered the package to the address you filled in. We are currently unable to assist in changing the address. We understand that this may cause you inconvenience and are deeply sorry.

We recommend that you go to the reserved address to pick up the package or consult the local logistics company to check the package delivery details.

Thank you for your understanding and cooperation!

Best Regards,

XXX

SHEIN US Customer Service

Wrong Address – Template 2-4

Dear Customer

Hello, sorry, the package has arrived at the designated location. Once the package is delivered, we will not be able to help you change the delivery address or perform re-dispatch. We recommend that you go to the reserved address in time to pick up the package or consult the local logistics company to check the package delivery details.

We sincerely hope that we can assist you in re-dispatch, however, once the package is delivered, it means that the logistics company's service has been completed. We understand that this may cause you inconvenience and apologize again.

Thank you for your understanding and patience.

Best Regards,

XXX

SHEIN US Customer Service

Refun

d Failed - Asking for evidence

Dear Customer,

Hello, we are sorry that we cannot locate the specific situation of the package based on the information you currently provided. In order to assist you more effectively, we need more detailed information to further process your case.

The following are some types of evidence that can help us better verify the details of the package:

1. The logistics provider confirms that the package is lost.
2. Proof of wrong address
3. False Signature Proof
4. Proof of abnormal receipt time

5. Video footage of the surveillance camera at your doorstep when signing for the package.
6. Other proof of non-compliance with the receipt (photos, screenshots, etc.).

Have no worries, you can choose one of the kinds of this evidence above to this chat please



Please try to provide one or more of the above types of evidence according to your situation. This will speed up our understanding and verification process of your situation. Thank you very much for your cooperation and understanding!

Best Regards,

XXX

SHEIN US Customer Service

Refund Failed – Pop up FBM by LSP

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for the inconvenience caused by the package you haven't received.

After verification by the LSP, your order has been marked as delivered, so we are unable to process a refund for you. We recommend that you re-check the delivery address you used. If your delivery address is correct, please check your mailbox, porch, and the front desk where you live for the package.

Alternatively, please check if your neighbor signed up for your package.

Thank you for your understanding and patience as we work diligently to resolve this matter. If you have any further questions or need assistance, please contact us. We assure you that we will provide the best solution within our capacity.

Have a good day!

Sincerely,

XXX

SHEIN US Customer Service

DBNR Anomaly – Refund Success

Dear Customer,

We thank you for contacting SHEIN US!

We apologize for the inconvenience caused. Upon checking, a system anomaly occurred during the delivery process of the order, in order to protect the rights and interests of yours, a full refund will be processed for your order. The refund amount \$ XXX has been applied to your original payment account, please check the refund email later.

We suggest you wait for the refund timeframe, which is **7-14 business days**, because we need to align this amount with the verification from your original payment method. You will receive a refund email after the refund is completed.

If you have questions or need any help, please don't hesitate to contact us. Thank you for your understanding and support for SHEIN US.

We hope you are always well.

Sincerely,

XXX

SHEIN US Customer Service

DBNR Anomaly – Refund Failed

Dear Customer,

We apologize for the inconvenience caused by your current order.

We regret to inform you, since a system anomaly occurred during the delivery process of the order, in order to protect the rights and interests of yours, a full refund will be applied for your order as soon as possible, please check the refund email and kindly wait for 7 days.

If you have questions or need help regarding our products, please don't hesitate to contact us.

Thank you for your understanding and support for SHEIN US.

Kind regards,

XXX

SHEIN US Customer Service

DBNR

DBNR Success

Dear Customer.

Thank you for contacting SHEIN US.

We sincerely apologize for the inconvenience you've experienced regarding your package.

According to the information from the shipping company, your package was marked as **delivered** by our logistics partner. However, since you haven't received it, we acknowledge that there's an issue that needs immediate attention.

To resolve it as quickly as possible, we have given you priority to proceed with a refund of the order. The details of refund are below:

Refund amount: **XXX.**

Refund path: **original payment account.**

Refund timeframe: **xx-xx business days.**

Please note that this is the estimated refund information we could provide in time, you will receive a specified refund information email after the refund is completed.

Thank you for your understanding and support. SHEIN is committed to providing high-quality customer service.

We wish you a wonderful day!

Sincerely,

XXX

SHEIN Customer Services.

Probing Missing Item or DBNR

Dear Customer.

Thank you for contacting SHEIN US.

We apologize for any inconvenience this may have caused. Upon investigating your package [Parcel Number], we found that it includes combined shipping with the following order numbers:

[Order Number]

[Order Number]

To help you further, could you confirm which order number you did not receive?
Alternatively, if you did not receive the whole order in the package, please let us know.

Thank you for your cooperation and understanding. If you have any other inquiries or need more assistance, please contact us.

Best regards,

XXX

SHEIN US Customer Service.

Exceeds 45 Days

Dear Customer

After verification, we are sorry to inform you. The order you feedback has exceeded the time limits on our website, we are unable to assist further related to your complaint product haven't received.

Please read carefully our term & condition related to item haven't receive here
<https://us.shein.com/Shipping-Info-a-280.html>.

Thanks for your kind understanding in advance.

Best regards,

XXX

SHEIN US Customer Service.

Refund Shipping Fee

Dear Customer.

Thank you for contacting SHEIN US.

We appreciate your patience as we work to resolve the issue with your recent order.

We have double checked, and the shipping fee has not been refunded yet, we apologize for the inconvenience caused.

Furthermore, we have assisted in re-submitting a refund application for your shipping fee right this time to your original payment method. The refund request is processing now, and you will receive a refund email, which can be viewed with detailed refund information:

Refund amount: XXX.

Refund path: original payment account.

Refund timeframe: xx-xx business days.

To resolve it as quickly as possible, we have given you priority to proceed with a refund to your original payment account. Usually, you will receive a refund email after the refund is completed.

Thank you once again for your understanding and patience. If you have any further questions or concerns, do not hesitate to contact us.

Sincerely,

XXX

SHEIN Customer Service.

DBNR Refund success & confirm address

Dear Customer.

Thank you for contacting SHEIN US.

We sincerely apologize for the inconvenience you've experienced regarding your package.

According to the information from the shipping company, your package was marked as delivered by our logistics partner. However, since you haven't received it, we acknowledge that there's an issue that needs immediate attention.

We have assisted in submitting a refund application. The refund request is being processed now, and you will receive a refund email, which can be viewed with detailed refund information.

To resolve it as quickly as possible, we have given you priority to proceed refund of the details below:

Refund amount: XXX

Refund path: original payment account.

Refund timeframe: XX-XX business days.

Please be note that this is the estimated refund information we could provide in time, you will receive a specified refund information email after the refund is completed.

As a second concern that you unsure with the address you've filled, In order to prevent the order delivered to the wrong address in the future, please confirm that the address you enter to SHEIN is correct address, here's the details:

Pam Ferderer

Address Line 1: 10049 NW 89th Ave Unit 2

Address Line 2: PC-002807

City: Miami

State/Province: FLORIDA

Location: United States

Post/Zip Code: 33178-1442

Telephone: 7012265922

If you found that the address is **error**, you can modify the address yourself in the User Centre ([Order Details] - [Edit Address Button]). Please fill in the address information accurately to ensure that you can receive your order properly.

Please note that after submitting your new address, we may do a random confirmation for address security purposes, and you may receive a risk control email from SHEIN. Please check your inbox and reply to the risk email promptly, if you do not receive it, you may ignore it.

Our customers' security is our utmost priority. To protect your identity, we are unable to change your address on behalf of you. We hope you understand this matter.

If you have questions or need help regarding our products, please don't hesitate to contact us. Thank you for your understanding and support for SHEIN US.

We hope you are always well. Happy shopping with SHEIN US!

Best Regards,

XXX

SHEIN Customer Services.

DBNR Refund Successful but Still Want the Package

Dear Customer.

We hope this message finds you well.

We deeply regret the inconvenience caused by the non-receipt of your package. After extensive communication with the shipping company, we were informed that your package cannot be located.

Regarding your package you haven't received, we have processed a full refund for your order to ensure you are not kept waiting any longer.

If you still want your package, we kindly suggest repurchasing the same items, and we will

process your new order to deliver to your designated address asap.

Please rest assured, we are committed to ensuring this does not happen again in the future.

Thank you for your understanding and patience.

Sincerely,

XXX

SHEIN Customer Services.

DBNR Reshipment

Dear Customer.

We sincerely apologize for the inconvenience you've experienced regarding your current order.

According to the information from the shipping company, your package was marked as delivered by our logistics partner. However, since you haven't received it, we acknowledge that there's an issue that needs immediate attention.

If you would like to reship an item, please note that we can reship the item with a sales price difference of up to \$1. For multiple item reshipment, the sales price difference for each item must be within \$1, and the total sales price difference must not exceed \$10.

(1ST SCENARIO **SUPPORTED** - choose one of them)

Upon checking, your reship request is supported. We are pleased to inform you that we have arranged the reshipment of the following items:

1. [Item 1]

2. [Item 2]

The reshipment process will have a whole new tracking number, and you can check it the next day after package dispatch to the shipping company, please check your 'Order Information' in your app periodically.

(2ND SCENARIO **NOT SUPPORTED** - choose one of them)

Upon checking, regrettably your reship request did not support due to price different of product between your original order & current item price is not meet the price difference \$1 for each item, and \$10 for the total sales price of multiple. It's likely due to price is vary in different time that are affected by seasonal promotions, haul or hot sale.

Given the recent circumstances, we have given you priority to proceed refund of the details below:

Refund amount: XXX.

Refund path: original payment account.

Refund timeframe: xx-xx business days.

Please be note that this is the estimated refund information we could provide in time, you will receive a specified refund information email after the refund is completed.

(3D SCENARIO **MIXED NOT SUPPORTED** - choose one of them)

We have considered your request, and we have done our best to reship all your orders. We are pleased to inform you that we have arranged for the reshipment of the following items:

1. Item 1

2. Item 2

The reshipment process will have a whole new tracking number, and you can check it the next day after package dispatch to the shipping company, please check your 'Order Information' in your app periodically.

However, we regret to inform you that we are unable to reship your following order because it exceeds the price difference above \$1 or the product is out of stock.

(Item 1) - above price different 1\$

(Item 2) - above price different 1\$

(Item 3) - out of stock

We have assisted in submitting a refund application and the refund request is being processed. After the refund is completed, you will receive a refund email, and you can view the detailed refund arrangement information in the email. To resolve it as quickly as possible, we have given you priority to proceed with a refund with details below:

Refund amount: XXX

Refund path: original payment account.

Refund timeframe: xx-xx business days.

We will carefully monitor the refund process to ensure your amount is credited promptly.

We hope this policy is flexible enough to accommodate your needs. We are committed to providing excellent customer service and appreciate your continued support and trust.

Thank you for your patience and understanding. If you have any further questions or need more assistance, please reach out.

Best regards,

XXX

SHEIN US Customer Services.

DBNR Confirm receive package or not

Dear Customer.

Thank you for contacting SHEIN Customer Service.

We're sorry for the inconvenience this has caused. This is not the experience we want you to have in doing business with us, and I understand your frustration. Pertaining your concern for this parcel number [Parcel Number], the official website of the shipping company stated the parcel has been delivered and here I attached the screenshot from official courier:

[Screenshot of POD in logistic's partner official website]

May we confirm that you have received this package or not? Also, may we have your confirmation as well regarding whether your address that you filled in is correct or not?

We really need your confirmation, then we will be able to bring you the best and most comprehensive solution for your order.

We appreciate your understanding and flexibility in this matter. We are looking forward to hearing from you soon

We wish you a wonderful day~

Best Regards,

XXX

SHEIN Customer Services.

DBNR Failed

Dear Customer.

Thank you for contacting SHEIN US.

We sincerely apologize for the inconvenience caused by the package you haven't received. As per the result of our last investigation regarding the package you didn't receive, we regrettably inform you that the investigation of your package marked this order as successfully delivered to your address.

We suggest you contact directly to logistics partner or local courier responsible to deliver your package to your address:

[LOGISTICS COMPANY NAME]

[LOGISTICS NUMBER]

[LOGISTICS LINK]

Moreover, we recommend checking the surrounding area near your residence or asking your household members and neighbors if they have received the package.

Rest assured; we are committed to being here for you throughout this process. If you need more assistance or have any additional concerns regarding this order, please contact us. I assure you that we will provide the best solution within our capacity.

Thank you sincerely for your cooperation. SHEIN remains unwavering in our commitment to delivering high-quality service to our esteemed customers.

Sincerely,

XXX

SHEIN Customer Services.

Repeating 2nd force DBNR

Hello there.

Thank you for reaching us back. We trust this correspondence will find you in good spirits.

We understand the disappointment you're feeling and sincerely empathize with your situation. Your cooperation throughout this process is greatly valued.

Regrettably, our records confirm that the package was indeed delivered to the address provided at the time of purchase. We understand this outcome may not align with your expectations, and for that, we are truly sorry that we are unable to compensate with a refund since we investigated that your package was delivered to your designated address.

We genuinely recommend you contact the shipping company again. It is highly likely that they have the latest information regarding your package. Also, you can check your shipping address to make sure your package is delivered to your address.

Thank you for your understanding and patience as we work diligently to resolve this matter. If you have any further questions or need assistance, please contact us.

Sincerely,

XXX

SHEIN Customer Services.

Repeating 3rd force DBNR

Dear Customer.

Thank you for reaching us back.

Indicating delivery and your reported non-receipt of the package. Please rest assured that we have conducted a thorough investigation into this matter.

Regrettably, our records confirm that the package was indeed delivered to the address provided at the time of purchase. Despite our efforts, we understand this outcome may not align with your expectations, and for that, we are truly sorry.

We have been notified of this issue to the shipping company, we definitely will recommend you kindly contact the shipping company, they will assist you to trace your package. You can contact again at this number below:

Logistics Number (Logistics name)

Looking ahead, we are dedicated to enhancing our services to better serve you in the future. Please consider our suggestions as our sincere effort to address this issue responsibly.

Have a good day!

Sincerely,

XXX

SHEIN Customer Service.

Repeating 4th force DBNR

Hi there.

Thank you for reaching us back.

We extend my sincerest apologies for any inconvenience and frustration caused by the recent developments concerning your order. Your patience and understanding in this matter are greatly appreciated. However, we are sorry that we won't compensate you for

the refund since we investigated that your package was delivered to your designated address.

We acknowledge your concerns regarding the discrepancy between the tracking information indicating delivery and your reported non-receipt of the package. Please rest assured that we have conducted a thorough investigation into this matter.

Regrettably, our records confirm that the package was indeed delivered to the address provided at the time of purchase. Despite our efforts, we understand this outcome may not align with your expectations, and for that, we are truly sorry.

We have been notified of this issue to the shipping company. We ask you kindly to contact the shipping company, they will assist you to trace your package. You can contact again at this number below:

Logistics Number (Logistics name)

We hope we can assist you further, but logistical issues are beyond our control. However, we are committed to providing you with timely feedback.

We see this as a chance to grow and elevate our service standards. Your unwavering support over the years has been priceless, and we deeply value it. As we pursue excellence, we kindly request your continued support to help us consistently deliver our finest service. Thank you sincerely.

Have a good day!

Sincerely,

XXX

SHEIN Customer Services.

Repeating 5th force DBNR - DBNR REFUND FAILED 5TH MAX (4.7)

Dear customer.

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We fully understand your situation but based on the current website policy or investigation results, we are sorry that we cannot meet your further refund and compensation request. We hope you can understand.

If you need any other help or have other questions, please feel free to contact us and we will do our best to support you. Thank you very much for your understanding and support.

Sincerely,

XXX

SHEIN US Customer Service.

DBNR failed waiting for XXX days

Dear Customer.

Thank you for contacting SHEIN US.

We are sorry to learn that your recent shopping experience fell short of your expectations.

We just forwarded your request to the corresponding department for verification to investigate your order, the process expected to take around XXX days. You will receive an email from our team after the verification is complete. Please check your email periodically. If by any chance you didn't receive the email from our team after XXX days, please kindly contact us again.

We sincerely appreciate your patience and understanding as we work to address this matter. If you have any further questions or require assistance in the meantime, please feel free to reach out to our customer support team.

Thank you for your continued trust in us.

Sincerely,

XXX

SHEIN US Customer Services.

Follow up DBNR failed waiting for XXX Days

Dear Customer.

Thank you so much for your feedback.

Our team is still under investigation to check related to your report that you haven't received the packages, we suggest you to kindly wait for XXX days.

We appreciate your patience and understanding as we work to address this matter. If you have any further questions or require assistance in the meantime, please feel free to reach out to our customer support team.

Sincerely,

XXX

SHEIN US Customer Services.

DBNR failed customer said package wrongly delivered or didn't signed

Dear Customer.

We understand your concern regarding whether the package that you were concerned about was stolen or not signed, instead our logistics partner confirmed the package was successfully delivered to your address. We apologize for any inconvenience or confusion this may have caused.

Please note that our policy covers compensation for packages lost or damaged during transit from our warehouse to your designated address.

However, in cases where a package was not signed or got stolen, the responsibility lies with the logistics company. We recommend contacting them directly to initiate an investigation and file a claim.

The logistics company will be able to provide you with specific information on the local courier responsible for delivering your package and guide you through the claims process.

We sincerely apologize for the inconvenience, but the logistics company indeed has confirmed that your package was delivered successfully and if there are any mistakes, they invite you to contact them directly. Logistics issues are indeed beyond our capacity or policy, hope you understand.

We hope this information is helpful. Please do not hesitate to contact us if you have any further questions.

Sincerely,

XXX

SHEIN US Customer Services.

DBNR Customer said cannot contact shipping company

Dear Customer.

Thank you so much for your effort and understanding.

We highly suggest contacting [Shipping Company] periodically, as there might be some technical issues from their end.

We hope we can assist you further, but logistical issues are beyond our control. However, we are committed to providing you with timely feedback.

Please rest assured that we are dedicated to ensuring this does not happen again in the future.

Thank you for your patience and understanding.

Sincerely,

XXX

SHEIN Customer Services.

DBNR CUSTOMER REQ CALL/ HOW TO DO LIVE CHAT

Dear Customer.

Thank you for contacting SHEIN Customer Service.

We apologize for the inconvenience caused to you. Please be informed that currently **we are only available through email and chat**. All emails will be replied to within 24 hours. However, if you want to have a live conversation, you may contact us through chat from **06:00 to 21:00 (PST Time)**. <https://us.shein.com/contact-us.html>

First and foremost, thank you so much for your effort in re-locating the package. We truly appreciate your patience and diligence.

Additionally, we have conducted a short investigation within our internal department. Based on our findings, we have confirmed that the shipping company successfully delivered your package to your address. We really wish I could assist you more than this to recover your inconvenience, but this is the best that I can do.

We sincerely appreciate your patience and understanding as we work to address this matter. If you have any further questions or require assistance in the meantime, please feel free to reach out to our customer support team.

Sincerely,

XXX

SHEIN Customer Services.

Return to sender

Dear Customer.

We glad to know you contacting SHEIN US.

According to the last update from our courier partner, your package has been returned to our warehouse. We humbly apologize for the inconvenience caused.

To resolve it as quickly as possible, we have given you priority to proceed refund of details below:

Refund amount: XXX.

Refund path: Original payment account.

Refund timeframe: xx-xx business days.

Please be note that this is the estimated refund information we could provide in time, you will receive a specified refund information email after the refund is completed.

Thank you for your patience and understanding. And as always, if you have any questions or come across any issues, please let us know, we're here to help.

Best Regards,

XXX

SHEIN Customer Services.

RTS Reshipment

Dear Customer.

We sincerely apologize for the inconvenience you've experienced regarding your package.

According to the information from the shipping company, your package has been returned to our warehouse due to our logistics partner failing to locate your package. We acknowledge that there's an issue that needs immediate attention.

If you would like to reship an item, please note that we can reship the item with a sales price difference of up to \$1. For multiple item reshipment, the sales price difference for each item must be within \$1, and the total sales price difference must not exceed \$10.

(1ST SCENARIO SUPPORTED - choose one of them)

Upon checking, your reship request is supported. We are pleased to inform you that we have arranged the reshipment of the following items:

1. [Item 1]

2. [Item 2]

The reshipment process will have a whole new tracking number, and you can check it the next day after package dispatch to the shipping company, please check your 'Order Information' in your app periodically.

(2ND SCENARIO NOT SUPPORTED - choose one of them)

Upon checking, regrettably your reship request did not support due to price different of product between your original order & current item price is not meet the price difference \$1 for each item, and \$10 for the total sales price of multiple. It's likely due to price is vary in different time that are affected by seasonal promotions, haul or hot sale.

Given the recent circumstances, we have given you priority to proceed refund of the details below:

Refund amount: XXX.

Refund path: original payment account.

Refund timeframe: xx-xx business days.

Please be note that this is the estimated refund information we could provide in time, you will receive a specified refund information email after the refund is completed.

(3D SCENARIO MIXED NOT SUPPORTED - choose one of them)

We have considered your request, and we have done our best to reship all your orders. We are pleased to inform you that we have arranged for the reshipment of the following items:

1. Item 1

2. Item 2

The reshipment process will have a whole new tracking number, and you can check it the next day after package dispatch to the shipping company, please check your 'Order Information' in your app periodically.

However, we regret to inform you that we are unable to reship your following order because it exceeds the price difference above \$1 or the product is out of stock.

(Item 1) - above price different 1\$

(Item 2) - above price different 1\$

(Item 3) - out of stock

We have assisted in submitting a refund application and the refund request is being processed. After the refund is completed, you will receive a refund email, and you can view the detailed refund arrangement information in the email. To resolve it as quickly as possible, we have given you priority to proceed with a refund with details below:

Refund amount: XXX

Refund path: original payment account.

Refund timeframe: xx-xx business days.

We will carefully monitor the refund process to ensure your amount is credited promptly.

After the concerning the consideration about your recent order. We are pleased to inform you that we have arranged the reshipment of the following items:

1. [Item 1]

2. [Item 2]

The reshipment process will have a whole new tracking number, and you can check it the next day after package dispatch to the shipping company.

Thank you for your patience and understanding. If you have any further questions or need more assistance, please reach out.

Best regards,

XXX

SHEIN US Customer Services.

RTS failed waiting for XXX days

Dear Customer.

Thank you for contacting SHEIN US.

We are sorry, upon checking we got an update from the logistics company that your package is returned to our warehouse.

An internal investigation has been initiated regarding the concern your package has been returned to our warehouse due to our logistics partner failing to locate your package, which we anticipate will take approximately XXX days to complete. We are also in communication with the shipping company to gather additional information.

We sincerely appreciate your patience and understanding as we work to address this matter. If you have any further questions or require assistance in the meantime, please feel free to reach out to our customer support team.

Thank you for your continued trust in us.

Sincerely,

XXX

SHEIN US Customer Services.

RTS confirm new parcel number in process (already reshipped)

Dear Customer.

We are glad to know you are contacting SHEIN US.

Thank you so much for taking the time to explore and use SHEIN US products. According to the last update from the logistics company, your parcel number [parcel number] has already been reshipped with a new parcel number [parcel number] which is currently still in processing. We humbly apologize for the inconvenience caused.

Order Status: XXX

Estimated Time Arrival: XXX

We suggest you wait until your package is delivered to you; the estimation is ETA.

Please be assured that we are actively working to resolve this issue and expedite the shipping process. Our team is committed to ensuring that your order reaches you as soon as possible.

Feel free to contact us if you have more queries.

Thank you and have a great day!

Sincerely,

XXX

SHEIN US Customer Services.

Self-Pickup Delivery

Dear Customer.

We sincerely apologize for the inconvenience caused that you haven't received your package.

I am writing to follow up on your recent concern.

As per the result of your last investigation regarding the package you didn't receive, we would like to inform you that the investigation of [Package Number] marked this order as self-pickup.

To address this matter, you need to go to the Postal Facility near you to be able to pick your package up.

Address of postal code: XXX

Open hours: XXX

If needed, you can also contact your local package courier or the [Logistic Name]

Customer Service for further information regarding self-pickup.

Logistics' Company: [Name]

Logistics' Number: [Number]

Logistics' Link: [Link]

Rest assured; we are committed to being here for you throughout this process. If you need more assistance or have any additional concerns regarding this order, please contact us. I assure you that we will provide the best solution within our capacity.

Thank you sincerely for your cooperation. SHEIN remains unwavering in our commitment to delivering high-quality service to our esteemed customers.

Sincerely,

XXX

SHEIN Customer Services.

Processing

Order in Processing - Item Processing

Dear Customer.

Thank you for contacting SHEIN US.

We wanted to keep you informed that your package is currently still in the processing phase.

When an order is placed, several important steps need to be completed before it is shipped, including quality checking, packaging, and labeling. We take these steps to ensure that everything is perfect with your product once it reaches you.

We would like to inform you that the process for your parcel [PARCEL NUMBER] is currently still in the warehouse and preparing for shipment soon. Here the details:

Order status:

Estimated Time Arrival:

We suggest you wait until your package is delivered to you; the estimation is **ETA**.

If, by any chance, you have not received your package and it has surpassed the estimated time of arrival, we kindly urge you to get in touch with us.

Our team is committed to ensuring that your order reaches you as soon as possible.

Feel free to contact us if you have more queries.

Thank you~

Have a nice day~

Sincerely,

XXX

SHEIN Customer Services.

Order in Processing – Awaiting Packaging

Dear Customer.

Thank you for contacting SHEIN US.

We wanted to keep you informed that your package is currently still in the processing phase.

When an order is placed, several important steps need to be completed before it is shipped, including quality checking, packaging, and labeling. We take these steps to ensure that everything is perfect with your product once it reaches you.

We would like to inform you that the process for your parcel [**PARCEL NUMBER**] is currently still in the warehouse and preparing to be packed by warehouse. Rest assured, we will process your order with safety packaging to avoid stain, damage, missing item when delivery, here we provide you the estimated time for delivery:

Order status: Awaiting Packaging

Estimated Time Arrival:

We suggest you wait until your package is delivered to you, the estimation is **ETA**.

If by any chance, you have not received your package and it has surpassed the estimated time of arrival, we kindly urge you to get in touch with us.

Our team is committed to ensuring that your order reaches you as soon as possible.

Feel free to contact us if you have more queries.

Thank you~

Have a nice day~

Sincerely,

XXX

SHEIN Customer Services.

Order in Processing – Awaiting Shipment

Dear Customer.

Thank you for contacting SHEIN US.

We wanted to keep you informed that your package is currently still in the processing phase.

When an order is placed, several important steps need to be completed before it is shipped, including quality checking, packaging, and labeling. We take these steps to ensure that everything is perfect with your product once it reaches you.

We would like to inform you that the process for your parcel [**PARCEL NUMBER**] is currently being packaged, labelled with shipment details and prepared for shipment, however we're

still waiting for the logistics provider to pick up the order. We are actively monitoring the process to be ship as soon as possible, here we provide you with estimated time:

Order status:

Estimated Time Arrival:

We suggest you wait until your package is delivered to you; the estimation is **ETA**.

If, by any chance, you have not received your package and it has surpassed the estimated time of arrival, we kindly urge you to get in touch with us.

Our team is committed to ensuring that your order reaches you as soon as possible.

Feel free to contact us if you have more queries.

Thank you~

Have a nice day~

Sincerely,

XXX

SHEIN Customer Services.

Urge Order

Dear Customer.

Thank you for contacting SHEIN US.

We wanted to keep you informed that your package is currently still in the processing phase.

When an order is placed, several important steps need to be completed before it is shipped, including quality checking, packaging, and labeling. We take these steps to ensure that everything is perfect with your product once it reaches you.

To expedite your order, we can mark it as **urgent** so that our related department can prioritize it. This should help you receive it earlier than our initial estimation.

(This red template is only additionally used if a customer uses **international shipping**)
Regrettably, our records confirm that the package was using international shipping:
Express/Standard (CHOOSE SCENARIO - choose one of them). Therefore, it will be difficult to deliver to you on your requested date. Despite our efforts, we understand this outcome may not align with your expectations, and for that, we are truly sorry.

(1ST SCENARIO use **standard**- choose one of them)

For additional information, **Standard shipping** has an estimated **14-15 days** until the package is delivered to you. You may check details in <https://us.shein.com/Shipping-Info-a-280.html>.

(1ST SCENARIO use **express** - choose one of them)

For additional information, **Express shipping** has an estimated **8-9 days** until the package is delivered to you. You may check details in <https://us.shein.com/Shipping-Info-a-280.html>.

We appreciate your patience and understanding as we work to deliver your order as quickly as possible.

If you have any questions or need assistance with other products or orders, please feel free to let us know and we will do our best to help you.

Thank you and have a good day.

Sincerely,

XXX

SHEIN Customer Services.

Commodity Label Cut

SUPPORT

Dear Customer

Thank you for contacting SHEIN US!

Pertaining to your concern of label cut request. Please don't worry, we will contact the warehouse to process the order according to your requirements.

When an order is placed, several important steps need to be completed before it is shipped, including quality checking, packaging, and labeling. We take these steps to ensure that everything is perfect with your product once it reaches you.

Thanks so much for considering buying from us! Have a good day!

Sincerely,

XXX

SHEIN Customer Services.

DOES NOT SUPPORT

Dear Customer

Thank you for contacting SHEIN US!

Pertaining to your concern of label cut request. We regret to inform you that we are unable to fulfill your request, since your order has been packed by our warehouse and any modification is not allowed.

If in future, you want to request any modification or your order we suggest you request it immediately after you make a purchase.

Thanks so much for considering buying from us! Have a good day!

Sincerely,

XXX

SHEIN Customer Services.

Change Address Pre-Shipment

Dear Customer.

Thank you for contacting SHEIN US!

Sorry, we are not allowed to modify your address from our side due to privacy concerns & regulations.

You can change your address in the User Centre: [My Orders] - [Order Details] - [Edit Shipping Address]. Please fill in the address information accurately to ensure that you can receive your order properly.

You can also click the following link to enter the address modification page.

[\[Modification Address Link\]](#)

Normally addresses can be changed successfully within 24 hours.

Please note that after submitting your new address, we may do a random confirmation for address security purposes, and you may receive a risk control email from SHEIN. Please check your inbox and reply to the risk email promptly, if you do not receive it, you may ignore it.

In addition, a change of address may result in a delay in the delivery of your order. To prevent orders from being shipped before you have successfully changed your address, we have suspended your order.

Please contact us after you have changed your address to resume normal processing of your order.

To send your package as quickly as possible, please inform us of the following information

within **48 hours** (about 2 days). If no reply is received from you, your order will be sent in accordance with the original order.

Thank you for your understanding and cooperation.

Sincerely,

XXX

SHEIN Customer Services.

Follow up change address

Dear Customer.

We are following up on your recent order to confirm your shipping address. We have noticed your request to change address within 48 hours.

To ensure that your order is delivered to the correct location, please verify and update your shipping address as necessary. Please respond to this email within **24 hours** with your updated address.

If we do not receive a response within the specified time frame, our system will proceed with shipping your order to the original address as provided in your order details.

Thank you for your prompt attention to this matter.

Sincerely,

XXX

SHEIN Customer Services.

Confirmation After change address Pre-shipment

Dear Customer.

Thank you for contacting SHEIN US!

Thank you so much for your confirmation after you have changed your address.

Now we have proceeded with your order to be delivered, and your order [Package/order number] will be shipped to your newly edited address.

Here we provided you with the estimated time arrival of your package:

Order status:

Estimated time arrival:

Thanks so much for considering buying from us! Have a good day!

Sincerely,

XXX

SHEIN Customer Services.

Exchange order pre-reshipment

Dear Customer.

Thank you for contacting SHEIN US.

If you would like to exchange an item, please note that we can exchange it for another item with a sales price difference of up to \$1. For multiple item exchanges, the sales price difference for each item must be within \$1, and the total sales price difference must not exceed \$5, and please make sure that the new product you want to exchange must be in the same store of the product in your current original order.

(1ST SCENARIO SUPPORTED- choose one of them)

Upon checking, your exchange request is **supported**, we will exchange this previous item/color/size:

SKU:

Product Name:

Color:

Size:

Now we will process with your new exchanged order to be delivered, and your order [Package/order number] will be shipped soon after our warehouse team completed to pack your new exchanged product carefully and dispatch it to our logistics company partner.

Here we provided you with the estimated time arrival of your package:

Order status:

Estimated time arrival:

(2ND SCENARIO NOT SUPPORTED- choose one of them)

Upon checking, your exchange request **did not support** due to price different of product between [SKU original order] & [SKU new product] is not meet the price difference \$1 for each item, and \$5 for the accumulation of multiple exchange criteria.

Given the recent circumstances, we would like to offer you two options:

1. Retain the Original Order: If you would like to proceed with the original order, please let us know and we will continue to process it as planned.
2. Cancel the Order: If you prefer to cancel the order, please confirm your decision and we will initiate a refund process.

Please let us know your preferred option by 48 hours (about 2 days) so that we can take the necessary action.

We hope this policy is flexible enough to accommodate your needs. We are committed to providing excellent customer service and appreciate your continued support and trust.

Thank you for your patience and understanding. And as always, if you have any questions or come across any issues, please let us know, we're here to help.

Sincerely,

XXX

SHEIN Customer Service

Probing SKU/Color/Size want to Exchange

Dear Customer.

Thank you for contacting SHEIN US.

If you would like to exchange an item, please note that we can exchange it for another item with a sales price difference of up to \$1. For multiple item exchanges, the sales price difference for each item must be within \$1, and the total sales price difference must not exceed \$5, and please make sure that the new product you want to exchange must be in the same store of the product in your current original order.

(1ST SCENARIO **CONFIRM SKU, Color, Size**- choose one of them)

To ensure we process your exchange request efficiently, please provide the following information with:

SKU number:

Color:

Size:

Once we have this information, we can confirm the availability of the replacement item and provide you with further instructions.

(2ND SCENARIO **CONFIRM COLOR**- choose one of them)

In regards with your concern related exchange request, after checking your order number [Order Number] with product name [Product Name], it has color variant of details below:

1. Color variant 1

2. Color variant 2

3. Color variant 3

Please kindly confirm to us which color variant do you prefer. Once we have this information, we can confirm the availability of the replacement item and provide you with further instructions.

(3RD SCENARIO **CONFIRM SIZE**- choose one of them)

In regards with your concern related exchange request, after checking your order number [Order Number] with product name [Product Name], it has size variant of details below:

1. Size variant 1

2. Size variant 2

3. Size variant 3

Please kindly confirm to us which size variant do you prefer. Once we have this information, we can confirm the availability of the replacement item and provide you with further instructions.

Please inform us of the following information within 48 hours (about 2 days). If no reply is received from you, your order will be sent in accordance with the original order.

Thank you for your patience and understanding. And as always, if you have any questions or come across any issues, please let us know, we're here to help.

Sincerely,

XXX

SHEIN Customer Service

Confirmation After Item Exchanged

Dear Customer,

Thank you for your patience. We're happy to confirm that your exchange request for [Original Package Number] has been processed **successfully**.

Original order **before** exchange:

Product Name:

SKU:

Size/Color:

New order **after** exchange:

Product Name:

SKU:

Size/Color:

Additionally, here are the details of your new order status:

Package: [New Package Number]

Order Status: [New Order Status]

Estimated Delivery Date: [New Estimated Delivery Date]

Thank you for choosing SHEIN. We hope you enjoy your new purchase!

Sincerely,

XXX

SHEIN Customer Service

Cancel Order Pre-shipment

Dear Customer,

Thank you very much for your purchase at SHEIN US and we sincerely apologize for the inconvenience regarding the order number xxx with SKU xxx.

We are taking care of your request to cancel your order. Afterward, we are pleased to inform you that your refund application has been successfully submitted to your original payment. The refund request is being processed now, and you will receive a refund email, which can be viewed with detailed refund information. With the following details:

Refund amount: **XXX.**

Refund path: **original payment account.**

Refund timeframe: **xx-xx business days.**

Please be note that this is the estimated refund information we could provide in time, you will receive a specified refund information email after the refund is completed.

Rest assured, we will vigilantly monitor the refund process to ensure that your amount is credited promptly. If you have any further inquiries or need more assistance, please contact us.

We hope you are always well.

Happy shopping with SHEIN US.

Sincerely,

XXX

SHEIN Customer Service

Add Item/Product

Verify order status

1. **Unpaid:** Inform the customer that the order cannot be added and suggest the customer place a new order. [Template 1-1]
2. **Paid:** Inform the customer that the order cannot be added [Template 1-2]

Unpaid [Template 1-1]

Dear Customer,

Thank you for contacting SHEIN US

Regarding to your concern to add item, unfortunately we cannot help you add items to your order.

If necessary, you may cancel your current order and place a new one.

Please let us know if you have any further questions.

Thank you for your understanding.

Sincerely,

XXX

SHEIN Customer Service

Paid [Template 1-2]

Dear Customer,

Thank you for contacting SHEIN US

Regarding to your concern to add item, unfortunately we cannot help you add items to your order.

You can place a new order for the additional items you need directly on our website/app.

We will do our best to get them to you quickly.

Thank you for your understanding.

Sincerely,

XXX

SHEIN Customer Service

Asked specific date to deliver – Processing

Dear Customer.

Thank you for contacting SHEIN US.

We understand your urgency in receiving your package. While we strive to ensure timely deliveries, we are unable guarantee a specific delivery date, even with express shipping. The delivery timeline can be influenced by various factors, including carrier delays,

customs clearance, and unforeseen circumstances.

Your parcel [PARCEL NUMBER] is currently still in the warehouse and preparing for shipment soon. Here the details:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

We suggest you wait until your package is delivered to you; the estimation is ETA.

Our team is committed to ensuring that your order reaches you as soon as possible.

Feel free to contact us if you have more queries.

Thank you~

Have a nice day~

Sincerely,

XXX

SHEIN Customer Services.

Shipping & Shipped

Within Timeframe (ETA)

Dear Customer,

Thank you for contacting SHEIN US.

We would like to inform you that the shipping process for your parcel is currently still in transit and within the estimated delivery time by our logistics partner. Here are the details:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Your package is still within the estimated time and on a good track to be delivered soon, kindly wait for the local courier that is actively working to deliver your package until (ETA).

If by any chance, you have not received your package and it has surpassed the estimated time of arrival, we kindly ask you to contact us again for more information.

Please be assured that we are actively working to expedite the shipping process. Our team is committed to ensuring that your order reaches you as soon as possible.

Feel free to contact us if you have more queries.

Have a nice day~

Sincerely,

XXX

SHEIN Customer Service

Exceeds Timeframe (Wait+7)

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize to hear that your parcel has been delayed and has surpassed the delivery time of arrival. Here are the shipping details of your current order:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

We understand this outcome may not align with your expectations that the package should arrive within estimated time, and for that, we are truly sorry.

Please give us additional time for a local courier to deliver the package maximum by (ETA+7 ICON TRUCK). If by any chance after this date you haven't received the package, we kindly urge you to get in touch with us.

Please be assured that we are actively working to expedite the shipping process. Our team is committed to ensuring that your order reaches you as soon as possible.

Thank you for your understanding and support. SHEIN is committed to providing high-quality customer service.

We wish you a wonderful day!

Best Regards

XXX

SHEIN Customer Service

Exceeds Wait+7 (Refund directly – Long shipping duration)

Dear Customer,

We apologize for the inconvenience caused with your recent order.

As confirmed, our delivery partner is currently experiencing high volumes, which has impacted on their delivery times.

Since our logistics partner was unable to locate the package after maximum delivery time, we have assisted in submitting a refund application. The refund request is being processed now, and you will receive a refund email, which can be viewed with detailed refund information.

To resolve it as quickly as possible, we have given you priority to proceed with a refund. Here is the details :

Refund amount: XXX.

Refund path: original payment account.

Refund timeframe: xx-xx business days.

Since the maximum delivery time has been exceeded, your recent order most likely will not be restored by shipping provider, if you still want the product, we kindly suggest you repurchase it.

We sincerely apologize for the inconvenience caused, we wish you always health and happiness.

Sincerely,

XXX

SHEIN Customer Services

Alert (delivery attempt, yellow line, orange line)

Dear Customer,

We apologize for the inconvenience caused by your recent order.

According to the last update on the shipping website, your package is still in transit, but the shipping company has encountered difficulty to deliver your package due to (FILL REASON IN LOGISTICS WEBSITE)

It would be greatly appreciated if you could contact the shipping company to confirm your address and arrange for redelivery.

Logistics Name:

Last Logistics Number:

Alternatively, you can request to pick up the package at the nearest facility or please kindly wait for your package to be deliver in 2nd attempt until (ETA) and please urge to contact us if after surpassed that time you still haven't received the package.

Thank you in advance for your cooperation and understanding.

Sincerely,

XXX

SHEIN Customer Services

Delay - Weather Issue

We sincerely apologize for any inconvenience caused by the delay in your shipment. Upon investigating the matter, we discovered that the delay was indeed due to unforeseen weather conditions that affected our shipping routes.

Here we provide the shipping details of your order:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Please be assured that we are actively working to expedite the delivery process and get your order to you as quickly as possible. While we strive to deliver all orders on time, unfortunately, weather-related delays are sometimes beyond our control.

We truly appreciate your understanding and patience during this time. If you have any further questions or concerns, please contact us. Your satisfaction is our top priority, and we are committed to resolving this issue to your satisfaction.

Delay - Backlog/International Shipping

Upon investigating the matter, we discovered that the delay in your shipment was **due to a backlog in our international shipping processes**. Our team is actively working to address this backlog and expedite the delivery of your order as quickly as possible.

Here we provide the shipping details of your order:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Please be assured that we are closely monitoring the situation and are in communication with our shipping partners to minimize any further delays. Your satisfaction is important to us, and we are committed to resolving this issue promptly.

We appreciate your patience and understanding during this time. If you have any further questions or concerns, please contact us. We are here to assist you in any way we can.

Delay - Flight Delay

We regret to inform you that there has been a delay in the shipment of your order due to a flight delay beyond our control. We understand the importance of receiving your items in a timely manner and apologize for any inconvenience this may cause.

Here we provide the shipping details of your order:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Once again, we apologize for any inconvenience this delay may have caused. Your satisfaction is our top priority, and we appreciate your understanding and patience as we work to resolve this matter.

Delay - Customs

We regret to inform you that there has been a delay in the shipment of your order due to package is held by customs.

Please be assured that we have already contacted our logistics team to expedite the customs clearance process for your parcel. You do not need to take any further action.

Here we provide the shipping details of your order:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Once customs clearance is completed, the local shipping company will prioritize your parcel for delivery.

Thank you for your understanding and patience.

Change Address Post-Shipment

WHITE CARD DO NOT SUPPORT CHANGE ADDRESS & REJECTION

Dear Customer,

Thank you for contacting SHEIN US.

I am sorry to let you know that we are unable to process a change of address request because the logistics channel responsible for transporting your parcel does not support the change of address after the order has been shipped.

We will definitely suggest 2 options:

1. Receive your parcel at the original address.
2. Or you can contact the logistics company directly to ask if it is possible to pick up a package from the nearest facility in the area.

Here we provide you with the logistics contact information:

Logistics Provider:
Last leg CS support:

We would love to hear back from you if you will consider receiving a package at the original address. or I'd help you further on refund process in future after package returned.

Thank you for your understanding and support, nonetheless, I wish you to take out some time and check your personal schedule with the estimated time package arrive before checking out product.

Regards,

XXX SHEIN Customer Service

WHITE CARD SUPPORT CHANGE ADDRESS

Dear Customer,

To change your address, you can change your address in the User Centre: [My Orders] - [Order Details] - [Edit Shipping Address].

Alternatively you can use the following link to enter the address modification page.
[Modification Address Link]

Normally addresses can be changed successfully within 24 hours, and please note that address only can be changed 1 time, so please carefully check before submitting your new address.

After a new address is submitted, we may do a random confirmation for security purposes, and you may receive a risk control email from SHEIN. Please check your inbox and reply to the risk email promptly, if you do not receive it, you may ignore it.

Please confirm to us once you have completed the address change.
Thank you for your understanding and cooperation support

Regards,

XXX

SHEIN Customer Service

WHITE CARD SUPPORT ONLY REJECTION

Dear Customer,

As your parcel has been shipped and the logistics channel responsible for transporting your parcel does not support changing the address after the order has been shipped, we can help you submit an application for rejection, which generally takes **5-7 days**, after the rejection is successful, we can help you resend the parcel or refund for you.

If the application fails, we suggest you receive the parcel at the original address or after the parcel is returned, we can either help you resend the parcel or process a refund. Thank you for your understanding and support.

Regards,

XXX

SHEIN Customer Service

Exchange order post-shipment

Dear Customer,

Thank you so much for reaching out to SHEIN US!

We regret to inform you that we are unable to fulfill your request at this moment, as your order has already been carefully packed and is on its way to your registered shipping address.

If you find the size or item does not meet your expectations once you receive your package, please contact us. We are more than happy to assist you with any concerns or queries you may have.

Thank you for your understanding, and please let us know if there is anything else we can assist you with.

Wishing you a wonderful day!

Sincerely,

XXX

SHEIN Customer Service

Cancel order post-shipment

WHITE CARD DO NOT SUPPORT CANCEL

Dear Customer,

Thank you for contacting SHEIN US.

Unfortunately, we regret to inform you that we are unable to cancel the order as it has already been shipped. Here we provide you with details:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

We highly recommend waiting until your package is delivered. If you wish to return the item from your order, we encourage you to proceed with the return process for a refund. Your satisfaction is our top priority, and we sincerely hope for your kind understanding in this matter.

Should you have any further questions or require additional assistance, feel free to reach out.

Thank you for your understanding.

Sincerely,

XXX

SHEIN Customer Service

WHITE CARD SUPPORT CANCEL

Dear Customer,

Regarding your concern to cancel your package, we need to extend communication with our logistics partner to verify either package still applicable for cancellation, please contact us again 3-4 days forward to get further result.

While we thrive to working on this request, you can check your package status periodically in tracking link below:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Once the communication is completed in 3-4 days, the local shipping company will prioritize your parcel for cancelled, please contact us again after 3-4 days.

Should you have any further questions or require additional assistance, feel free to reach out.

Sincerely,

XXX

SHEIN Customer Service

Asked specific date to deliver – Shipping & Shipped

Dear Customer,

Thank you for contacting SHEIN US.

We understand your urgency in receiving your package. While we strive to ensure timely deliveries, we cannot guarantee a specific delivery date, even with express shipping. The delivery timeline can be influenced by various factors, including carrier delays, customs clearance, and unforeseen circumstances.

The shipping process for your parcel is currently still in transit and within the estimated delivery time by our logistics partner. Here are the details:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Your package is still within the estimated time and on a good track to be delivered soon, kindly wait for the local courier that is actively working to deliver your package until (ETA).

Please be assured that we are actively working to expedite the shipping process. Our team is committed to ensuring that your order reaches you as soon as possible.

Feel free to contact us if you have more queries.

Have a nice day~

Sincerely,

XXX

SHEIN Customer Service

Why is there no tracking number after shipment / no logistics information on the official website?

Dear Customer,

Thank you for contacting SHEIN.

There is no official logistics information for this package before the final collection, but please rest assured that SHEIN will pay attention to the transportation status of your

package throughout the process.

You can refer to the information on the [Logistics Track] page to get the shipping status of the package. At the same time, we will keep in touch with the logistics provider in a timely manner. Once the official website updates the relevant information, we will also notify you by email as soon as possible.

Thank you for your understanding and patience!

Sincerely,

XXX

SHEIN Customer Service

Refund Path Confirmed

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused. We are pleased to inform you that your refund has been successfully submitted to your original payment, with the following details:

Refund amount: **XXX.**

Refund path: **original payment account.**

Refund timeframe: **xx-xx business days.**

Please be note that this is the estimated refund information we could provide in time, you will receive a specified refund information email after the refund is completed.

As we process your refund, please kindly allow the specified time frame for the funds to appear in your account.

Rest assured; we will vigilantly monitor the refund process to ensure that your amount is credited promptly. If you have any further inquiries or need more assistance, please contact us.

Your satisfaction is of utmost importance to us, and we appreciate your continued trust in SHEIN. Thank you for choosing us as your preferred shopping destination.

Sincerely,

XXX

SHEIN Customer Service

Others

Invoice

Dear Customer,

We are pleased to inform you that SHEIN US now supports customers where you may view and download a copy of your "Tax Invoice" on your end.

You can find the corresponding order in the "Personal Center" -"My Orders" and click on the order details.

There will be a "View Invoice" button below. After clicking, your invoice will appear. You can click the "View" button to download it.

Alternatively, you can download your invoice in the links below:

[INVOICE LINK]

[INVOICE LINK]

[INVOICE LINK]

If your order is a combined order from several merchants/stores name, please note that invoices will be provided by each merchant's name, and unable to be combined into one file.

Should you have any further questions or require additional assistance, feel free to reach out.

Sincerely,

XXX

SHEIN Customer Service

Customer Feedback

Dear Customer,

Thank you for taking the time to share your suggestion with us.

We truly value feedback from our customers, as it helps us to improve and better meet your needs.

Your input regarding [SPECIFIC SUGGESTION] is greatly appreciated, and we will certainly take it into consideration as we continue to enhance our products/services.

If you have any more suggestions or questions, please don't hesitate to reach out. We're always here to listen and assist.

Thank you once again for your support and valuable insights.

Sincerely,

XXX

SHEIN Customer Service

Paramount

Thank you for your prompt confirmation and kind words. Your satisfaction and positive

experience are paramount to us, and we are delighted to have been able to assist you with your concern.

Your patience and understanding throughout this process have been truly appreciated, and we are grateful for the opportunity to address your query effectively.

Should you require any further assistance or encounter any additional concerns in the future, please do not hesitate to reach out to us. We are committed to providing ongoing support and ensuring your continued satisfaction with our services.

Follow Up DSAT

Dear Customer,

We're sorry that our service didn't quite hit the mark this time, but we're here to make things right.

(FOR DBNR CASE, IF NOT DBNR PLEASE CHANGE THE EXPLANATION ACCORDINGLY)

Regarding your package, we need your effort checking in with [SHIPPING COMPANY] directly, as they handle the final delivery. They should be able to provide you with the most up-to-date information.

We always aim to resolve every concern, though sometimes we're bound by certain policies and logistics. Please know that we're doing our very best to assist you because you deserve it.

Your understanding means the world to us, and we'd really appreciate your understanding

If there's anything else you need, don't hesitate to reach out. We're here to help!

Thank you again for your patience, and I hope you have a wonderful day!

Best regards,

XXX

SHEIN Customer Service

Probing picture of Redness, allergic, symptom, swollen

Dear Customer,

We sincerely apologize for the inconvenience caused. We take the safety of our products very seriously, and we always strive to provide consumers with products that meet safety standards.

If you're experiencing itchiness/allergic, we understand that it can be quite uncomfortable. It's important to note that this could be due to various factors, such as dry skin, over-cleansing, or sensitivity to new fabrics.

However, if you have another concern than itching concern about this particular product, we would appreciate it if you could provide more details about the incident (the picture of redness on your skin, eczema, lump, swelling, etc.). This will enable us to provide better assistance for you.

Thanks for your cooperation.

Best regards,

XXX

SHEIN Customer Service

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