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DBNR

## TEMPLATE 1: ORIGINAL PAYMENT ACCOUNT

Dear Customer,

Thank you for contacting SHEIN US.

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

We have brought this issue to the logistics company. **They have confirmed that your package has been** **successfully delivered and we fully understand that you didn’t receive your package**. We have submitted the internal investigation for your issues to get further results.

**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.

Here are the details:

Refund amount: XXX

Refund path: original payment account.

Refund timeframe: XXX business days.

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

Should you have any further questions or require additional assistance, please don’t hesitate to contact us. Your satisfaction is our top priority, and we sincerely value your continued trust in SHEIN. Thank you for choosing us as your preferred shopping destination.

Wishing you good health always.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: SHEIN WALLET

Dear Customer,

Thank you for contacting SHEIN US.

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

We have brought this issue to the logistics company. **They have confirmed that your package has been** **successfully delivered and we fully understand that you didn’t receive your package**. We have submitted the internal investigation for your issues to get further results.

**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.

Here are the details:

Refund amount: XXX

Refund path: SHEIN Wallet.

Refund timeframe: 24 hours.

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

Should you have any further questions or require additional assistance, please don’t hesitate to contact us. Your satisfaction is our top priority, and we sincerely value your continued trust in SHEIN. Thank you for choosing us as your preferred shopping destination.

Wishing you good health always.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: MULTI PAYMENT

Dear Customer,

We thank you for contacting SHEIN US!

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

We have brought this issue to the logistics company. **They have confirmed that your package has been** **successfully delivered and we fully understand that you didn’t receive your package**. We have submitted the internal investigation for your issues to get further results.

**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 of XXX to your original payment account and SHEIN Wallet. Please kindly wait XXX business days and 24 hours for the refund to be credited.**

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

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.

Happy shopping with SHEIN US. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR REFUND SUCCESS AND FREE GIFT

## TEMPLATE 1:

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. 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 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: XXX business days.

We would also like to inform you that some of your items are free gifts, so we are unable to process a refund application. Therefore, we can send points equal to item price compensated to your SHEIN account. We will issue the refund to you the amount of the refund, for every 1 dollar equals to 100 SHEIN points. The process will take 1-2 working days, the platform will automatically compensate for the equivalent points of the product.

Please check later to see if some amount of your SHEIN point will be received.

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.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR REFUND SUCCESS FREE GIFT ITEMS

## TEMPLATE 1:

Dear Customer,

Thank you for reaching us out.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

According to the logistics information on the official website, it shows that your package has been successfully delivered. It's a pity that we didn't bring you a good shopping experience. We have submitted the internal investigation for your issues.

Meanwhile, considering that you are a high-reputation customer, 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.

**Because your product is free / using a Free Gift Card and unable to process a refund to any payment original channel. According to the conversion ratio, 100 points is equal to USD 1.** Please kindly wait and check your SHEIN points on your account periodically.

The process will take 1-2 working days, the platform will automatically compensate for the equivalent points of the product.

Once again we sincerely apologize for the inconvenience that has been caused. Feel free to contact us again if you have an issue or question.

Thank you for your trust and support for SHEIN US.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR REFUND SUCCESS BUT CX STILL WANT THE PACKAGE

## TEMPLATE 1:

Dear Customer,

Thank you for reaching us out.

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 was successfully delivered and we fully understand that you didn't receive it.

Regarding your issue, we have processed a refund for your order to ensure you are not kept waiting any longer. **We kindly suggest repurchasing the same items, and we will prioritize your new order to ensure swift delivery.** We will also closely monitor the delivery process to avoid any issues.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Thank you for your patience and understanding. If you have any other questions, please don't hesitate to reach out to us.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to us.

We hope you're doing well. We sincerely apologize for the inconvenience caused by not receiving your package.

We have been in close contact with the shipping company, and they have confirmed that your package was delivered. We completely understand your concern about not receiving it.

To resolve the issue, we have processed a refund for your order, so you are not kept waiting any longer. **We kindly recommend repurchasing the same items, and we will prioritize your new order to ensure quick delivery.** Rest assured, we will closely monitor the shipment to prevent any further issues.

We recognize that the outcome may not meet your expectations, and we sincerely apologize for any disappointment this may have caused. We want to assure you that we take our responsibilities very seriously. Our commitment is to assist you to the best of our abilities in resolving your issue.

Thank you for your continued trust in us. We’re here to help with any other issues you may have.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting us.

We are truly sorry for the inconvenience caused by the non-receipt package. Following thorough discussions with the shipping company, we learned that your package has been marked as delivered. We truly empathize with your situation and understand that you have not received it.

To address the situation, we have issued a refund for your order to ensure you’re not left waiting. **We encourage you to repurchase the same items, and we will expedite the new order to guarantee faster delivery.** Additionally, we will carefully track the delivery process to prevent any future issues.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

STL REFUND SUCCESS BUT CX STILL WANT THE PACKAGE

## TEMPLATE 1:

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 is still in shipping. We recognize that your package has taken longer than anticipated, and please rest assured that ensuring your satisfaction is incredibly important to us.  
  
Regarding your issue, we have processed a refund for your order to ensure you are not kept waiting any longer. **We kindly suggest repurchasing the same items, and we will prioritize your new order to ensure swift delivery**. We will also closely monitor the delivery process to avoid any issues.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Please rest assured, we are committed to ensuring this does not happen again in the future. Thank you for your understanding and patience. If you have another inquiry, please don’t hesitate to contact us.

Have a good day!  
  
Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

We hope you are doing well.

We sincerely apologize for the inconvenience caused by the delay in receiving your package.

After thorough communication with the shipping company, we have confirmed that your package is still in shipping. We understand that your package has gone beyond our expected timeframe, and we want you to know that your satisfaction is our top priority

To resolve this issue, we have processed a refund for your order so you are not left waiting any longer. We recommend repurchasing the same items, and we will prioritize your new order to ensure quick delivery. Additionally, we will closely track the shipping process to prevent any further issues.

We recognize that the outcome may not meet your expectations, and we sincerely apologize for any disappointment this may have caused. We want to assure you that we take our responsibilities very seriously. Our commitment is to assist you to the best of our abilities in resolving your issue.

Please know we are fully committed to ensuring this does not happen again. We appreciate your understanding and patience. If you have any further questions, please feel free to contact us.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

We hope this message reaches you in good health.

We sincerely regret the inconvenience caused by the delay in receiving your package.

After multiple discussions with the shipping company, we have been informed that your package is still en route. We realize that your package has not arrived within the expected timeframe, and we want you to know that your satisfaction is our highest priority.

To resolve the situation promptly, we have issued a refund for your order to avoid further delays. We kindly suggest you reorder the same items, and we will prioritize the new order to ensure a faster delivery. We will also keep a close watch on the shipment to avoid any future problems.

We understand that the results may not have matched your expectations, and for this, we extend our heartfelt apologies. Please rest assured that we fully embrace our responsibilities. We are dedicated to providing you with the utmost support in addressing your concerns.

Rest assured, we are committed to preventing such issues from occurring again. Thank you for your patience and understanding. If you have any other questions, please don't hesitate to reach out to us.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

RTS REFUND SUCCESS BUT CX STILL WANT THE PACKAGE

## TEMPLATE 1:

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 has been returned to us and please rest assured that ensuring your satisfaction is incredibly important to us.  
  
Regarding your issue, we have processed a refund for your order to ensure you are not kept waiting any longer. **We kindly suggest repurchasing the same items, and we will prioritize your new order to ensure swift delivery**. We will also closely monitor the delivery process to avoid any issues.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Please rest assured, we are committed to ensuring this does not happen again in the future. Thank you for your understanding and patience. If you have another inquiry, please don’t hesitate to contact us.

Have a good day!  
  
Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

We hope you are doing well.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

Following thorough discussions with the shipping company, we have been notified that your package has been returned to us. Please be assured that your satisfaction is of utmost importance to us.

To resolve this issue, we have processed a refund for your order so you are not left waiting any longer. We recommend repurchasing the same items, and we will prioritize your new order to ensure quick delivery. Additionally, we will closely track the shipping process to prevent any further issues.

We recognize that the outcome may not meet your expectations, and we sincerely apologize for any disappointment this may have caused. We want to assure you that we take our responsibilities very seriously. Our commitment is to assist you to the best of our abilities in resolving your issue.

Please know we are fully committed to ensuring this does not happen again. We appreciate your understanding and patience. If you have any further questions, please feel free to contact us.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

We hope this message reaches you in good health.

We deeply apologize for the inconvenience you’ve experienced, and we’re committed to rectifying the situation as swiftly as we can.

After comprehensive communication with the shipping company, we received confirmation that your package has been returned to us. Rest assured, we are committed to ensuring your satisfaction.

To resolve the situation promptly, we have issued a refund for your order to avoid further delays. We kindly suggest you reorder the same items, and we will prioritize the new order to ensure a faster delivery. We will also keep a close watch on the shipment to avoid any future problems.

We understand that the results may not have matched your expectations, and for this, we extend our heartfelt apologies. Please rest assured that we fully embrace our responsibilities. We are dedicated to providing you with the utmost support in addressing your concerns.

Rest assured, we are committed to preventing such issues from occurring again. Thank you for your patience and understanding. If you have any other questions, please don't hesitate to reach out to us.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

REFUND SUCCESS (RETAIL FEE COLORADO)

## TEMPLATE 1: DBNR

Dear Customer,

Thank you for contacting back to SHEIN US.

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

We have brought this issue to the logistics company. **They have confirmed that your package has been** **successfully delivered and we fully understand that you didn’t receive your package**. We have submitted the internal investigation for your issues to get further results.

**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: XXX business days.

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

**The "Retail Delivery Fees" will only be refunded in the event of a full cancellation refund for the order, such as a refund for canceling an order before shipping. In other cases, it's non-refundable.**

**We hope you can understand as this fee is paid to your state government. If you needs more information, kindly check below link for more information:**

**https://tax.colorado.gov/retail-delivery-fee**

Once again, we apologize for any inconvenience caused. Should you have any further questions or require additional assistance, please don’t hesitate to contact us.

Your satisfaction is our top priority, and we sincerely value your continued trust in SHEIN. Thank you for choosing us as your preferred shopping destination.

Wishing you good health always.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: STL

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Regrettably, we must inform you that your package is still in the shipping process. However, since your package has exceeded our time limit and as a customer, your satisfaction is of the highest importance to us.

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 detail of refund:

Total Refund Amount: XXX  
Refund Path : Original payment  
Refund Arrival Time: XXX business days

As we process your refund, please kindly allow the specified time frame for the funds to appear in your account. We understand this situation has been inconvenient, and we're committed to ensuring it's resolved to your satisfaction.

**The "Retail Delivery Fees" will only be refunded in the event of a full cancellation refund for the order, such as a refund for canceling an order before shipping. In other cases, it's non-refundable.**

**We hope you can understand as this fee is paid to your state government. If you needs more information, kindly check below link for more information:**

**https://tax.colorado.gov/retail-delivery-fee**

Once again, we apologize for any inconvenience caused. Should you have any further questions or require additional assistance, please don’t hesitate to contact us.

Your satisfaction is our top priority, and we sincerely value your continued trust in SHEIN. Thank you for choosing us as your preferred shopping destination.

Wishing you good health always.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: RTS

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. We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

According to the last update from our courier partner, your package has been returned to us. We humbly apologize for the inconvenience caused. We would like to inform you that we have decided to refund you.

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. Here are the details:

Refund amount: XXX

Refund timeframe: XXX business days to your original payment account.

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

**The "Retail Delivery Fees" will only be refunded in the event of a full cancellation refund for the order, such as a refund for canceling an order before shipping. In other cases, it's non-refundable.**

**We hope you can understand as this fee is paid to your state government. If you needs more information, kindly check below link for more information:**

**https://tax.colorado.gov/retail-delivery-fee**

Once again, we apologize for any inconvenience caused. Should you have any further questions or require additional assistance, please don’t hesitate to contact us.

Your satisfaction is our top priority, and we sincerely value your continued trust in SHEIN. Thank you for choosing us as your preferred shopping destination.

Wishing you good health always.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

REFUNDED SYSTEM/USER

## TEMPLATE 1: Original Payment

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your package has been refunded with an amount of XXXXX. Please kindly wait XXXXX business days for the refund to be credited to your original payment account.**

Upon completion of the refund process, you will receive an email confirming the refund, which will include detailed information regarding the refund arrangements.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: SHEIN Wallet

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your package has been refunded with an amount of XXXXX. Please kindly wait 24 hours for the refund to be credited to your SHEIN Wallet.**

Upon completion of the refund process, you will receive an email confirming the refund, which will include detailed information regarding the refund arrangements.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: Multi Payment

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your package has been refunded with an amount of XXXXX. Please kindly wait XXXXX business days for the refund to be credited to your original payment account and 24 hours to your SHEIN Wallet.**

Upon completion of the refund process, you will receive an email confirming the refund, which will include detailed information regarding the refund arrangements.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

REFUNDED LONG PROCESSING

## TEMPLATE 1: Original Payment

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your package has been refunded with an amount of XXXXX due to exceeding our time limit to process. Please kindly wait XXXXX business days for the refund to be credited to your original payment account.**

Upon completion of the refund process, you will receive an email confirming the refund, which will include detailed information regarding the refund arrangements.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

REFUNDED BY SYSTEM/USER TO ORIGINAL PAYMENT BUT CX WANT TO SHEIN WALLET

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your package has been refunded so we are unable to change the refund path. Please kindly wait XXXXX business days for the refund to be credited to your original payment account.**

Upon completion of the refund process, you will receive an email confirming the refund, which will **ays for the refund to be credited to your SHEIN Wallet.**

Upon completion of the refund process, you will receive an email confirming the refund, which will include detailed information regarding the refund arrangements.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

REFUND APPLIED

## TEMPLATE 1: Original Payment

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your package has been submitted for refund with an amount of XXXXX. Please kindly wait XXX business days for the refund to be credited to your original payment account.**

Upon completion of the refund process, you will receive an email confirming the refund, which will include detailed information regarding the refund arrangements.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: SHEIN Wallet

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your package has been submitted for refund with an amount of XXXXX. Please kindly wait 24 hours for the refund to be credited to your SHEIN Wallet.**

Upon completion of the refund process, you will receive an email confirming the refund, which will include detailed information regarding the refund arrangements.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: Multi Payment

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your package has been submitted for refund with an amount of XXXXX. Please kindly wait XXX business days for the refund to be credited to your original payment account and 24 hours to your SHEIN Wallet.**

Upon completion of the refund process, you will receive an email confirming the refund, which will include detailed information regarding the refund arrangements.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR NEW HANDLE UPDATE

**SESUAI URUTAN HANDLE DARI AWAL - AKHIR**

## 

## 0TH TEMPLATE 2-2 NO SUBMIT WO TEMPLATE 1: MUST CONFIRM ADDRESS!!!

Dear Customer,

Thank you for your message!

We’re truly sorry for the inconvenience and are committed to helping resolve this. We understand how frustrating this situation must be, and we want to assure you that we’re here to make things right.

According to the logistics information, your package has been marked as successfully delivered. To ensure no mistakes, please double-check the following:

• Confirm the shipping address you provided is correct.

• Check your mailbox, front door, or building/apartment front desk.

• Ask your neighbors if they might have received the package on your behalf.

If there’s anything else you need, we’re always here to assist, please reach out anytime.

Thank you for your understanding and cooperation.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to us.

We sincerely apologize for any inconvenience this may have caused and are dedicated to finding a resolution. We recognize how upsetting this situation can be, and we want to reassure you that we are here to help.

According to our logistics records, your package has been marked as delivered. To avoid any errors, please take a moment to verify the following:

• Ensure that the shipping address you provided is accurate.

• Look in your mailbox, at your front door, or with your building/apartment front desk.

• Inquire with your neighbors to see if they may have accepted the package for you.

If you require further assistance, please do not hesitate to contact us. We appreciate your understanding and cooperation.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for your communication.

We deeply regret any trouble this may have caused and are fully committed to assisting you in resolving this matter. We understand how challenging this situation can be, and we want to emphasize that we are here to support you.

Our logistics data indicates that your package has been successfully delivered. To ensure everything is in order, please check the following:

• Verify that the shipping address you provided is correct.

• Inspect your mailbox, front door, or the front desk of your building/apartment.

• Ask your neighbors if they might have received the package on your behalf.

Should you need any further assistance, please feel free to reach out to us at any time. Thank you for your patience and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for contacting SHEIN US!

We apologize for the inconvenience you are experiencing and are committed to helping you resolve this issue. We understand how frustrating this can be, and we want to assure you that we are here to assist you.

According to our logistics information, your package is marked as delivered. To ensure accuracy, please check the following:

• Confirm that the shipping address you provided is correct.

• Look in your mailbox, at your front door, or with your building/apartment front desk.

• Speak with your neighbors to see if they may have received the package for you.

If you need any further assistance, please do not hesitate to reach out. We appreciate your understanding and cooperation.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Thank you for getting in touch with SHEIN US!

We are truly sorry for any inconvenience you have encountered and are dedicated to assisting you in resolving this matter. We recognize the frustration this situation may cause, and we want to assure you that we are here to support you in finding a solution.

As per the logistics update, your package is recorded as successfully delivered. To make sure everything is correct, please verify the following:

• Double-check that the shipping address you provided is accurate.

• Look in your mailbox, at your front door, or with your building/apartment front desk.

• Ask your neighbors if they may have received the package on your behalf.

We are here to support you with anything else you might need, so please reach out to us at your convenience. Thank you for your understanding and partnership.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Thank you for getting in touch with SHEIN US!

We apologize for the disruption this has caused and are committed to working with you to resolve it. We understand how challenging this situation is, and we want to reassure you that we are here to help make it right.

Your package has been marked as successfully delivered according to the logistics information. To ensure there are no discrepancies, please check the following:

• Confirm that the shipping address you provided is accurate.

• Inspect your mailbox, front door, or the front desk of your building/apartment.

• Reach out to your neighbors to see if they might have accepted the package for you.

If you have any other requests or need further support, please know that we are here for you. Your understanding and cooperation are greatly appreciated.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7:

Dear Customer,

Thank you for getting in touch with SHEIN US!

We are genuinely sorry for the trouble you are facing and are focused on helping you find a solution. We empathize with the frustration this situation has caused, and we want to emphasize that we are here to ensure it is resolved satisfactorily.

According to the logistics report, your package has been successfully delivered. To ensure there are no errors, please take the time to confirm the following:

• Make sure the shipping address you provided is correct.

• Check your mailbox, front door, or the front desk of your building/apartment.

• Speak with your neighbors to see if they might have received the package for you.

If there’s anything more we can do for you, please feel free to get in touch with us anytime. We sincerely appreciate your understanding and cooperation.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8:

Dear Customer,

Thank you for contacting SHEIN US!

We sincerely apologize for the inconvenience you’re experiencing and are dedicated to finding a solution for you. We understand how frustrating this situation must be and are committed to resolving it to your satisfaction.

According to our logistics report, your package has been marked as successfully delivered. To ensure there are no discrepancies, please:

• Verify that the shipping address provided is accurate.

• Check your mailbox, front door, or building’s front desk.

• Ask your neighbors if they might have received the package on your behalf.

Should you need further assistance, please don’t hesitate to reach out to us. We truly appreciate your patience and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9:

Dear Customer,

Thank you for confirming back to SHEIN US!

We’re deeply sorry for the challenges you’re facing and are here to assist you in finding a resolution. We understand how upsetting this can be and want to reassure you of our full support in addressing the issue.

The logistics report indicates that your package was successfully delivered. To double-check, we kindly ask you to:

• Confirm the accuracy of the shipping address you provided.

• Inspect your mailbox, doorstep, or building’s front desk.

• Check with neighbors in case they received the package for you.

If you need any additional help, feel free to contact us at any time. Your cooperation and understanding mean a lot to us.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10:

Dear Customer,

Good day from SHEIN US!

We truly regret the inconvenience you’ve encountered and are fully committed to assisting you with a solution. We understand the frustration this has caused and are determined to address the matter to your satisfaction.

As per the logistics report, your package shows as successfully delivered. For confirmation, please:

• Ensure the shipping address you entered is correct.

• Look in your mailbox, at your doorstep, or at your building’s reception area.

• Inquire with neighbors to see if they may have received the package.

If there’s anything else we can assist you with, don’t hesitate to reach out. Thank you for your patience and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 11:

Dear Customer,

Greetings from SHEIN US, and thank you for contacting us!

We apologize for the trouble you’ve encountered and are here to provide assistance. We understand how frustrating this must be and are committed to ensuring the issue is resolved.

According to our records, the logistics report indicates successful delivery of your package. To verify this, we recommend you:

• Double-check that the shipping address provided is correct.

• Look around your mailbox, doorstep, or front desk area.

• Check with your neighbors to see if they’ve received it on your behalf.

If further assistance is needed, don’t hesitate to reach out at any time. We truly appreciate your cooperation and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 12:

Dear Customer,

We hope this message finds you well.

We’re sincerely sorry for the inconvenience and want to help you resolve this issue. We understand how upsetting this situation can be and are fully dedicated to finding a solution.

Our logistics report shows that your package has been successfully delivered. To clarify, we suggest you:

• Verify the shipping address provided.

• Check your mailbox, front door, or building’s reception area.

• Speak with neighbors to see if they have received the package for you.

If you need additional support, feel free to contact us anytime. We appreciate your patience and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 13:

Dear Customer,

We hope this message finds you in good spirits!

We’re genuinely sorry for the trouble you’re experiencing and are here to help you resolve the matter. We understand the inconvenience caused and will do our best to address your concerns effectively.

As per the delivery report, your package has been marked as delivered. To ensure accuracy, we kindly ask that you:

• Confirm your shipping address is correct.

• Inspect your mailbox, doorstep, or building’s front desk area.

• Speak with your neighbors to check if they received the package on your behalf.

If there’s anything further we can do to assist, please let us know. Your patience and understanding are greatly appreciated.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 14:

Dear Customer,

Thank you for contacting back to SHEIN US!

We’re truly sorry for the difficulties you’re facing and are focused on helping you find a solution. We empathize with your frustration and are committed to resolving this issue for you.

The logistics report indicates your package was successfully delivered. To confirm, please:

• Check that the shipping address you provided is accurate.

• Look around your mailbox, front door, or the front desk of your building.

• Ask your neighbors if they may have received the package on your behalf.

Should you need any more help, feel free to contact us anytime. We’re grateful for your understanding and cooperation.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 15:

Dear Customer,

Thank you for contacting SHEIN US!

We apologize for the inconvenience and want to ensure this matter is resolved promptly. We understand how frustrating this experience must be and are here to assist you every step of the way.

Based on our logistics report, your package has been successfully delivered. To confirm, please:

• Verify the shipping address you provided.

• Check your mailbox, front door, or the reception area of your building.

• Reach out to your neighbors to see if they’ve received it for you.

If further assistance is needed, please don’t hesitate to reach out. We deeply value your patience and cooperation.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————**include detailed information regarding the refund arrangements.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

REFUNDED BY SYSTEM/USER TO SHEIN WALLET BUT CX WANT TO ORIGINAL PAYMENT

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your package has been refunded so we are unable to change the refund path. Please kindly wait XXXXX business d————————————————————————————————————————**

REFUND FAILED 1st EVIDENCE 1-2 (SESUAI POP UP LAMA)

## TEMPLATE 1: NEW POP UP

Dear Customer,

Thank you for contacting SHEIN US.

We’re sorry for any disruption this situation has caused. We totally understand how frustrating this situation must be, and we want to assure you that we’re here to make things right.

Regarding your inquiry for your package, we have verified with the official website of the shipping company, and they have confirmed that the parcel has been delivered. Please find the attached screenshot below from the official courier for your reference.

However, we completely understand your concerns and are here to help resolve this issue.

If you are still unable to locate the package, kindly provide us with any additional information or evidence that can help us review the logistics situation. This is important for us to take the appropriate next steps.

We take the shopping experience of every customer very seriously and will do our best to resolve this for you. If you have any other concerns, please reach out to us without hesitation.

Thank you for your patience and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

REFUND FAILED 1st (SESUAI NEW POP UP FAILED AFTER SUBMIT EVIDENCE)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We’re sorry for any disruption this situation has caused. We totally understand how frustrating this situation must be, and we want to assure you that we’re here to make things right.

We have carefully reviewed the information and related content you provided, and after re-verifying with the logistics provider, we found that the package has been delivered according to the normal process and marked as received.

According to the logistics provider's investigation feedback and related records, the package delivery process is confirmed to be correct, so we are temporarily unable to determine that it is lost or abnormally received, and we cannot continue to process a refund application for you.

If you have obtained new evidence, you can also contact us at any time, and we will be happy to help you.

We take the shopping experience of every customer very seriously and will do our best to resolve this for you. If you have any other concerns, please reach out to us without hesitation.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We sincerely apologize for the inconvenience caused. We completely understand how frustrating this situation can be and want to assure you that we are here to assist you.

After reviewing the information you provided and reconfirming with the logistics provider, the package is recorded as delivered and marked as received through the standard process.

Based on the logistics provider’s feedback and related records, the delivery appears to have been completed correctly. As a result, we are currently unable to determine that the package is lost or was received abnormally, and therefore cannot proceed with a refund application at this time.

Should you come across any new evidence, please feel free to contact us again, and we’ll be glad to assist you further.

We value the shopping experience of every customer and will do everything possible to resolve your concerns. If there is anything else you’d like to discuss, don’t hesitate to reach out to us.

Thank you for your patience and understanding!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US.

We’re truly sorry for the trouble this has caused you. We fully understand how frustrating this experience must be and want to reassure you that we are committed to helping you resolve this matter.

Upon carefully reviewing the details you provided and confirming with the logistics provider, it has been confirmed that the package was delivered through the standard process and marked as received.

According to the investigation and feedback from the logistics provider, the delivery was completed successfully. At this time, we are unable to conclude that the package is lost or abnormally received, so we cannot proceed with a refund application.

If you have additional evidence, please don’t hesitate to share it with us. We’ll be more than happy to assist further.

We prioritize the satisfaction of every customer and are dedicated to addressing your concerns. Should you have any other questions or issues, please feel free to contact us.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for keeping in touch with SHEIN US.

We deeply regret any inconvenience caused and understand the frustration this situation has brought. Please rest assured that we are here to assist you to the best of our ability.

After thoroughly reviewing the details you shared and verifying with the logistics provider, the package has been marked as delivered and received according to the standard process.

The logistics provider’s investigation confirms that the delivery was completed correctly, and we are currently unable to determine that the package is missing or incorrectly received. As a result, we cannot proceed with a refund application at this time.

If you discover any new evidence, please contact us at any time, and we will do our utmost to help.

Your satisfaction is important to us, and we will continue to work towards resolving your concerns. Feel free to reach out with any additional questions.

We hope you are well.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Thank you for your message!.

We apologize for the disruption this issue has caused and understand how frustrating it must be for you. We are committed to addressing your concerns as effectively as possible.

After reviewing the information and confirming with the logistics provider, we found that the package was delivered according to the usual process and marked as received.

Based on the investigation and the logistics provider’s feedback, the delivery appears to have been completed as expected. Therefore, we are unable to determine that the package was lost or received abnormally and cannot proceed with a refund application at this moment.

If you obtain any additional evidence, please do not hesitate to contact us, and we will be happy to assist further.

We value the satisfaction of every customer and are here to support you. If you have any further questions or concerns, feel free to reach out.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Good day from SHEIN US.

We sincerely apologize for the inconvenience this situation has caused. We fully understand how challenging this experience may be and want to assure you that we are here to assist.

Upon reviewing the information provided and reconfirming with the logistics provider, the package is recorded as delivered and properly received through the standard process.

According to the logistics provider’s investigation and records, the delivery process was completed correctly. As such, we are unable to determine that the package is lost or improperly received and cannot proceed with a refund application at this stage.

If new evidence comes to light, please feel free to contact us, and we will gladly assist you further.

Your shopping experience is important to us, and we are committed to resolving your concerns. Please don’t hesitate to reach out with any other questions. We appreciate your patience and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

REPEATING 2nd PROOF TEMPLATE 1-1 UNTIL VALID EVIDENCE

## TEMPLATE 1: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for contacting back to us.

We deeply regret any frustration this situation may have caused. We understand how frustrating this situation must be, and we want to assure you that we’re here to make things right.

Unfortunately, based on the current information provided, we are unable to pinpoint the specific situation of your package. To assist you more effectively, we kindly request additional details. Below are examples of evidence that can help us:

**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.**

Please try to provide one or more of the above pieces of evidence based on your situation. This will allow us to better understand and verify the issue, speeding up the resolution process.

Thank you for your cooperation and understanding. We’re always here to help—please don’t hesitate to contact us if you need anything further.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for reaching out to us.

We sincerely apologize for any inconvenience this situation may have caused you. We recognize how disheartening this can be, and we are committed to resolving the issue at hand.

At this time, we are unable to determine the exact status of your package based on the information we have. To assist you more effectively, we would appreciate it if you could provide us with additional details. Here are some examples of information that could be helpful:

**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.**

If you could share one or more of these details, it would greatly enhance our ability to understand and address your concern promptly.

We appreciate your cooperation and understanding. Our team is always here to assist you, so please feel free to reach out if you need further assistance.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for getting back to us.

We truly regret any distress this situation may have caused you. We understand how challenging this can be, and we are dedicated to ensuring a satisfactory resolution.

Currently, we are unable to identify the specific circumstances surrounding your package with the information available. To facilitate a more effective resolution, we kindly ask for additional details. Below are some examples of information that could assist us:

**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.**

Providing one or more of these details will help us gain a clearer understanding of the issue and expedite the resolution process.

Thank you for your patience and cooperation. We are here to support you, so please do not hesitate to reach out if you require any further assistance.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for your response.

We are truly sorry for any inconvenience this situation may have caused you. We understand how frustrating this can be, and we are here to help you find a solution.

Unfortunately, we are currently unable to ascertain the specific details regarding your package with the information we have. To assist you more effectively, we would appreciate it if you could provide us with additional information. Here are some examples of evidence that could be beneficial:

**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.**

If you could share one or more of these pieces of information, it would greatly aid us in understanding and resolving the issue more swiftly.

We appreciate your understanding and cooperation. Our team is always available to assist you, so please feel free to reach out if you need anything else.

Wishing you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for getting in touch with SHEIN US.

We sincerely apologize for any inconvenience this situation may have caused you. We understand how frustrating it can be, and we are committed to resolving this matter for you.

At this time, we are unable to determine the exact status of your package with the information currently available. To assist you better, we kindly ask for more details. Here are some examples of evidence that could help us:

**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.**

Please provide one or more pieces of the above evidence, depending on your situation. This will help us understand and verify the issue, enabling a quicker resolution.

Thank you for your understanding and cooperation. We are always here to assist you—feel free to reach out if you need any further help.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for keeping in touch with SHEIN US.

We apologize for any inconvenience this situation may have caused you. We understand how frustrating it can be, and we are dedicated to making things right for you.

At this moment, we cannot pinpoint the specific status of your package with the information provided. To help us assist you better, we kindly request more details. Here are some types of evidence that could be useful:

**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.**

Providing one or more of these pieces of evidence based on your situation will help us verify and understand the issue, leading to a faster resolution.

Thank you for your understanding and cooperation. We’re always here to help, so don't hesitate to contact us if you need any further assistance.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

We hope this message finds you well.

We sincerely apologize for any frustration this situation may have caused you. We know how difficult it can be, and we're committed to resolving this for you.

With the current information provided, we cannot determine the specific situation of your package. To help us assist you more effectively, we ask for additional details. Examples of helpful evidence include:

**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.**

Please try to provide one or more of these pieces of evidence based on your situation. This will enable us to better understand and verify the issue, speeding up the resolution process.

Thank you for your cooperation and understanding. We’re here to help—please reach out if you need anything further.

Have a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

We hope this message finds you in good spirits.

We regret any frustration this situation may have caused. We understand how challenging it can be, and we’re here to resolve it for you.

Currently, we cannot pinpoint the exact status of your package with the given information. To assist you more effectively, we request additional details. Below are examples of evidence that can help us:

**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.**

By providing one or more of these pieces of evidence based on your situation, we can better understand and verify the issue, leading to a faster resolution.

Thank you for your understanding and cooperation. We’re always here to help—don’t hesitate to reach out if you need further assistance.

Have a nice day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Good day from SHEIN US.

We apologize for any inconvenience caused by this situation. We understand how frustrating it can be and want to assure you that we are here to make things right.

With the information currently available, we are unable to determine the specific status of your package. To assist you more effectively, we kindly ask for additional details. Here are some examples of evidence that can help us:

**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.**

Please provide one or more of these pieces of evidence based on your situation. This will enable us to understand and verify the issue better, speeding up the resolution process.

Thank you for your cooperation and understanding. We are always here to help—please don’t hesitate to contact us if you need anything further.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for reaching out to SHEIN US.

We apologize for any trouble this situation may have caused you. We know how frustrating this can be and we are here to make it right.

At this moment, we cannot pinpoint the specific status of your package with the information given. To assist you better, we request additional details. Here are some types of evidence that could be useful:

**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.**

Providing one or more of these pieces of evidence based on your situation will help us verify and understand the issue, leading to a faster resolution.

We sincerely apologize once again for the inconvenience. If there’s anything else we can assist you with, please don't hesitate to reach out. Thank you for your continued support.

Wishing you a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 11: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for getting in touch with SHEIN US.

We humbly apologize for the inconvenience caused and understand the impact it has had on you. We are making every effort to address this as quickly as possible.

With the current information provided, we are unable to determine the exact status of your package. To help us assist you more effectively, we ask for additional details. Examples of helpful evidence include:

**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.**

Submitting one or more of these pieces of evidence relevant to your situation will assist us in verifying and comprehending the issue, which will facilitate a quicker resolution.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 12: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for your purchase at SHEIN US.

We genuinely regret any inconvenience caused, and we understand how disappointing this must be for you. Please know that we are actively working to resolve the issue.

Currently, we cannot determine the specific status of your package with the given information. To assist you more effectively, we request additional details. Below are examples of evidence that can help us:

**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.**

By providing one or more of these pieces of evidence that pertain to your situation, you will enable us to verify and better understand the issue, ultimately resulting in a more expedited resolution.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 13: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for reaching out to SHEIN US.

We deeply appreciate your patience and sincerely regret any trouble this has caused. Rest assured, we are giving this issue the highest priority.

At this time, we do not have enough information to ascertain the exact status of your package. To provide you with better assistance, we would appreciate it if you could share more details. Here are some examples of information that could be helpful:

**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.**

Sharing one or more of these pieces of evidence related to your circumstances will aid us in verifying and grasping the issue, thereby promoting a swiffer resolution.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 14: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Warm wishes from SHEIN US.

We regret any inconvenience or frustration caused, and we are committed to resolving this issue with utmost urgency.

Currently, we are unable to identify the precise status of your package based on the information we have. To enhance our support, we kindly request that you provide us with additional details. Below are some examples of evidence that may assist us:

**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.**

Offering one or more of these pieces of evidence in relation to your situation will help us confirm and clarify the issue, leading to a more rapid resolution.

Thank you for your continued trust in us. We’re here to help with any other issues you may have.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 15: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Greetings to you from SHEIN US.

We deeply apologize for the inconvenience you’ve experienced, and we’re committed to rectifying the situation as swiftly as we can.

With the information we have at hand, we cannot confirm the specific status of your package. To help us assist you more effectively, we would be grateful if you could provide further details. Here are some examples of the type of information that could be beneficial:

**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.**

Presenting one or more of these pieces of evidence based on your specific situation will support us in verifying and understanding the issue, which will contribute to a quicker resolution.

We regret the inconvenience and appreciate your understanding. Please don’t hesitate to contact us if you need any further assistance.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 16: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Warm greetings from SHEIN US.

We sincerely apologize for the difficulties you have encountered, and we are dedicated to resolving this matter as quickly as possible.

At this moment, we are unable to provide specific details regarding the status of your package. To enhance our ability to assist you, we kindly ask that you share additional information. Examples of helpful details include:

**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.**

Providing any of these pieces of information related to your situation will aid us in verifying and comprehending the issue, ultimately leading to a faster resolution.

We truly regret any inconvenience this may have caused and appreciate your patience. Please feel free to reach out if you require further assistance. Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 17: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Greetings from SHEIN US.

We apologize for the inconvenience you have faced, and we are fully committed to addressing this issue promptly.

Currently, we are unable to ascertain the exact status of your package. To assist you more effectively, we would appreciate it if you could provide us with additional details. Here are some examples of information that could be useful:

**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.**

Sharing any of these details relevant to your situation will help us verify and understand the issue, facilitating a quicker resolution.

We regret the trouble this has caused and thank you for your understanding. Should you need any further assistance, please do not hesitate to contact us.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 18: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Good day from SHEIN US.

We are truly sorry for the inconvenience you have experienced, and we are committed to resolving this issue as quickly as we can.

With the current information available, we cannot confirm the exact status of your package. To better assist you, we kindly request that you provide us with more details. Here are some examples of the type of information that would be helpful:

**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.**

By providing any of these details related to your situation, you will assist us in verifying and understanding the issue, which will lead to a more efficient resolution.

We apologize for any inconvenience and appreciate your patience. Please feel free to reach out if you need further assistance.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 19: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for getting in touch with SHEIN US.

We sincerely apologize for the inconvenience you've encountered. Rest assured, we are dedicated to resolving this matter as swiftly as possible.

At this moment, we cannot confirm the exact status of your package. To better assist you, we kindly ask for additional details. Some helpful examples include:

**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.**

Providing one or more of these pieces of evidence based on your situation will help us verify and understand the issue more effectively, leading to a quicker resolution.

We truly regret any inconvenience caused and appreciate your understanding. Please feel free to reach out if you need any further assistance.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 20: ASK PROOF (MUST VALID EVIDENCE)

Dear Customer,

Thank you for keeping in touch with SHEIN US.

We are deeply sorry for any inconvenience this may have caused you and are committed to addressing this issue promptly.

Currently, we cannot verify the specific status of your package with the information available. To assist you more effectively, we would appreciate it if you could provide additional details. Examples of helpful information include:

**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.**

Sharing one or more of these pieces of evidence will enable us to verify and understand the issue more accurately, contributing to a faster resolution.

We apologize for the inconvenience and value your understanding. Please do not hesitate to contact us if you require any further assistance.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

4TH AFTER SUBMIT VALID / UNABLE DETERMINE EVIDENCE (24 H) POP UP REFUND SUCCESS PENDING REVIEW

## TEMPLATE 1:

Dear Customer,

We are glad to know you are contacting SHEIN US.

We genuinely regret any stress or frustration this has caused, and we're dedicated to resolving the issue for you.

Please be assured that we have initiated an internal investigation to thoroughly address the issues you encountered. Your valuable feedback serves as a catalyst for improvement, and we deeply appreciate you bringing this matter to our attention.

In our commitment to resolving your concerns swiftly, we personally intervened to expedite the refund process on your behalf. Your refund application has been submitted, and the review process typically takes up to 24 hours. You will receive an email shortly with detailed information regarding the status of your refund.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching us back at SHEIN US.

We extend our sincere apology for the inconvenience or frustration caused to you. We understand this outcome may not align with your expectations. Thank you for your patience as we work to resolve this matter.

We want to assure you that we have commenced an internal investigation to comprehensively address the concerns you raised. Your feedback is invaluable to us and plays a crucial role in our efforts to improve. Thank you for bringing this matter to our attention.

To address your concerns promptly, we have taken the initiative to facilitate the refund process for you. Your refund request has been submitted, and the review usually takes up to 24 hours. You can expect an email soon with comprehensive details about the status of your refund.

If you have any additional questions concerning your order, please feel free to contact us.

We hope you are always in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US

We humbly apologize for any inconvenience that you’ve experienced. We are truly sorry that your shopping experience didn’t meet your expectations and we are committed to resolving this matter.

Please rest assured that we have started an internal investigation to thoroughly examine the issues you experienced. Your feedback is essential for our growth, and we sincerely appreciate you highlighting this matter.

In our effort to address your concerns efficiently, we have personally stepped in to accelerate the refund process on your behalf. Your refund application is now submitted, and the review period generally lasts up to 24 hours. An email with detailed information about your refund status will be sent to you shortly.

If you have any other questions related to your order, please do not hesitate to reach out to us.

We hope you and your family are in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4

Dear Customer,

Hope this message finds you well.

We sincerely apologize for any inconvenience you may have faced. We are truly sorry that your shopping experience did not live up to your expectations, and we are dedicated to addressing this issue.

We would like to reassure you that an internal investigation is underway to fully address the challenges you faced. Your insights are incredibly important to us, and we are grateful for your willingness to share this information.

We are dedicated to resolving your concerns quickly, which is why we have intervened to speed up the refund process for you. Your refund request has been submitted, and the review process typically takes up to 24 hours. You will receive an email soon with specific information regarding the status of your refund.

If you have any further questions regarding your order, please feel free to contact us.  
Wishing you and your family good health!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5

Dear Customer,

Hope this message finds you in good spirits.

We apologize for any inconvenience you have encountered. We regret that your shopping experience fell short of your expectations, and we are committed to resolving the issue.

We want to emphasize that we have launched an internal investigation to diligently address the concerns you have raised. Your feedback is crucial for our continuous improvement, and we are thankful for your efforts in bringing this issue to our attention.

In our dedication to addressing your concerns efficiently, we have personally stepped in to accelerate the refund process for you. Your application for a refund has been submitted, and the review period generally lasts up to 24 hours. An email with detailed information about your refund status will be sent to you shortly.

Should you have any other questions about your order, please don't hesitate to reach out to us.  
We hope you and your family remain in good health!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6

Dear Customer,

We hope this message finds you well and in good spirits.

We are very sorry for any inconvenience you’ve experienced. We regret that your shopping experience was not up to your expectations, and we are committed to addressing this issue.

We want to assure you that we have commenced an internal investigation to comprehensively address the issues you experienced. Your feedback is invaluable and plays a crucial role in our efforts to improve, and we sincerely thank you for highlighting this matter.

To ensure your concerns are addressed without delay, we have taken personal action to expedite the refund process. Your refund application has been submitted, and the review process usually takes up to 24 hours. Expect an email shortly with detailed updates on your refund status.

If you have any additional questions regarding your order, please do not hesitate to get in touch with us.  
We wish you and your family good health!

Sincerely,

AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7

Dear Customer,

We hope this message reaches you in good health and spirits.

We humbly apologize for the inconvenience you’ve experienced. We regret that your shopping experience didn’t meet your expectations, and we are fully committed to resolving this issue.

Rest assured that we have launched an internal investigation to thoroughly examine the issues you faced. Your constructive feedback is essential for our improvement, and we greatly appreciate you bringing this situation to our notice.

In our dedication to resolving your issues promptly, we have intervened to hasten the refund process on your behalf. Your refund request has been submitted, and the review typically takes up to 24 hours. You will receive an email soon containing detailed information about the status of your refund.

If you have any further questions about your order, please feel free to reach out to us.

Wishing you and your loved ones good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8

Dear Customer,

Good day from SHEIN US.

We extend our sincere apology for the inconvenience you’ve encountered. We regret that your shopping experience didn’t meet your expectations, and we’re committed to resolving this matter.

Please be assured that we are conducting an internal investigation to fully address the concerns you raised. Your insightful feedback is instrumental in driving our improvements, and we are grateful for your willingness to bring this issue to our attention.

We understand the importance of addressing your concerns promptly, and we have taken the initiative to facilitate the refund process for you. Your refund request has been submitted, and the review usually takes up to 24 hours. You can expect an email soon with comprehensive details about the status of your refund.

If you have any further questions about your order, please do not hesitate to contact us.

Wishing you and your family the best of health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR CX CONFIRM WRONG ADDRESS

# TEMPLATE 2-3 CX REPORTS THAT THE ADDRESS IS INCORRECT

Dear Customer,

Thank you for contacting us!

We understand how frustrating this situation must be, and we are committed to resolving it for you as quickly as possible.

According to the logistics information, your package has been delivered to the address you provided. Unfortunately, we are unable to assist in changing the delivery address at this stage.

We recommend visiting the delivery address to retrieve the package or contacting the local logistics company for further details about the delivery. We understand this may cause inconvenience and sincerely apologize.

Let us know if there’s anything else we can do to support you—we’re happy to help.

Thank you for your understanding and cooperation.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# TEMPLATE 2-4 CX REPORTS THAT THE ADDRESS IS INCORRECT AND INSISTING THEY ARE UNABLE TO COLLECT THE PACKAGE FROM THE ADDRESS

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US!

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Your package has been delivered to the specified location. Once a package is marked as delivered, we are unable to change the delivery address or arrange for re-delivery.

We recommend visiting the provided address promptly to retrieve your package or contacting the local logistics company to check the delivery details. While we would like to assist with re-dispatching, the logistics company considers their service complete once delivery is made.

We’re here to ensure you have the support you need—please let us know if you need more help.

Thank you for your patience and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to us!

We truly empathize with the frustration you may be feeling regarding this matter, and we want to reassure you that we are committed to resolving it.

Your package has been successfully delivered to the designated location. Once a package is marked as delivered, we are unable to modify the delivery address or arrange for a re-delivery.

We suggest that you visit the specified address as soon as possible to collect your package or get in touch with the local logistics company to verify the delivery details. While we would love to assist with a re-dispatch, the logistics company considers their service complete once the delivery is made.

We are here to provide you with the support you need—please don’t hesitate to reach out if you require further assistance. Thank you for your understanding and patience.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for getting in touch with us!

We completely understand how disappointing this situation can be, and we want to assure you that we are dedicated to helping you.

Your package has been delivered to the address you provided. Once a package is marked as delivered, we are unable to alter the delivery address or facilitate a re-delivery.

We recommend that you visit the address promptly to pick up your package or contact the local logistics company for more information regarding the delivery. While we wish we could assist with a re-dispatch, the logistics company considers their service fulfilled once the package is delivered.

We are here to support you—please let us know if you need any additional help. Thank you for your patience and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for reaching out!

We recognize how challenging this situation can be, and we want to assure you that we are here to help you through it.

Your package has been delivered to the location specified in your order. Once a package is marked as delivered, we are unable to change the delivery address or arrange for a re-delivery.

We encourage you to visit the address as soon as possible to retrieve your package or to contact the local logistics company for further details about the delivery. While we would like to assist with re-dispatching, the logistics company considers their service complete once the delivery has been made.

We are committed to providing you with the support you need—please feel free to reach out if you require any further assistance. Thank you for your understanding and patience.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Thank you for reaching out to SHEIN US!

We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

Your package has been confirmed as delivered to the specified location. Unfortunately, once a package is marked as delivered, we are unable to alter the delivery address or arrange for a re-delivery.

We suggest you promptly visit the provided address to retrieve your package or contact the local logistics company to verify the delivery details. While we wish we could arrange for a re-dispatch, the logistics company considers their service completed once delivery is confirmed.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Thank you for contacting back to SHEIN US!

We deeply apologize for the inconvenience and frustration caused to you. We completely understand your concerns and we will try our best to resolve your problem.

Our records show that your package has been delivered to the specified address. Once a package is marked as delivered, we are unable to modify the delivery address or arrange for re-delivery.

We recommend checking the specified address promptly to retrieve your package or contacting the local logistics company for detailed delivery information. While we wish to assist further, the logistics company considers their duty completed once delivery is confirmed.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7:

Dear Customer,

We hope this message finds you well!

We appreciate your patience and deeply regret the inconvenience this has caused you.

According to our records, your package has been delivered to the specified location. Unfortunately, once a package is marked as delivered, we cannot change the delivery address or arrange for re-delivery.

We advise promptly visiting the provided address to collect your package or contacting the local logistics company to verify the delivery details. While we would like to help further, the logistics company considers their service complete once delivery is confirmed.

We are here to support you—please let us know if you need any additional assistance. Thank you for your understanding and patience.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8:

Dear Customer,

We hope this message finds you in good spirits!

We humbly apologize for the inconvenience caused to you. We know this situation has been difficult, and we're doing everything we can to address your concerns.

Our records indicate that your package has been delivered to the specified location. Once a package is marked as delivered, we are unable to modify the delivery address or arrange for re-delivery.

We suggest visiting the provided address promptly to retrieve your package or contacting the local logistics company to check the delivery details. While we would like to assist with re-dispatching, the logistics company considers their service completed once delivery is made.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9:

Dear Customer,

We hope you are doing well!

We sincerely apologize for any inconvenience and frustration this issue has caused. Your experience matters to us, and we're committed to resolving it.

Your package has been delivered to the specified address. Unfortunately, once a package is marked as delivered, we cannot change the delivery address or arrange for re-delivery.

We recommend promptly visiting the specified address to retrieve your package or contacting the local logistics company to verify the delivery details. While we wish we could assist further, the logistics company considers their job complete once delivery is confirmed.

Thank you for your continued trust in us. We’re here to help with any other issues you may have.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10:

Dear Customer,

Thank you for your message!

We apologize for the trouble you've encountered and want to assure you that we’re working diligently to find a solution.

Our records indicate that your package has been delivered to the provided address. Once a package is marked as delivered, we are unable to change the delivery address or arrange for re-delivery.

We suggest visiting the specified address promptly to retrieve your package or contacting the local logistics company for detailed delivery information. While we would like to help further, the logistics company considers their service complete once delivery is confirmed.

We regret the inconvenience and appreciate your understanding. Please don’t hesitate to contact us if you need any further assistance.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR REFUND FAILED TL SUPERVISOR MANAGER ESCALATION

## TEMPLATE 1: TEAM LEADER

Dear Customer

We hope this message finds you well.

We wanted to follow up regarding your recent order. Your effort and understanding in this matter are highly appreciated. In regards with your request, we have escalated your ticket to our team leader and after short communication it indicates that your package has been successfully delivered

As a final recourse, we advise you to consider re-contacting the logistic company to get confirmation as they are the last party that delivered your package. Once your communication has been conducted, they will provide you with the delivery details.

Your understanding and patience during this time mean a great deal to us as we work diligently to resolve this issue. If you have any further questions or concerns, please know that we are here to assist you every step of the way.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: SUPERVISOR

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you regarding the package that you haven't received..

In regards with your request, we have escalated your ticket to our supervisor to have further investigation. However, upon our short communication regarding this issue to the shipping company, it indicates that your package has been successfully delivered.

As a final recourse, we advise you to consider re-contacting the logistics company to get confirmation as they are the last party that delivered your package.

Once the communication has been conducted, they will provide you with the delivery details with the complete explanation. Your understanding and patience during this time mean a great deal to us as we work diligently to resolve this issue.

If you have any further questions or concerns, please know that we are here to assist you every step of the way.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: MANAGER

Dear Customer,

We hope this message finds you well.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We wanted to update you regarding your recent request. We have communicated with our manager and our delivery partner has confirmed that the package was successfully delivered.

We highly recommend contacting the logistic company directly to verify your package status.

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

If you have another inquiry, please don’t hesitate to contact us. Thank you for your patience and understanding.

We hope you and your family are in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4: MIX

Dear Customer,

Thank you for reaching out to us.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We understand your concern and the request to speak with a **team leader/supervisor/manager**. However, in this case, the most effective action is to contact the shipping company directly.

They are in the best position to explain the whole details of your delivery process. We really wish we could process any further action for you since our primary goal is to make sure you receive your package since it's your right and you deserve it.

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.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR EXCEEDED 45D

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We recognize the frustration you are experiencing and genuinely sympathize with your circumstances. We sincerely apologize for any misunderstanding that may have occurred.

Upon checking, the order you feedback has exceeded the processing time limit. We recommend that you report the issue in a timely manner when making subsequent purchases.

If you have any questions about the delivery of this package, we recommend that you contact the logistics provider for verification.

We also hope that you can understand that there is a service time limit for orders reporting delivery not received, because the logistics provider also has time limits for package fulfillment and inquiry. If the time limit is exceeded, the package details cannot be located. According to the logistics provider's official website, your package has indeed been delivered.

Please refer to the Shipping Info page of SHEIN’s official website for details of the policy on delivery not received:

<https://us.shein.com/Shipping-Info-a-280.html>

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help. Have a wonderful day!

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for getting back to us. We hope this message finds you well.

We understand your frustration and sincerely empathize with your situation. We apologize for any confusion that may have arisen.

Upon review, it appears that the order you mentioned has exceeded the processing time limit. We advise reporting such issues promptly during future purchases. If you have any questions regarding the delivery of this package, we suggest contacting the logistics provider for verification.

Please understand that there is a service time limit for reporting undelivered orders because the logistics provider also has deadlines for fulfilling and inquiring about packages. If this time limit is exceeded, the package details cannot be located. According to the logistics provider's official website, your package has indeed been delivered.

For more information on the policy regarding undelivered packages, please refer to the Shipping Info page on SHEIN’s official website:

<https://us.shein.com/Shipping-Info-a-280.html>

Thank you for your patience and understanding.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,  
Thank you for following up with us. We hope this message reaches you in good health and spirits.

We understand the difficulties you're facing and truly sympathize with your situation. Please accept our sincere apologies for any confusion.

After checking, we found that the order you reported has exceeded the processing time limit. We suggest reporting any issues in a timely manner for future purchases. For any questions regarding this package's delivery, we recommend contacting the logistics provider for verification.

Please understand that there is a service time limit for reporting undelivered orders, as the logistics provider also has deadlines for fulfilling and inquiring about packages. If the time limit is exceeded, package details cannot be located.

According to the logistics provider's official website, your package has been delivered. Please refer to the Shipping Info page on SHEIN’s official website for detailed policies on undelivered packages.

<https://us.shein.com/Shipping-Info-a-280.html>

Thank you for your understanding and patience.

Have a wonderful day ahead!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for reaching out to SHEIN US.

We understand the frustration you are feeling and want to express our sincere apology for your situation. We apologize for any confusion that may have arisen.

After reviewing your order, we found that it has surpassed the expected processing time. We encourage you to report any issues promptly for future purchases.

For inquiries regarding the delivery of your package, we suggest contacting the logistics provider directly for clarification.

We appreciate your understanding that there are time limits for reporting undelivered orders, as logistics providers also have specific timelines for package fulfillment and inquiries. Once the time limit is reached, it becomes challenging to track package details. According to the logistics provider's official website, your package has been marked as delivered.

For more information on our delivery policy, please visit the Shipping Info page on SHEIN’s official website:

<https://us.shein.com/Shipping-Info-a-280.html>

Thank you for your patience and understanding. If you require further assistance, please know that we are here to help.

Wishing you a wonderful day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Thank you for contacting SHEIN US.

We truly empathize with the frustration you are experiencing and apologize for any misunderstandings that may have occurred.

Upon reviewing your order, we noticed that it has exceeded the standard processing time. We recommend reporting any issues promptly in the future to ensure a smoother experience.

If you have questions regarding the delivery of your package, we advise reaching out to the logistics provider for confirmation.

We hope you understand that there are specific time limits for reporting undelivered orders, as logistics providers also adhere to their own timelines for package fulfillment and inquiries. Once these limits are surpassed, it becomes difficult to trace package details. According to the logistics provider's official website, your package has been delivered.

For further details on our delivery policy, please refer to the Shipping Info page on SHEIN’s official website:

<https://us.shein.com/Shipping-Info-a-280.html>

We appreciate your patience and understanding during this time. Should you need any additional assistance, we are always here to support you.

Have a great day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

We appreciate you reaching out to SHEIN US.

We understand the frustration you are experiencing and sincerely empathize with your situation. We deeply apologize for any misunderstandings that may have occurred.

Upon review, we found that the order you mentioned has exceeded the processing time limit. We suggest that you report any issues promptly during future purchases.

If you have any questions about the delivery of this package, we recommend contacting the logistics provider for verification.

We also hope you understand that there is a service time limit for reporting undelivered orders, as the logistics provider also has deadlines for package fulfillment and inquiries. If the time limit is surpassed, the package details cannot be traced. According to the logistics provider's official website, your package has indeed been delivered.

Please refer to the Shipping Info page on SHEIN’s official website for details on the policy for undelivered packages:

<https://us.shein.com/Shipping-Info-a-280.html>

Thank you for your patience and understanding. If you need any further assistance, we're always here to help.

Have a wonderful day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7:

Dear Customer,

Your correspondence with SHEIN US is greatly appreciated.

We truly recognize the frustration you are experiencing and genuinely sympathize with your situation. We apologize sincerely for any misunderstandings that may have occurred.

Upon checking, the order you mentioned has exceeded the processing time limit. We recommend that you report such issues promptly during future purchases.

If you have any questions about the delivery of this package, we suggest you contact the logistics provider for verification.

Please understand that there is a service time limit for reporting undelivered orders, as the logistics provider also has deadlines for package fulfillment and inquiries. If the time limit is exceeded, the package details cannot be located. According to the logistics provider's official website, your package has indeed been delivered.

For details on the policy regarding undelivered packages, please refer to the Shipping Info page on SHEIN’s official website:

<https://us.shein.com/Shipping-Info-a-280.html>

Thank you for your patience and understanding. Should you need further assistance, we are always here to help.

Have a great day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8:

Dear Customer,

Thank you for reaching out to us at SHEIN US.

We acknowledge the frustration you are experiencing and sincerely sympathize with your situation. We deeply apologize for any misunderstandings that may have occurred.

Upon checking, the order you mentioned has exceeded the processing time limit. We recommend reporting such issues promptly in the future.

If you have any questions regarding the delivery of this package, we suggest contacting the logistics provider for verification.

Please understand that there is a service time limit for reporting undelivered orders, as the logistics provider also has deadlines for fulfilling and inquiring about packages. If this time limit is exceeded, the package details cannot be located. According to the logistics provider's official website, your package has been delivered.

For more information on the policy regarding undelivered packages, please refer to the Shipping Info page on SHEIN’s official website:

<https://us.shein.com/Shipping-Info-a-280.html>

We appreciate your patience and understanding during this time. If you require further assistance, we are always here to help.

Have a wonderful day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9:

Dear Customer,

We are grateful for your communication with SHEIN US.

We understand the frustration you are experiencing and genuinely sympathize with your situation. We sincerely apologize for any misunderstandings that may have occurred.

Upon review, we have found that the order you mentioned has exceeded the processing time limit. We recommend reporting any issues promptly during future purchases.

If you have any questions about the delivery of this package, we suggest contacting the logistics provider for verification.

There is a service time limit for reporting undelivered orders because the logistics provider also has deadlines for package fulfillment and inquiries. If this time limit is surpassed, the package details cannot be traced. According to the logistics provider's official website, your package has been delivered.

For more details on the policy regarding undelivered packages, please refer to the Shipping Info page on SHEIN’s official website:

<https://us.shein.com/Shipping-Info-a-280.html>

We thank you for your patience and understanding. Should you need further assistance, we are always here to help.

Have a great day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10:

Dear Customer,

We are thankful for your contact with SHEIN US.

We recognize the frustration you are experiencing and sincerely empathize with your situation. We deeply apologize for any misunderstandings that may have occurred.

Upon checking, the order you mentioned has exceeded the processing time limit. We suggest reporting such issues promptly during future purchases.

For any questions about the delivery of this package, we recommend contacting the logistics provider for verification.

Please understand that there is a service time limit for reporting undelivered orders, as the logistics provider also has deadlines for fulfilling and inquiring about packages. If this time limit is exceeded, the package details cannot be located. According to the logistics provider's official website, your package has indeed been delivered.

For details on the policy regarding undelivered packages, please refer to the Shipping Info page on SHEIN’s official website:

<https://us.shein.com/Shipping-Info-a-280.html>

Thank you for your patience and understanding. If you need further assistance, we are always here to help.

Have a wonderful day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR ASK CX CANCEL APPLIED FOR RETURN

## TEMPLATE 1: ASKING CONFIRMATION

Dear Customer,

Thank you for contacting SHEIN US.

Thank you so much for taking the time to explore and use SHEIN US products. We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

Regarding your concern, may we confirm that you have received the package? Because after reviewing, we have confirmed that the status of your order is currently marked as "**Applied for return**". To assist you more effectively in resolving this matter, we kindly ask that you cancel the return request that has been applied.

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.

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

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: CONFIRMED BY CX

Dear Customer,

Thank you for confirming to SHEIN US.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We fully understand your concern that you didn’t receive your package. We understand how important this matter is to you. After checking, we see that your order is currently listed as "Applied for return." To help us assist you better, we would appreciate it if you could cancel the return request that has been submitted. Thank you for your cooperation.

We want you to know that we are dedicated to supporting you every step of the way. If you require further help or have any other questions about your order, please don’t hesitate to reach out to us.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR PROMPT WORK ORDER VERIFICATION RESULT, 24H



## TEMPLATE 1:

Dear Customer,

We are glad to know you are contacting SHEIN US.

We genuinely regret any stress or frustration this has caused, and we're dedicated to resolving the issue for you.

We have received your question and forwarded it to the corresponding department for verification. In order to provide a more comprehensive and accurate solution, it is expected to take **24 hours**. We kindly suggest you wait for the result.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching us back at SHEIN US.

We extend our sincere apology for the inconvenience or frustration caused to you. We understand this outcome may not align with your expectations. Thank you for your patience as we work to resolve this matter.

We've received your inquiry and have sent it to the appropriate department for verification. To ensure a thorough and accurate response, this process may take up to additional 24 hours. We appreciate your patience.

If you have any additional questions concerning your order, please feel free to contact us.

We hope you are always in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US

We humbly apologize for any inconvenience that you’ve experienced. We are truly sorry that your shopping experience didn’t meet your expectations and we are committed to resolving this matter.

Your question has been forwarded to the relevant department for confirmation. For a detailed and precise solution, this may take around another 24 hours. Thank you for your understanding.

If you have any other questions related to your order, please do not hesitate to reach out to us.

We hope you and your family are in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4

Dear Customer,

Hope this message finds you well.

We sincerely apologize for any inconvenience you may have faced. We are truly sorry that your shopping experience did not live up to your expectations, and we are dedicated to addressing this issue.

We have acknowledged your query and passed it along to the respective team for review. Please allow up to 24 hours for a complete and accurate answer. Thank you for your patience.

If you have any further questions regarding your order, please feel free to contact us.  
Wishing you and your family good health!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5

Dear Customer,

Hope this message finds you in good spirits.

We apologize for any inconvenience you have encountered. We regret that your shopping experience fell short of your expectations, and we are committed to resolving the issue.

Your inquiry has been sent to the proper department for validation. In order to offer a full and correct response, it may require up to 24 hours. We appreciate your patience in the meantime.

Should you have any other questions about your order, please don't hesitate to reach out to us.  
We hope you and your family remain in good health!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6

Dear Customer,

We hope this message finds you well and in good spirits.

We are very sorry for any inconvenience you’ve experienced. We regret that your shopping experience was not up to your expectations, and we are committed to addressing this issue.

We’ve forwarded your question to the relevant department for verification. It may take 24 hours to provide a detailed and accurate response. Thank you for your patience.

If you have any additional questions regarding your order, please do not hesitate to get in touch with us.  
We wish you and your family good health!

Sincerely,

AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7

Dear Customer,

We hope this message reaches you in good health and spirits.

We humbly apologize for the inconvenience you’ve experienced. We regret that your shopping experience didn’t meet your expectations, and we are fully committed to resolving this issue.

Your question has been sent to the correct department for verification. It could take 24 hours to deliver a comprehensive and precise solution. We appreciate your patience.

If you have any further questions about your order, please feel free to reach out to us.

Wishing you and your loved ones good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8

Dear Customer,

Good day from SHEIN US.

We extend our sincere apology for the inconvenience you’ve encountered. We regret that your shopping experience didn’t meet your expectations, and we’re committed to resolving this matter.

We've routed your inquiry to the appropriate department for confirmation. Expect a response within 24 hours, as we strive to provide a complete and accurate solution. Thank you for your patience.

If you have any further questions about your order, please do not hesitate to contact us.

Wishing you and your family the best of health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR POP UP 7 DAYS

## TEMPLATE 1:

Dear Customer,

We are glad to know you are contacting SHEIN US.

We genuinely regret any inconvenience or frustration this has caused, and we're dedicated to resolving the issue for you.

Your question has been received and has been sent to the appropriate department for review. **To ensure we provide you with a thorough and precise response, it may take up to 7 days.** We kindly ask for your patience during this time.

Should you have any further inquiries regarding your order, please do not hesitate to reach out to us.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching us back at SHEIN US.

We extend our sincere apology for the inconvenience or frustration caused to you. We understand this outcome may not align with your expectations. Thank you for your patience as we work to resolve this matter.

We acknowledge the receipt of your inquiry, which has been forwarded to the relevant department for evaluation. **In order to deliver a comprehensive and accurate response, please allow us up to 7 days.** We appreciate your understanding and patience during this period.

If you have any additional questions concerning your order, please feel free to contact us.

We hope you are always in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US

We humbly apologize for any inconvenience that you’ve experienced. We are truly sorry that your shopping experience didn’t meet your expectations and we are committed to resolving this matter.

We have received your inquiry and it has been sent to the designated department for consideration. **To guarantee a thorough and precise answer, it may take up to 7 days.** We appreciate your patience during this time.

If you have any other questions related to your order, please do not hesitate to reach out to us.

We hope you and your family are in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4

Dear Customer,

Hope this message finds you well.

We sincerely apologize for any inconvenience you may have faced. We are truly sorry that your shopping experience did not live up to your expectations, and we are dedicated to addressing this issue.

Your inquiry has been received and forwarded to the appropriate department for review. **To ensure a detailed and accurate response, this may take up to 7 days.** We appreciate your patience during this period.

If you have any further questions regarding your order, please feel free to contact us.  
Wishing you and your family good health!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5

Dear Customer,

Hope this message finds you in good spirits.

We apologize for any inconvenience you have encountered. We regret that your shopping experience fell short of your expectations, and we are committed to resolving the issue.

Your inquiry has been acknowledged and directed to the relevant department for review. **To provide a comprehensive and precise response, this process might take up to 7 days.** We thank you for your patience.

Should you have any other questions about your order, please don't hesitate to reach out to us.  
We hope you and your family remain in good health!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6

Dear Customer,

We hope this message finds you well and in good spirits.

We are very sorry for any inconvenience you’ve experienced. We regret that your shopping experience was not up to your expectations, and we are committed to addressing this issue.

We have received your inquiry and forwarded it to the appropriate department for further review. **It may take up to 7 days to provide a thorough and accurate response.** We appreciate your understanding and patience during this time.

If you have any additional questions regarding your order, please do not hesitate to get in touch with us.  
We wish you and your family good health!

Sincerely,

AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7

Dear Customer,

We hope this message reaches you in good health and spirits.

We humbly apologize for the inconvenience you’ve experienced. We regret that your shopping experience didn’t meet your expectations, and we are fully committed to resolving this issue.

Your inquiry has been received and forwarded to the appropriate team for further review. **Please allow up to 7 days for us to provide a detailed and accurate response.** We greatly appreciate your patience and understanding.

If you have any further questions about your order, please feel free to reach out to us.

Wishing you and your loved ones good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8

Dear Customer,

Good day from SHEIN US.

We extend our sincere apology for the inconvenience you’ve encountered. We regret that your shopping experience didn’t meet your expectations, and we’re committed to resolving this matter.

We have forwarded your inquiry to the appropriate department for review. **It may take up to 7 days to provide a complete and accurate response.** We thank you for your patience and understanding.

If you have any further questions about your order, please do not hesitate to contact us.

Wishing you and your family the best of health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9

Dear Customer,

We hope this message finds you well.

We’re truly sorry for any inconvenience you’ve experienced. We understand your shopping experience may not have met your expectations, and we are committed to addressing the matter.

Your inquiry has been forwarded to the appropriate team for review. **It may take up to 7 days to receive a detailed response.** We appreciate your patience and understanding in the meantime.

Should you have any further questions regarding your order, please feel free to get in touch with us.

Wishing you and your family good health and well-being!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10

Dear Customer,

We hope this message finds you well and in good health.

We deeply apologize for the inconvenience caused. We regret that your recent shopping experience did not meet your expectations, and we are here to resolve this matter.

Your inquiry has been forwarded to the relevant department for review. **Please allow up to 7 days for us to provide an accurate and thorough response.** We greatly appreciate your patience during this process.

If you have any additional questions or concerns, please don’t hesitate to reach out.

Wishing you and your family continued health and happiness!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 11

Dear Customer,

Thank you for reaching out to SHEIN US.

We humbly apologize for the inconvenience caused and understand the impact it has had on you. We are making every effort to address this as quickly as possible.

Your inquiry has been received and forwarded to the relevant department for careful consideration. Please allow us up to 7 days to provide you with a comprehensive and accurate response. We appreciate your understanding and patience during this period.

If you have any additional questions regarding your order, please feel free to contact us at any time.

Wishing you a wonderful day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 12

Dear Customer,

We appreciate your communication with SHEIN US.

We genuinely regret any inconvenience caused, and we understand how disappointing this must be for you. Please know that we are actively working to resolve the issue.

Your inquiry has been acknowledged and is currently being reviewed by the appropriate department. To ensure we deliver a detailed and accurate response, please allow us up to 7 days. We kindly ask for your patience during this time.

Should you have any further questions about your order, please do not hesitate to reach out.

Have a fantastic day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 13

Dear Customer,

Thank you for contacting back to SHEIN US.

We regret any inconvenience or frustration caused, and we are committed to resolving this issue with utmost urgency.

Your question has been received and is now with the relevant department for review. To ensure we provide you with a thorough and accurate response, please allow us up to 7 days. We appreciate your patience during this time.

If you have any additional inquiries regarding your order, please feel free to reach out to us.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 14

Dear Customer,

Thank you for reaching out to SHEIN US.

We extend our sincerest apologies for the inconvenience caused and regret the impact it has had on you. Your satisfaction is crucial to us, and we are prioritizing the resolution of this issue.

Your inquiry has been received and forwarded to the appropriate department for further review. To ensure we provide you with a comprehensive and accurate response, please allow us up to 7 days. We appreciate your understanding and patience during this time.

If you have any further questions regarding your order, please do not hesitate to contact us.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 15

Dear Customer,

We wish this message arrives with you doing well

We sincerely apologize for the trouble you’ve experienced and understand the inconvenience this may have caused. Your satisfaction is a top priority for us, and we’re working hard to address the matter promptly.

Your inquiry has been forwarded to the relevant department for further investigation. To provide you with a thorough and accurate response, please allow us up to 7 days. We truly appreciate your patience and understanding.

Should you have any additional questions about your order, feel free to reach out to us anytime.

Wishing you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 16

Dear Customer,

We hope this message finds you in a positive frame of mind.

We sincerely regret the inconvenience and impact this issue has caused you. Your satisfaction is very important to us, and we are prioritizing your concern to find a solution quickly.

We have forwarded your inquiry to the relevant department for further assessment. Please allow up to 7 days for us to respond with detailed and accurate information. We value your patience and understanding during this process.

If you have any further concerns regarding your order, don’t hesitate to reach out to us.

Have a fantastic day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 17

Dear Customer,

Greetings from SHEIN US.

We apologize for the inconvenience you’ve encountered, and we regret how it has affected your experience. Rest assured, we are making your issue a priority and will resolve it as soon as possible.

Your inquiry has been passed along to the appropriate team for further evaluation. To ensure we respond with accurate and complete information, please allow us up to 7 days to get back to you. We truly appreciate your patience in the meantime.

Should you have any more questions regarding your order, feel free to reach out.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 18

Dear Customer,

We wish this message finds you well and uplifted, despite the tough circumstances.

We apologize for the inconvenience and are sorry for the impact this has had on you. We take your satisfaction seriously, and we are making it our priority to address this issue.

Your inquiry has been forwarded to the appropriate department for further review. Please allow up to 7 days so we can respond with a complete and accurate resolution. We appreciate your patience and understanding during this time.

If you have any further questions or concerns about your order, please don’t hesitate to contact us.

Wishing you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 19

Dear Customer,

We’re grateful for your contact with SHEIN US.

We deeply apologize for the inconvenience and understand how it may have affected you. Your satisfaction is very important to us, and we are treating your issue with the utmost priority.

We have sent your inquiry to the relevant department for a thorough review. To ensure a detailed and accurate response, please allow us up to 7 days. We are grateful for your patience and understanding.

For any further questions about your order, feel free to contact us anytime.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 20

Dear Customer,

We appreciate you contacting SHEIN US.

We are truly sorry for any inconvenience this situation has caused, and we deeply regret the impact it may have had on you. Your satisfaction is a priority to us, and we are committed to resolving this issue promptly.

We have forwarded your inquiry to the appropriate department for further investigation. Please allow up to 7 days to provide you with a detailed and accurate response. Your patience and understanding are greatly appreciated.

If you have any more questions about your order, feel free to get in touch with us.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR (PROMPT 2-4 WORKING DAYS, MERCHANT-FBM)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We are sorry to learn that your recent shopping experience fell short of your expectations. Your satisfaction is of utmost importance to us, and we are committed to resolving the issues you encountered.

An internal investigation has been initiated regarding your non-receipt order, **which we anticipate will take approximately 2 days to complete**. We are also in communication with the shipping company to gather additional information.

Rest assured, we will keep you informed throughout the process. As soon as we receive the results from the shipping company and conclude our internal investigation, we will promptly email you with an update.

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. Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for contacting us back.

We humbly apologize for any inconvenience and frustration caused to you. We are committed to resolve this matter as soon as possible.

An internal inquiry has been commenced concerning your order that has not been received, and **we expect this process to take around 2 days to finalize.** We are also liaising with the shipping company to obtain further details.

Please be assured that we will keep you updated throughout this procedure. Once we have the findings from the shipping company and complete our internal inquiry, we will promptly send you an email with the latest information.

We genuinely appreciate your patience and understanding as we work to resolve this issue. Should you have any additional questions or need assistance in the interim, do not hesitate to contact our customer support team.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for reaching us back.

We humbly apologize for the inconvenience caused and understand the impact it has had on you. We are making every effort to address this as quickly as possible.

We have initiated an internal review regarding your unreceived order, **which we estimate will take approximately 2 days to complete.** Additionally, we are in contact with the shipping company to acquire more information.

You can be confident that we will keep you informed during this process. As soon as we receive the shipping company's findings and finalize our internal review, we will send you an email with an update.

We truly value your patience and understanding as we address this situation. If you have any further inquiries or need assistance in the meantime, please feel free to reach out to our customer support team.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for reaching out to SHEIN US.

We regret to hear that your recent shopping experience did not meet your expectations. Your satisfaction is very important to us, and we are dedicated to resolving the concerns you’ve raised.

We have initiated an internal investigation regarding the non-receipt of your order, **which we estimate will take about 2 days to complete.** Additionally, we are in contact with the shipping company to obtain further details.

Please rest assured that we will keep you updated throughout the process. Once we receive information from the shipping company and finalize our internal investigation, we will promptly send you an update via email.

We greatly appreciate your patience and understanding as we work to resolve this issue. Should you have any additional questions or need further assistance in the meantime, please do not hesitate to contact our customer support team.

Thank you for trusting us with your business. Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Thank you for reaching out to SHEIN US.

We regret to hear that your recent shopping experience did not meet your expectations. Please know that your satisfaction is a top priority for us, and we are committed to addressing the concerns you’ve brought to our attention.

**An internal investigation into your missing order has been initiated and is expected to take approximately 2 days.** In addition, we are in touch with the shipping company to gather further information.

Rest assured, we will keep you informed throughout the process. Once the investigation is concluded and we receive a response from the shipping company, we will update you promptly via email.

We sincerely appreciate your patience and understanding during this time. If you need further assistance or have any additional questions, feel free to contact our customer support team.

Thank you for your continued trust in us. Wishing you a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Good day from SHEIN US..

We are sorry to hear that your recent shopping experience did not meet your expectations. Your satisfaction is extremely important to us, and we are fully committed to resolving the issue at hand.

**We have begun an internal investigation regarding your missing order, which we estimate will take about 2 days to complete.** Additionally, we are in touch with the shipping company to obtain more information.

Please know that we will keep you updated as we proceed. Once the investigation is finalized and the shipping company provides their findings, we will send you an update via email.

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

Thank you for placing your trust in us. Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

—————————————————————————————————————————————

DBNR ABNORMAL MERCHANT FBM ONLY - SUCCESS

**(ONLY FOR MERCHANT FBM | NOT SELF OPERATED, MERCHANT SHEIN (BENJAMIN YAN, ETC)**

****

## TEMPLATE 1:

Dear Customer,  
We thank you for contacting SHEIN US!

We apologize for the inconvenience caused, thank you for telling us about your situation. According to the information from the shipping company, your package was marked as delivered. However, since you haven't received it, we acknowledge that there's an issue that needs immediate attention.

Since an 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 XXX 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.  
  
Happy shopping with SHEIN US. Have a good day!  
  
Sincerely,  
AGENTS  
SHEIN US Customer Service

—————————————————————————————————————————————

DBNR ABNORMAL MERCHANT FBM ONLY - FAILED

**(ONLY FOR MERCHANT FBM | NOT SELF OPERATED, MERCHANT SHEIN (BENJAMIN YAN, ETC)**

****

****

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for the inconvenience caused to you.

We regret to inform you, since an 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.

Please be assured that we never shirk our responsibility, and we will help you out as much as possible.

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

We hope you are always well.

Sincerely,

AGENTS

SHEIN US Customer Service

—————————————————————————————————————————————

## TEMPLATE 2:

Dear Customer,

Thank you for contacting back to SHEIN US.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We regret to inform you, since an 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.

We want to assure you that we take our responsibilities very seriously. Our commitment is to assist you to the best of our abilities in resolving your issue.

We sincerely apologize once again for the inconvenience. If there’s anything else we can assist you with, please don't hesitate to reach out. Thank you for your continued support.

Wishing you a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

—————————————————————————————————————————————

## TEMPLATE 3:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We deeply apologize for the inconvenience you’ve experienced, and we’re committed to rectifying the situation as swiftly as we can.

We regret to inform you, since an 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.

Please rest assured that we fully embrace our responsibilities. We are dedicated to providing you with the utmost support in addressing your concerns.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

—————————————————————————————————————————————

## TEMPLATE 4:

Dear Customer,

Thank you for reaching out to SHEIN US.

We humbly apologize for the inconvenience caused and understand the impact it has had on you. We are making every effort to address this as quickly as possible.

We regret to inform you, since an 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.

We would like to emphasize that we do not shy away from our responsibilities. Our goal is to assist you in every possible way to resolve your issue.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

—————————————————————————————————————————————

## TEMPLATE 5:

Dear Customer,

We hope this message finds you well..

We genuinely regret any inconvenience caused, and we understand how disappointing this must be for you. Please know that we are actively working to resolve the issue.

We regret to inform you, since an 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.

Kindly be assured that we are fully committed to our responsibilities. We strive to offer you the best possible assistance in resolving your concerns.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

—————————————————————————————————————————————

DBNR ASKING FOR MULTIPLE PACKAGE (PROBING)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We do apologize for any inconvenience and frustration that has been caused.

As per checking in your order there are XXX packages:

#1 = XXXX, with items

#2 = XXXX, with items

We need your confirmation of the package that you have not received yet. Please contact us freely to confirm.

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!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for contacting SHEIN US.

We are deeply sorry for the inconvenience caused to you regarding the package that has not been received.

After investigating your package **C24071701389938**, is **Combine Shipping** which contain several order number such as:

**- GSUNJY01200MM3E**

**- GSUNJY01200MM3P**

**- GSUNJY01200MM40**

**- GSUNJY01200MM4M**

We need your confirmation about which item that you didn't receive. Could you confirm to us about which item you didn't receive?

**Or** you didn't receive all of your order number above? So we are able to assist you further as soon as possible.

If you have any other inquiries, please do not hesitate to contact us.

Thank you for your cooperation and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3

Dear Customer,

Thank you for contacting SHEIN US.

We do apologize for any inconvenience and frustration that has been caused.

As per checking in your order there is XXX package:

#1 = XXXX, with item

#2 =XXXX, with item

**Upon verifying, your package has been marked as successfully delivered. May we confirm have you received the package?**

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!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

After investigating your package **C24071701389938**, is **Combine Shipping** which contain several order number such as:

**- GSUNJY01200MM3E**

**- GSUNJY01200MM3P**

**- GSUNJY01200MM40**

**- GSUNJY01200MM4M**

**Upon checking, your package has been marked as successfully delivered. May we confirm have you received the package?**

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!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

OTHER PROBING NO CLUE

## TEMPLATE 1: NO CONCERN

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

We received your message and want to ensure we understand your concerns fully. Could you please clarify your problem you’ve encountered?

Providing more details, such as your order number, package number, tracking number and a specific description of the issue, will help us assist you more efficiently.

We appreciate your patience and understanding. We look forward to resolving this for you promptly.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: NEW CONCERN

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

We received your message and want to ensure we understand your concerns fully. Could you please kindly provide us with more details, such as your order number or package number? It will help us assist you more efficiently.

We appreciate your patience and understanding. We look forward to resolving this for you promptly.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

PROBING DAMAGE/STAINED/MISSING ITEMS

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US!

We sincerely apologize for the inconvenience caused by the damage to your package during shipping. To assist you more effectively, could you please take a moment to inspect the contents of the parcel for any missing, damaged, or stained items?

Additionally, if you notice any other concerns that require our attention, please let us know. We truly appreciate your patience and cooperation as we work to resolve this matter promptly based on the information you provide.

Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

We will deal with it as soon as possible according to the information you provided and give you feedback on the result in the shortest possible time.

If you have any further questions or need additional support, please don’t hesitate to reach out.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CX CONFIRM ONLY THE PACKAGES DAMAGED

## TEMPLATE 1:

Dear Customer,

Thank you for confirming to SHEIN US!

We humbly apologize for the inconvenience caused and understand the impact it has had on you. We are making every effort to address this as quickly as possible.

The package may have been accidentally compressed or scratched during transportation, causing damage. Fortunately, the items inside the package are intact and have not been lost, damaged, or soiled. We have reported this case to the logistics company and will continue to monitor future optimization.

We see this as a chance to grow and elevate our service standard. 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 constantly deliver our finest service.

If you have any questions or need further assistance, please contact us at any time!

Wishing you a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

WITHIN ETA / STL SELF PICKUP

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

After checking we got confirmation that your package has arrived at the XXX and is ready for pickup. To address this matter, you need to go to the local post office at XXX to self-pick your packages.

We will definitely suggest you to pick up the package to the local post office address we mentioned above. If you still want the package you may keep it, but if you want to return, you can do the return procedure, after the parcel has been returned, we can help refund it to you.

Additionally, if you want to contact logistic company for further information, kindly refers to details below:

Logistic Company:

Logistic Number:

Logistic Link:

We would love to hear back from you if you will consider receiving a package by self-pick up to the local post office. or we'll help you further on the refund process in future.

If there's further questions, feel free to contact us. Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We sincerely apologize for the difficulties you've encountered and assure you that resolving this issue is our top priority.

Upon reviewing the situation, we have confirmed that your package has arrived at XXX and is ready for pickup. You will need to visit the local post office at XXX to collect your package.

We recommend picking it up at the post office as mentioned. If you decide to keep the package, you're welcome to do so. However, if you wish to return it, you can follow the return process, and once the parcel is returned, we can assist with issuing a refund.

If you'd like further information, you can also contact the logistics company directly using the following details:

Logistics Company:

Logistics Number:

Logistics Link:

Please let us know if you prefer to pick up the package, or we can assist you with the refund process if needed.

Should you have any further questions, feel free to reach out to us. Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We apologize for the inconvenience you've experienced and want to assure you that resolving this issue is a top priority for us.

After checking, we received confirmation that your package has reached XXX and is available for pickup. To proceed, you will need to visit the local post office at XXX to collect it yourself.

We strongly suggest picking up the package at the location provided. If you choose to keep it, that’s fine, but if you wish to return it, you can follow the return process. Once the package is returned, we will be happy to issue a refund.

If you prefer, you may also contact the logistics company for more details using the information below:

Logistics Company:

Logistics Number:

Logistics Link:

We look forward to hearing from you on whether you'll be collecting the package, or if you'd prefer assistance with the refund process.

Feel free to contact us with any additional questions. Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

We hope this message finds you well.

We deeply apologize for the inconvenience you’ve faced and want to assure you that resolving this issue is our main focus.

After our review, we’ve confirmed that your package is now at XXX and ready for pickup. You will need to visit the local post office at XXX to collect it in person.

We recommend picking up the package at the location mentioned. If you decide to keep it, you may do so, but if you wish to return it, you can begin the return process. Once the package is returned, we can proceed with the refund.

If you'd like more details, you may also reach out to the logistics company using the following information:

Logistics Company:

Logistics Number:

Logistics Link:

Please let us know if you'll pick up the package or if you'd prefer assistance with the refund process.

If you have any further questions, feel free to contact us. Thank you for your patience.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

We hope this message finds you in good spirits.

We sincerely apologize for the challenges you've encountered and want you to know that resolving this matter is our top priority.

We have confirmed that your package has arrived at XXX and is ready for pickup. You will need to visit the local post office at XXX to collect your package.

We recommend picking up the package from the local post office as mentioned. If you wish to keep it, that's fine, but if you prefer to return it, you can follow the return steps. Once the package is returned, we will process your refund.

If you'd like more information, feel free to contact the logistics company using the details below:

Logistics Company:

Logistics Number:

Logistics Link:

Please let us know if you'll be collecting the package, or if you need assistance with the refund process.

If you have any further inquiries, don't hesitate to reach out. Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Good day from SHEIN US.

We apologize for any inconvenience you've experienced and assure you that resolving this issue is our priority.

After review, we have confirmed that your package has arrived at XXX and is ready for pickup. To retrieve your package, you will need to visit the local post office at XXX.

We strongly advise picking up your package at the location provided. If you wish to keep it, you are welcome to do so. However, if you'd like to return it, you can follow the return process, and once the package is returned, we will assist with a refund.

For more information, you may also contact the logistics company using the following details:

Logistics Company:

Logistics Number:

Logistics Link:

Please let us know if you will be picking up the package or if you need help with the refund process.

If you have any further questions, feel free to contact us. Thank you for your patience and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

RESHIPMENT NO CASE

## DBNR TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

We have brought this issue to the logistics company, and they have confirmed that your package has been successfully delivered. Since you still want the package, we have considered your request and we have done our best to reship all of 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 new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## STL TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

Regrettably, we must inform you that the shipping process for your package is still in the shipping process. However, since your package has exceeded our time limit and as a customer, your satisfaction is of the highest importance to us.

We have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## RTS TEMPLATE 1:

Dear Customer,  
We thank you for contacting SHEIN US!

Thank you so much for taking the time to explore and use SHEIN US products. We apologize for the inconvenience caused, thank you for telling us about your situation.

According to the last update from our courier partner, your package has been **returned to us**. We consider your request and we have done our best to reship all of 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 new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

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.  
Happy shopping with SHEIN US. Have a good day!  
  
Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

STL RESHIPMENT WITH CASE

## TEMPLATE 1: RESHIP AND OUT OF STOCK

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

Regrettably, we must inform you that the shipping process for your package is still in the shipping process. However, since your package has exceeded our time limit and as a customer, your satisfaction is of the highest importance to us.

We have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

However, we regret to inform you that we are unable to reship your order **XXXXXXX** because it is 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: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: RESHIP AND ABOVE PRICE DIFFERENCE $1

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

Regrettably, we must inform you that the shipping process for your package is still in the shipping process. However, since your package has exceeded our time limit and as a customer, your satisfaction is of the highest importance to us.

We have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

However, we regret to inform you that we are unable to reship your order **XXXXXXX** because there is a $1 sales price difference. 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: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: RESHIP AND CUSTOMIZED ITEM

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

Regrettably, we must inform you that the shipping process for your package is still in the shipping process. However, since your package has exceeded our time limit and as a customer, your satisfaction is of the highest importance to us.

We have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

However, we regret to inform you that we are unable to reship your order XXXXXXX because it is a customized item. 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: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4: RESHIP, OUT OF STOCK, ABOVE PRICE DIFFERENCE $1, AND CUSTOMIZED ITEM

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

Regrettably, we must inform you that the shipping process for your package is still in the shipping process. However, since your package has exceeded our time limit and as a customer, your satisfaction is of the highest importance to us.

Firstly, we have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

Secondly, we regret to inform you that we are unable to reship your order **XXXXXXX** because it is 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: XXX business days.

Thirdly, due to our policy we regret to inform you that we are unable to reship your order **XXXXXXX** because there is a $1 sales price difference. 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: XXX business days.

Fourth, we regret to inform you that we are unable to reship your order XXXXXXX because it is a customized item. We have successfully submitted your refund application, and it is currently under review. Once the refund process is finalized, you will receive an email containing the details of your refund arrangement. To expedite this process, we have prioritized your request, and you can find the relevant information below:

Refund amount: XXX

Refund path: original payment account.

Refund timeframe: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR RESHIP WITH CASE

## TEMPLATE 1: RESHIP AND OUT OF STOCK

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

We have brought this issue to the logistics company, and they have confirmed that your package has been successfully delivered. Since you still want the package, we have considered your request and we have done our best to reship all of 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 new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

However, we regret to inform you regarding the order number **XXXXXXX** is out of stock, so 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.

In the below the refund details:

**Total Refund Amount: USD XX  
Refund Path : original payment account.  
Refund Arrival Time: XXX business days**

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: RESHIP AND ABOVE PRICE DIFFERENCE $1

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

We have brought this issue to the logistics company, and they have confirmed that your package has been successfully delivered. Since you still want the package, we have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

However, we regret to inform you that we are unable to reship your order **XXXXXXX** because there is a $1 sales price difference. 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: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: RESHIP AND CUSTOMIZED ITEM

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

We have brought this issue to the logistics company, and they have confirmed that your package has been successfully delivered. Since you still want the package, we have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

However, we regret to inform you that we are unable to reship your order XXXXXXX because it is a customized item. 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: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4: RESHIP, OUT OF STOCK, ABOVE PRICE DIFFERENCE $1, AND CUSTOMIZED ITEM

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

Firstly, we have brought this issue to the logistics company, and they have confirmed that your package has been successfully delivered. Since you still want the package, we have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

Secondly, we regret to inform you that we are unable to reship your order **XXXXXXX** because it is 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: XXX business days.

Thirdly, due to our policy we regret to inform you that we are unable to reship your order **XXXXXXX** because there is a $1 sales price difference. 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: XXX business days.

Fourth, we regret to inform you that we are unable to reship your order XXXXXXX because it is a customized item. We have successfully submitted your refund application, and it is currently under review. Once the refund process is finalized, you will receive an email containing the details of your refund arrangement. To expedite this process, we have prioritized your request, and you can find the relevant information below:

Refund amount: XXX

Refund path: original payment account.

Refund timeframe: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

RETURN TO SENDER RESHIP WITH CASE

## TEMPLATE 1: RESHIP AND OUT OF STOCK

Dear Customer,  
We thank you for contacting SHEIN US!

Thank you so much for taking the time to explore and use SHEIN US products. We apologize for the inconvenience caused, thank you for telling us about your situation.

According to the last update from our courier partner, your package has been **returned to us**. We consider your request and we have done our best to reship all of 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 new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

However, we regret to inform you regarding the order number **XXXXXXX** is out of stock. We humbly apologize for the inconvenience caused. We would like to inform you that we have decided to proceed by submitting a refund to you.

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 the refund of **XXX** to your **original payment account**.   
  
In the below the refund details:

**Refund amount : USD XXX**

**Refund time frame : XXX business days to your original payment account**

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.  
Happy shopping with SHEIN US. Have a good day!  
  
Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: RESHIP AND ABOVE PRICE DIFFERENCE $1

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

According to the last update from our courier partner, your package has been **returned to us**. We consider your request and we have done our best to reship all of your orders. We have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

However, we regret to inform you that we are unable to reship your order **XXXXXXX** because there is a $1 sales price difference. 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: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: RESHIP AND CUSTOMIZED ITEM

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

According to the last update from our courier partner, your package has been **returned to us**. We consider your request and we have done our best to reship all of your orders. We have considered your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

However, we regret to inform you that we are unable to reship your order **XXXXXXX** because it is a customized item. 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: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4: RESHIP, OUT OF STOCK, ABOVE PRICE DIFFERENCE $1, AND CUSTOMIZED ITEM

Dear Customer,

Thank you for contacting SHEIN US.

We hope this message finds you well. We are sorry for the trouble this has caused you. We understand how upsetting this must be, and we're committed to resolving it for you promptly.

Firstly, according to the last update from our courier partner, your package has been **returned to us**. We consider your request and we have done our best to reship all of 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

3.

4.

5.

The reshipment process will have a new estimated time arrival. We highly suggest you wait for your package to arrive at your address by ETA.

Secondly, we regret to inform you that we are unable to reship your order **XXXXXXX** because it is 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: XXX business days.

Thirdly, due to our policy we regret to inform you that we are unable to reship your order **XXXXXXX** because there is a $1 sales price difference. 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: XXX business days.

Fourth, we regret to inform you that we are unable to reship your order XXXXXXX because it is a customized item. We have successfully submitted your refund application, and it is currently under review. Once the refund process is finalized, you will receive an email containing the details of your refund arrangement. To expedite this process, we have prioritized your request, and you can find the relevant information below:

Refund amount: XXX

Refund path: original payment account.

Refund timeframe: XXX business days.

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

Thank you for your patience and understanding. If you have any further questions or need additional assistance, please don't hesitate to reach out.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

UNABLE RESHIP REFUNDED

## TEMPLATE 1:

Dear Customer,

We hope this message finds you well during what must be a concerning time.

We humbly apologize for the inconvenience caused and understand the impact it has had on you. We are making every effort to address this as quickly as possible.

As of our checking, your order has already been refunded and you may check your refund email. We genuinely wish we could provide your reship request, however we regret to inform you that the refund has been proceed and we are unable to cancel the refund process. In addition, we kindly suggest you re-order on your end. We truly understand your frustration and apologize for any disappointment.

Your understanding and patience during this time mean a great deal to us as we work diligently to resolve this issue.

If you have any further questions or concerns, please know that we are here to assist you every step of the way.

We hope you and your family are in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

We hope this message reaches you in good spirits, especially during this challenging time.

We sincerely apologize for any inconvenience this situation may have caused and fully recognize the impact it has had on you. Please rest assured that we are working diligently to resolve this matter as swiftly as possible.

Upon our review, we confirm that your order has been refunded, and you should have received a notification regarding this. While we wish we could fulfill your request, we regret to inform you that the refund process is complete, and we are unable to reverse it. We kindly recommend placing a new order at your convenience. We truly empathize with your frustration and are sorry for any disappointment this may have caused.

Your patience and understanding during this time are greatly appreciated as we strive to rectify the situation.

Should you have any further questions or concerns, please do not hesitate to reach out. We are here to support you throughout this process. Wishing you and your family good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Good day from SHEIN US!

We want to extend our heartfelt apologies for the inconvenience you have experienced and fully understand the challenges it may have posed. Please know that we are committed to resolving this issue as quickly as we can.

After reviewing your case, we confirm that your package has been refunded, and you should have received an email regarding this. While we would love to accommodate your reship request, we regret to inform you that the refund has been processed, and we cannot cancel it at this stage. We kindly suggest that you consider placing a new order. We genuinely understand your frustration and are truly sorry for any disappointment this situation has caused.

Your understanding and patience during this period are invaluable to us as we work to resolve this matter.

If you have any additional questions or concerns, please feel free to reach out. We are here to assist you every step of the way. We wish you and your family continued good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

UNABLE RESHIP AGAIN

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely regret that your shopping experience did not meet your expectations.

We have initiated an internal review regarding your concerns. Upon our investigation, we found that your order has already been exchanged once, and unfortunately, our policy does not allow for a reshipment at this time.

We would like to inform you that we have decided to submit a refund application for you. 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.

Here are the details:

Total Refund Amount:

Refund Path : Original Payment

Refund Arrival Time: XXX business days

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

If you still want the items, we kindly suggest you repurchase on your end and we will maintain vigilant oversight of the delivery process to mitigate any further issues.

We understand this situation has been inconvenient, and we're committed to ensuring it's resolved to your satisfaction.

Thank you for entrusting us with your shopping experience. We are truly grateful for the opportunity to make things right for you. If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

RETURN TO SENDER (RTS)

## TEMPLATE 1: ORIGINAL PAYMENT

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. We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

According to the last update from our courier partner, your package has been returned to us. We humbly apologize for the inconvenience caused. We would like to inform you that we have decided to refund you.

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. Here are the details:

Refund amount: XXX

Refund timeframe: XXX business days to your original payment account.

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.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: SHEIN Wallet

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. We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

According to the last update from our courier partner, your package has been returned to us. We humbly apologize for the inconvenience caused. We would like to inform you that we have decided to refund you.

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. Here are the details:

Refund amount: XXX

Refund timeframe: 24 hours to your SHEIN wallet.

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.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: MULTI PAYMENT

Dear Customer,

We thank you for contacting SHEIN US!

Thank you so much for taking the time to explore and use SHEIN US products. We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

According to the last update from our courier partner, your package has been returned to us. We humbly apologize for the inconvenience caused. We would like to inform you that we have decided to refund you.

**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 of XXX to your original payment account and SHEIN Wallet. Please kindly wait XXX business days and 24 hours for the refund to be credited.**

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

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.

Happy shopping with SHEIN US. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

(RTS) / PACKAGE LOST / STL (3-5 WORKING DAYS)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for the problem regarding your package. We understand your concern you’ve faced and we’re committed to resolve this issue.

We have received your question and have forwarded it to the corresponding department for verification. In order to provide a more comprehensive and accurate solution, it is expected to take 3-5 working days, please be patient.

Thank you for your understanding and support. SHEIN is committed to providing high-quality customer service. If you have another inquiry, please don’t hesitate to contact us.

We wish you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We acknowledge receipt of your inquiry and have passed it onto the relevant department for verification. Please allow 3-5 working days for a comprehensive and accurate solution.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We humbly apologize for the inconvenience caused and regret that you experienced. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

We want to assure you that we take your concerns seriously. We truly appreciate your patience and understanding during this challenging situation. We will exhaust all efforts to resolve this matter to your satisfaction.

Your question has been received and forwarded to the appropriate department for review. It may take 3-5 working days to provide a thorough and accurate response.

Your satisfaction is our top priority, and we are dedicated to resolving this matter to your utmost satisfaction. Thank you for your understanding and trust in SHEIN.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for contacting us back at SHEIN US.

We truly understand how frustrating it can be and we are genuinely sorry for any inconvenience this may have caused you.

We have successfully received your inquiry and routed it to the correct department for validation. Anticipate a detailed and accurate solution within 3-5 working days.

Thank you for your understanding and support during this time. At SHEIN, we are devoted to ensuring that you receive the highest quality of customer service. If you have another inquiry, please don’t hesitate to contact us.

We wish you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5

Dear Customer,

We hope this message finds you well.

We are truly sorry to hear about the problem you faced with your package. We understand how disappointing this must be for you, and we are here to help in any way we can.

Your query has been acknowledged and forwarded to the concerned department for verification. Please expect a thorough and precise solution in 3-5 working days.

Thank you for your patience and understanding. SHEIN is dedicated to offering excellent customer service. If you have any other questions or concerns, please feel free to contact us.

Wishing you a wonderful day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Thank you for reaching out to SHEIN US.

We truly apologize for the inconvenience you’ve experienced with your package. We completely understand how frustrating this situation can be, and we are dedicated to resolving it for you.

We have noted your question and sent it to the relevant department for confirmation. To provide you with an accurate and comprehensive answer, it will take 3-5 working days.

We appreciate your understanding and support. At SHEIN, we strive to provide excellent customer service. If you have any other questions, please don’t hesitate to get in touch.

Wishing you a fantastic day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7:

Dear Customer,

We hope this message finds you in good spirits.

We are truly sorry to hear about the issues you’ve encountered with your package. We understand how concerning this can be, and we are here to help you find a resolution.

We have received your query and it has been directed to the appropriate department for verification. Please allow 3-5 working days for an accurate and detailed solution.

Thank you for your understanding and support. SHEIN is dedicated to delivering top-notch customer service. If you have any further questions, please don’t hesitate to reach out.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8:

Dear Customer,

Good day from SHEIN US.

We sincerely apologize for the trouble you’ve experienced with your package. We completely understand your concerns, and we are committed to addressing this issue promptly.

We acknowledge your inquiry and have forwarded it to the appropriate department for validation. Please be patient as we work to provide a comprehensive and accurate response, which will take 3-5 working days.

We appreciate your understanding and support. At SHEIN, we are dedicated to providing exceptional customer service. If you have any other inquiries, please feel free to reach out.

Wishing you a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9:

Dear Customer,

We hope this message arrives with you doing well.

We sincerely apologize for the issue with your package. We understand your concern and are dedicated to resolving this matter promptly.

We have your question and it has been forwarded to the corresponding department for verification. A thorough and accurate solution will take 3-5 working days.

Thank you for your patience and support. SHEIN is committed to delivering excellent customer service. Feel free to reach out if you have any other questions.

We hope you have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10:

Dear Customer,

Greetings from SHEIN US.

We sincerely apologize for the inconvenience caused by the issue with your package. We understand your concern and are committed to resolving this as soon as possible.

Your inquiry has been received and directed to the appropriate department for further verification. Please be patient as this process may take 3-5 working days to provide a comprehensive and accurate solution.

Thank you for your patience and continued support. At SHEIN, we strive to offer the best customer service. Don’t hesitate to contact us if you have any further inquiries.

Wishing you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 11:

Dear Customer,

We wish this message finds you well and uplifted, despite the tough circumstances.

We apologize for the issue regarding your package. We understand your concerns and are committed to resolving the matter quickly.

We have acknowledged your query and sent it to the relevant department for verification. Expect a detailed and precise response within 3-5 working days.

Thank you for your understanding and support. SHEIN is committed to providing top-quality customer service. Feel free to reach out if you have any further questions.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CONFIRM NEW PARCEL NUMBER IN PROCESS (ALREADY RESHIPPED)

## TEMPLATE 1:

Dear Customer,

We are glad to know you are contacting SHEIN US.

We humbly apologize for the inconvenience caused. Thank you so much for taking the time to explore and use SHEIN US products.

Upon checking, your parcel number XXXXXX has already been reshipped with a new parcel number XXXXXX. Here are the details:

Order Status:

Estimated Time Arrival:

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. 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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

EXCHANGE ORDER

# EXCHANGE ORDER NO SKU FROM CX (PROBLEMATIC ORDER)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Please be assured that we'll do everything to assist you in resolving your concern. In regards with your concern related to the exchange request, after checking your order number **XXXXXXX** with product name **XXXXXXX** still in processing.

If you need to exchange an item, you can choose to exchange it for an item with a sales price difference within $1 and in the same store. Please kindly tell us the SKU number, color and size of the product you need to replace with so that we can replace it for you.

In order to send your package as quickly as possible, please inform us of the following information within 48 hours. 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.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# FOLLOW UP EXCHANGE (PROBLEMATIC ORDER)

## TEMPLATE 1:

Dear Customer,

Thank you for reaching out to SHEIN US.

We hope this message finds you in good spirits.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We understand that you would like to exchange your order, and we want to ensure everything goes smoothly. For now, we have put your order on hold while we wait for confirmation about the product you wish to exchange.

Additionally, according to our exchange policy, you may select an item for exchange that has a price difference of up to $1 and in the same store.

Should you wish to make any further changes, kindly provide us with the size, color, and SKU of the item you would like to replace, and we will facilitate the exchange for you.

To speed up the processing of your package, please confirm the necessary information within 24 hours. If we do not receive a response from you, your order will be dispatched as per the original details.

We appreciate your patience and understanding. Should you have any questions or encounter any issues, please do not hesitate to reach out to us; we are here to assist you.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# UNABLE EXCHANGE ORDER (ABOVE $1)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Please be assured that we'll do everything to assist you in resolving your concern. In regards to your concern related to the exchange request, after checking your order number **XXXXXXX** with product name **XXXXXXX** still in processing.

As per-checking, regrettably we must inform you that we are unable to fulfill your request to exchange because there is a price difference above $1. If you need to exchange an item, you can choose to exchange it for an item with a sales price difference within $1 and in the same store.

In order to send your package as quickly as possible, please inform us of the following information within 48 hours. 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.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# UNABLE EXCHANGE ORDER (OUT OF STOCK)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Please be assured that we'll do everything to assist you in resolving your concern. In regards to your concern related to the exchange request, after checking your order number **XXXXXXX** with product name **XXXXXXX** still in processing.

However, we must inform you that we are unable to fulfill your request to exchange because the item you wish to exchange is currently out of stock.

If you need to exchange an item, you can choose to exchange it for an item with a sales price difference within $1 and in the same store.

In order to send your package as quickly as possible, please inform us of the following information within 48 hours. 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.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# UNABLE EXCHANGE ORDER (DIFFERENT STORE)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Please be assured that we'll do everything to assist you in resolving your concern. In regards to your concern related to the exchange request, after checking your order number **XXXXXXX** with product name **XXXXXXX** still in processing.

As per-checking, regrettably we must inform you that due to our policy we are unable to fulfill your request to exchange because the item you requested is on another store. If you need to exchange an item, you can choose to exchange it for an item with a sales price difference within $1 and in the same store.

In order to send your package as quickly as possible, please inform us of the following information within 48 hours. 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.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# UNABLE EXCHANGE ORDER (FREE GIFT ITEM)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Please be assured that we'll do everything to assist you in resolving your concern. In regards to your concern related to the exchange request, after checking your order number **XXXXXXX** with product name **XXXXXXX** still in processing.

However, we must inform you that we are unable to fulfill your request to exchange because your item is a free gift. We kindly suggest that you receive the original order.

We understand this outcome may not align with your expectations, and for that, we truly apologize.

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.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# EXCHANGE ALREADY CORRECT ITEMS (ASK CONFIRMATION)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Upon checking, your order number XXXXX with item name XXXXX is already in XXXX.

May we confirm if this is correct?

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# SUCCESSFULLY EXCHANGE BY AGENT

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We’d like to inform you that we have successfully exchanged the item XXXXXX into XXXXXX as you requested.

We hope this gesture helps you solve your concern.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# EXCHANGED BY USER

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Upon checking, your order number XXXXX with item name XXXXX has been successfully exchanged to XXXX.

We hope this gesture helps you solve your concern.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# EXCHANGE ORDER POST-SHIPMENT (AFTER SHIPMENT)

## TEMPLATE 1:

Dear Customer,

Thank you so much for reaching out to SHEIN US!

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

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 that the size or item does not meet your expectations once you receive your package, please don't hesitate to get in touch with 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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

We hope this message finds you well

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We understand that you may be disappointed, but we want to let you know that your order has already been securely packed and is currently en route to your registered shipping address.

If, upon receiving your package, you find that the size or item isn't quite what you expected, please feel free to reach out to us. We're here to help and will gladly address any questions or concerns you might have.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you. Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CUSTOMIZE ITEMS OFFER SEPARATE DELIVERY

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

After reviewing your order, we would like to inform you that your order is still in the processing phase. As for item XXXXX is a customized item, this may take a longer process.

In these circumstances, we can offer you a separate delivery so the remaining items will be delivered first or we kindly suggest you wait for all the items to be processed and delivered together.

If your concern pertains to the customized goods affecting the delivery of your other order, we would be happy to assist you with a separate delivery. This way, we can ensure that the other items are sent to you promptly.

Thank you for your understanding. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN Customer Service

**—————————————————————————————————————————————**

CONFIRMATION OFFER SEPARATE DELIVERY

## TEMPLATE 1:

Dear Customer,

Thank you for confirming to SHEIN US.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We have received your concern and we'd like to inform you that we have successfully separated your customized item. This approach allows us to make certain that the other items reach you in a timely manner.

Currently your order is still in the processing phase. Please kindly wait within XXX.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN Customer Service

**—————————————————————————————————————————————**

UNABLE CANCEL CUSTOMIZE ITEM

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We deeply regret any trouble this situation may have caused you. Your satisfaction is our top priority, and we are committed to resolving the issue promptly.

After reviewing your order, we would like to inform you that your order is a customized item. Regrettably, we must inform you that we are unable to proceed for cancellation.

We kindly suggest that you receive the original order.

Thank you for your understanding. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN Customer Service

**—————————————————————————————————————————————**

UNABLE EXCHANGE CUSTOMIZING GOODS

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Upon checking, your items are "Customizing Goods" which means due to our policy we are unable to exchange or cancel them. We highly recommend you to receive the original order and proceed with return for refund.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

If you have another inquiry, please don’t hesitate to contact us. We hope you and your family are in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

STANDARD TO EXPRESS

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We understand you'd like to change the shipping method on your order to express shipping.

While we appreciate your desire for a faster delivery, we'd like to explain that currently doesn't allow for modifications to the shipping method once an order has been placed.

We understand this may be disappointing, and we apologize for any inconvenience it causes. To make up for this, we're doing everything we can to process and ship your order as quickly as possible.

If you have any further questions, please don't hesitate to contact us. We value your understanding and are committed to providing you with a positive shopping experience.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

EXPRESS TO STANDARD

**Mark special orders: [Order Mark] - [Special Order] - [Specified Channel]**

# SHIPPING FEE

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We understand you'd like to change the shipping method on your order to standard shipping.

We have already feedback on your request to modify the shipping method to the relevant team. Please note that if your package is close to being shipped, the operation to modify the shipping method may fail. You can learn about the modification results on the order details page. If the shipping method is successfully modified, the system will automatically refund the courier fee you paid previously

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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# NO SHIPPING FEE

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We understand you'd like to change the shipping method on your order to standard shipping.

We have already feedbacked your request to modify the shipping method to the relevant team. Please note that if your package is close to being shipped, the operation to modify the shipping method may fail. You can get to know the modification results on the order details page.

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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

SHIPPING & PROCESSING

# SHIPPING WITHIN TIMEFRAME:

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for any inconvenience and frustration this may have caused. We recognize the importance of timely delivery, and we want to reassure you that your package is currently being shipped.

Your package is still in shipping. Here are the details:

Order status: shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

We highly recommend you wait for the package until the estimated arrival time, which is, ETA. Rest assured, we are working diligently and ensuring your order arrives as quickly as possible.

If you have any additional questions, feel free to reach out.

Thank you, and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We’re sorry for the inconvenience and frustration caused to you. We understand that receiving your order on time is important to you, and we want to confirm that your package is on its way.

Your package is currently still in shipping. Below are the details:

Order status: shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Please allow some time for your package to be delivered according to the estimated arrival time, ETA. We are actively working to resolve this issue and ensure that your order reaches you promptly.

Don’t hesitate to contact us if you have any further questions.

Thank you, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you so much for reaching out to us at SHEIN US.

We truly apologize for the inconvenience you’ve experienced. We understand how important it is to receive your order on time, and we want to assure you that your package is currently on its way.

Below are the details:

Order status: shipped

Shipped Time:

Estimated Time of Arrival:

Tracking number:

Tracking link:

Please allow a bit more time for your package to arrive by the estimated date of arrival, ETA. We are committed to resolving this issue and ensuring that your order arrives as soon as possible.

If you have any more questions or concerns, please don’t hesitate to get in touch with us.

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

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for reaching out to SHEIN US.

We apologize for any inconvenience or frustration this may have caused. We understand the importance of timely deliveries and want to assure you that your package is still in shipping.

Here are the details for your package:

Order status: shipped

Shipped Time:

Estimated Time of Arrival:

Tracking number:

Tracking link:

We kindly recommend waiting until the estimated delivery date, ETA, for your package. Rest assured, we are working hard to ensure your order reaches you as soon as possible.

If you have any further questions, don’t hesitate to contact us.

Thank you, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Good day from SHEIN US.

We apologize for any inconvenience or frustration caused to you. We know how important timely deliveries are and want to reassure you that your package is on its way.

Your package is still in the shipping process. Below are the details:

Order status: shipped

Shipped Time:

Estimated Time of Arrival:

Tracking number:

Tracking link:

We advise you to wait until the estimated arrival time, ETA, for your package to arrive. Rest assured, we are doing everything we can to get your order to you as soon as possible.

If you have any more questions, feel free to reach out.

Thank you, and enjoy the rest of your day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Warm greetings from SHEIN US.

We sincerely apologize for any inconvenience or frustration you may have experienced. We understand the importance of receiving your orders promptly and assure you that your package is currently on its way.

Here are the details:

Order Status: Shipped

Shipped Time:

Estimated Time of Arrival:

Tracking Number:

Tracking Link:

We kindly ask for your patience until ETA. Please rest assured that we are doing everything possible to ensure your order reaches you as soon as possible.

Should you have any further questions, please feel free to reach out to us.

Thank you, and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7:

Dear Customer,

Greetings from SHEIN US.

We deeply regret any inconvenience or frustration this delay may have caused. We understand the significance of timely deliveries and want to reassure you that your package is en route.

Here are the shipment details:

Order Status: Shipped

Shipped Time:

Estimated Time of Arrival:

Tracking Number:

Tracking Link:

We encourage you to wait until ETA for your package. Rest assured, we are diligently working to ensure your order reaches you as swiftly as possible.

If you have any additional questions, please don't hesitate to contact us.

Thank you, and enjoy the rest of your day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8:

Dear Customer,

Thank you so much for getting in touch with SHEIN US.

We sincerely apologize for any inconvenience or frustration you may be experiencing with your package. We understand how crucial timely deliveries are and want to reassure you that your package is on its way.

Shipment details are as follows:

Order Status: Shipped

Shipped Time:

Estimated Time of Arrival:

Tracking Number:

Tracking Link:

We kindly ask you to wait until ETA for your package to arrive. Please be assured that we are making every effort to get your order to you as soon as possible.

If you have any more questions, feel free to reach out to us.

Have a lovely day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9:

Dear Customer,

We hope this message finds you well.

We apologize for any inconvenience or frustration you may have experienced. We know how important it is to receive your orders promptly and want to assure you that your package is on its way.

Here are the shipping details:

Order Status: Shipped

Shipped Time:

Estimated Time of Arrival:

Tracking Number:

Tracking Link:

We advise you to wait until ETA for your package to arrive. Rest assured that we are doing everything we can to make sure your package is delivered.

If you have any further questions, please feel free to contact us.

We wish you and your family good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10:

Dear Customer,

We hope this message finds you in good spirits.

We regret any inconvenience or frustration this delay may have caused. We understand the importance of receiving your package on time and want to assure you that it is currently in the shipping process.

Shipping details:

Order Status: Shipped

Shipped Time:

Estimated Time of Arrival:

Tracking Number:

Tracking Link:

Please wait until ETA for your package. Rest assured, we are making every effort to ensure your order reaches you as quickly as possible.

If you have any further questions, please feel free to reach out.

We wish you good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# PROCESSING DELAY (REMARK)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for any inconvenience and frustration this may have caused. We recognize the importance of timely delivery, and we want to reassure you that your package is currently being shipped.

Your package is still in shipping. Here are the details:

Order status: Shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

We have reviewed and found that there is currently a processing delay with your package. We kindly suggest that you wait for its arrival until the estimated delivery of DATE to DATE. Thank you for your understanding.

Rest assured, we are working diligently to ensure your order arrives as quickly as possible.

If you have any additional questions, feel free to reach out.

Thank you, and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# STL WAIT+7

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize to hear that your parcel is delayed. We’d like to inform you that the shipping company has been notified about the shipping issue and the last update for your package is still in the shipping phase.

We humbly apologize for the delay in the delivery process, it seems the shipping company still needs time to update the delivery process, due to the number of packages that must be delivered at this time. We need to investigate the issue since this will be feedback for both parties to avoid the same issue in the future. Please give us time to locate the package until **ETA+7.**

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Thank you for your understanding and support. SHEIN is committed to providing high-quality customer service. If you have another inquiry, please don’t hesitate to contact us.

We wish you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We humbly apologize for the inconvenience caused and regret that you’ve experienced. Please be advised that the shipping company has been notified about the shipping issue. As per the latest update, your package is still in the shipping process.

We want to assure you that we take your concerns seriously. We truly appreciate your patience and understanding during this challenging situation. Rest assured that our team is committed to ensuring the swift arrival of your order, and we will exhaust all efforts to resolve this matter to your satisfaction.

If, by the end of +7 ETA, you have not received any feedback on your delivery updates or if your order has not been received, please don't hesitate to reach out to us. We will provide you with further actions and updates to ensure your concerns are addressed promptly.

We recognize that the outcome may not meet your expectations, and we sincerely apologize for any disappointment this may have caused. We want to assure you that we take our responsibilities very seriously. Our commitment is to assist you to the best of our abilities in resolving your issue.

Your satisfaction is our top priority, and we are dedicated to resolving this matter to your utmost satisfaction. Thank you for your understanding and trust in SHEIN.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting us back at SHEIN US.

We truly understand how frustrating it can be to experience a delay with your parcel, and we are genuinely sorry for any inconvenience this may have caused you. We’d like to inform you that the shipping company has been notified about the shipping issue. The most recent update indicates that your package remains in the shipping phase.

We want to extend our heartfelt apologies for the delay in your delivery. Unfortunately, it seems that the shipping company is taking longer than expected to update their delivery process, which is likely due to the overwhelming number of packages they are currently handling.

Should your package not arrive by ETA+7, please rest assured that we will take the necessary steps to address any inconvenience this may have caused you. Our utmost priority is to ensure that you receive your package promptly and without further delay.

We understand that the results may not have matched your expectations, and for this, we extend our heartfelt apologies. Please rest assured that we fully embrace our responsibilities. We are dedicated to providing you with the utmost support in addressing your concerns.

Thank you for your understanding and support during this time. At SHEIN, we are devoted to ensuring that you receive the highest quality of customer service. If you have another inquiry, please don’t hesitate to contact us.

We wish you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4

Dear Customer,

We hope this message finds you well.

We are truly sorry to hear about the delay with your parcel. We wanted to let you know that the shipping company is aware of the shipping issue. The most recent update shows that your package is currently still in the shipping stage.

We apologize for the delay in the delivery process. It appears that the shipping company requires more time to update the delivery status due to the high volume of packages they need to deliver at the moment.

We will need to investigate this issue further, as it will provide valuable feedback for both parties to prevent similar issues in the future. Please allow us time to locate your package until ETA+7.

We acknowledge that the outcome may not have been what you anticipated, and we genuinely apologize for any inconvenience this may have caused. We would like to emphasize that we do not shy away from our responsibilities. Our goal is to assist you in every possible way to resolve your issue.

Thank you for your patience and understanding. SHEIN is dedicated to offering excellent customer service. If you have any other questions or concerns, please feel free to contact us.

Wishing you a wonderful day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5

Dear Customer,

We hope this message finds you in good spirits.

We understand how frustrating it is to experience a delay with your parcel, and we sincerely apologize for any inconvenience this has caused. We’d like to update you that the shipping company has been informed of the issue with your shipment. The latest status is that your package remains in the shipping process.

We apologize for the delay in delivery. It seems that the shipping company is taking longer than usual to update their delivery process, likely due to the large volume of packages they are handling at the moment.

If your package does not arrive by ETA+7, please know that we will take the necessary actions to resolve any inconvenience this may have caused. Our top priority is to ensure that you receive your package as quickly as possible.

We understand that the results may not align with your expectations, and we sincerely apologize for any frustration this may have led to. Kindly be assured that we are fully committed to our responsibilities. We strive to offer you the best possible assistance in resolving your concerns.

Thank you for your understanding and patience. At SHEIN, we are committed to providing you with the highest level of customer service. If you have any other questions or concerns, please feel free to reach out to us.

Wishing you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6

Dear Customer,

We hope this message reaches you in good health.

We understand the frustration caused by the delay with your package, and we sincerely apologize for the inconvenience. We wanted to inform you that the shipping company has been notified about the shipping issue. According to the latest update, your package is still in the shipping phase.

We regret the extended delivery time. It appears that the shipping company is taking longer than expected due to a high volume of shipments.

If your package does not arrive by ETA+7, we will promptly take the necessary steps to resolve the matter. Our priority is ensuring your package reaches you as soon as possible.

We recognize that the outcome may not have fulfilled your expectations, and we truly apologize for any distress this may have caused. We want to convey our unwavering commitment to our responsibilities. Our focus is on providing you with the best support to address your issue.

Thank you for your patience and understanding. At SHEIN, we are dedicated to providing excellent customer service. Please don't hesitate to reach out if you have any further questions or concerns.

Wishing you a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7

Dear Customer,

Good day from SHEIN US.

We understand how frustrating it can be to experience a delay with your shipment, and we apologize for any inconvenience this may have caused. Please rest assured that we have contacted the shipping company regarding this matter. As per the most recent update from the logistics company, your package is still being processed for delivery.

We apologize for the delay, as it seems the shipping company is slower than usual, likely due to handling a large volume of packages.

If your order has not arrived by ETA+7, we will take immediate action to address the situation. Our main goal is to ensure your package reaches you as swiftly as possible.

We understand that this result may not fully meet your expectations, and we sincerely apologize for that. Rest assured, we always take responsibility seriously and are committed to doing our best to help resolve your issue.

Thank you for your patience and understanding. We are committed to providing you with top-notch customer service at SHEIN. If you have further questions or concerns, feel free to contact us.

Wishing you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8

Dear Customer,

We hope this message finds you in good spirits.

We understand how frustrating delays with your parcel can be, and we sincerely apologize for the inconvenience. We'd like to let you know that the shipping company has been informed of the shipping issue. The latest update indicates that your package remains in the shipping stage.

We apologize for the extended delivery time, as the shipping company appears to be slower than usual due to the high volume of parcels they are managing.

If you have not received your package by ETA+7, we will immediately take the necessary steps to resolve the issue. Our top priority is to ensure timely delivery of your order.

We recognize that this outcome might not align with what you expected, and we apologize for any disappointment. Please know we take full responsibility and are dedicated to finding the best way to assist with your concern.

Thank you for your understanding and patience. At SHEIN, we strive to offer the best customer service possible. Should you have any additional questions or concerns, please don’t hesitate to reach out.

Wishing you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

MID & DELAY CLEARANCE (FEDEX)

## TEMPLATE 1:

Dear Customer,

Thank you for reaching out to SHEIN US.

We apologize for any inconvenience this may have caused and hope you will receive your order promptly.

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.

Once customs clearance is completed, the local shipping company will prioritize your parcel for delivery. For any additional information or inquiries, please feel free to contact the logistics company directly.

Logistic Company: FedEx

Logistic Number: (1)8004633339

We highly recommend you wait for the package until the estimated arrival time, which is, ETA.

Thank you for your understanding and patience. At SHEIN, we strive to offer the best customer service possible. Should you have any additional questions or concerns, please don’t hesitate to reach out.

Wishing you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# STL EXCEED+7 REFUND

## TEMPLATE 1: ORIGINAL PAYMENT

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Regrettably, we must inform you that your package is still in the shipping process. However, since your package has exceeded our time limit and as a customer, your satisfaction is of the highest importance to us.

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 detail of refund:

Total Refund Amount: XXX  
Refund Path : Original payment  
Refund Arrival Time: XXX business days

As we process your refund, please kindly allow the specified time frame for the funds to appear in your account. We understand this situation has been inconvenient, and we're committed to ensuring it's resolved to your satisfaction.

Thank you for entrusting us with your shopping experience. We are truly grateful for the opportunity to make things right for you. If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: SHEIN WALLET

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Regrettably, we must inform you that your package is still in the shipping process. However, since your package has exceeded our time limit and as a customer, your satisfaction is of the highest importance to us.

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 priorrity to proceed with a refund.

Here is the detail of refund:

Total Refund Amount: XXX  
Refund Path : SHEIN Wallet  
Refund Arrival Time: 24 hours

As we process your refund, please kindly allow the specified time frame for the funds to appear in your account. We understand this situation has been inconvenient, and we're committed to ensuring it's resolved to your satisfaction.

Thank you for entrusting us with your shopping experience. We are truly grateful for the opportunity to make things right for you. If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,  
AGENTS  
SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: MULTI PAYMENT

Dear Customer,

We thank you for contacting SHEIN US!

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Regrettably, we must inform you that your package is still in the shipping process. However, since your package has exceeded our time limit and as a customer, your satisfaction is of the highest importance to us.

**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 of XXX to your original payment account and SHEIN Wallet. Please kindly wait XXX business days and 24 hours for the refund to be credited.**

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

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.

Happy shopping with SHEIN US. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

STL EXCEED +7 REFUND POINT FOR FREE GIFT ITEMS

## TEMPLATE 1:

Dear Customer,

Thank you for reaching us out.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

After extensive communication with the shipping company, we were informed that your package is still in shipping. We recognize that your package has taken longer than anticipated, and please rest assured that ensuring your satisfaction is incredibly important to us.

Meanwhile, considering that you are a high-reputation customer, 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.

**Because your product is free / using a Free Gift Card and unable to process a refund to any payment original channel. According to the conversion ratio, 100 points is equal to USD 1.** Please kindly wait and check your SHEIN points on your account periodically.

The process will take 1-2 working days, the platform will automatically compensate for the equivalent points of the product.

Once again we sincerely apologize for the inconvenience that has been caused. Feel free to contact us again if you have an issue or question.

Thank you for your trust and support for SHEIN US.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

PACKAGE LOST REFUND SUCCESS

## TEMPLATE 1: ORIGINAL PAYMENT

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

According to the internal verification results, your package has been lost and as a customer, your satisfaction is of the highest importance to us.

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 detail of refund:

Total Refund Amount: XXX

Refund Path : Original payment

Refund Arrival Time: XXX business days

As we process your refund, please kindly allow the specified time frame for the funds to appear in your account. We understand this situation has been inconvenient, and we're committed to ensuring it's resolved to your satisfaction.

Thank you for entrusting us with your shopping experience. We are truly grateful for the opportunity to make things right for you. If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: SHEIN Wallet

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

According to the internal verification results, your package has been lost and as a customer, your satisfaction is of the highest importance to us.

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 detail of refund:

Total Refund Amount: XXX

Refund Path : SHEIN Wallet

Refund Arrival Time: 24 hours

As we process your refund, please kindly allow the specified time frame for the funds to appear in your account. We understand this situation has been inconvenient, and we're committed to ensuring it's resolved to your satisfaction.

Thank you for entrusting us with your shopping experience. We are truly grateful for the opportunity to make things right for you. If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: MULTI PAYMENT

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

According to the internal verification results, your package has been lost and as a customer, your satisfaction is of the highest importance to us.

**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 of XXX to your original payment account and SHEIN Wallet. Please kindly wait XXX business days and 24 hours for the refund to be credited.**

As we process your refund, please kindly allow the specified time frame for the funds to appear in your account. We understand this situation has been inconvenient, and we're committed to ensuring it's resolved to your satisfaction.

Thank you for entrusting us with your shopping experience. We are truly grateful for the opportunity to make things right for you. If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

RE-DELIVERY ATTEMPT "YELLOW LINE IN CSP OR ALERT IN LOGISTIC WEBSITE"

## TEMPLATE 1:

Dear Customer,

We hope this message finds you well.

We truly appreciate your patience and understanding regarding the inconvenience you've encountered. I wanted to inform you that we have promptly notified the shipping company about the issue, and a thorough delivery investigation is currently underway for your package with the number **XXXXXXX**.

According to the last update on the shipping website, your package is still in shipping, but the shipping company has encountered difficulty accessing the delivery location/to deliver your package due to Insufficient address/to deliver your package due to invalid house number, zip code/to deliver your package due to local courier cannot contact your phone number.

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

Logistic :

Logistic customer service number :

Logistic website :

Alternatively, you can request to pick up the package at the nearest facility.

Thank you once again for your cooperation and understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Thank you so much for your patience and understanding during this challenging situation. I want to let you know that we have quickly reached out to the shipping company regarding the issue, and they are currently conducting a detailed investigation into the delivery of your package, which is identified by the number **XXXXXXX**.

The latest update from the shipping website indicates that your package is still in shipping. However, the shipping company is facing some challenges in accessing the delivery location due to an insufficient address, an invalid house number, zip code, or difficulties in contacting you via phone.

It would be incredibly helpful if you could get in touch with the shipping company to verify your address and facilitate a redelivery.

Logistic :

Logistic customer service number :

Logistic website :

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help. Have a wonderful day.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Hope this message finds you in good spirits.

We deeply apologize for the inconvenience and frustration caused to you. We completely understand your concerns and we will try our best to resolve your problem.

We sincerely appreciate your understanding and patience as we navigate this inconvenience together. I want to assure you that we have promptly alerted the shipping company about the situation, and they are currently conducting a thorough investigation regarding your package, which is tracked under the number **XXXXXXX**.

As per the most recent update from the shipping website, your package remains in transit. Unfortunately, the shipping company is experiencing issues accessing the delivery location due to an insufficient address, an invalid house number, zip code, or challenges in reaching you by phone.

If you could please reach out to the shipping company to confirm your address and help arrange for redelivery, it would be greatly appreciated.

Logistic :

Logistic customer service number :

Logistic website :

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you. Take care, and have a great day.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Good day from SHEIN US.

We humbly apologize for the inconvenience caused to you. We know this situation has been difficult, and we're doing everything we can to address your concerns.

Thank you for your patience and understanding as we work through this issue together. I want to inform you that we have swiftly contacted the shipping company about the problem, and they are currently investigating the delivery of your package, which is associated with the number **XXXXXXX**.

According to the latest information from the shipping website, your package is still in transit. However, the shipping company is having trouble accessing the delivery location due to an insufficient address, an invalid house number, zip code, or difficulties in contacting you via phone.

It would mean a lot if you could reach out to the shipping company to confirm your address and assist in arranging a redelivery.

Logistic :

Logistic customer service number :

Logistic website :

Thank you for your continued trust in us. We’re here to help with any other issues you may have. Wishing you a pleasant day.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CX ASK ABOUT ON-TIME DELIVERY GUARANTEE

## TEMPLATE 1:

Dear Customer,

Thank you for contacting us back.

We sincerely apologize for any frustration this issue has caused. Your experience matters to us, and we're committed to resolving it.

We would like to inform you that 'On-Time Delivery guarantee' will be done by automatically. Please kindly wait and check your account periodically to make sure it is credited correctly.

Thank you for giving us the opportunity to assist you. If you have any further inquiries, we’re always here to help.

Take care and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CX DIDN’T APPLIED ON-TIME DELIVERY GUARANTEE

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Regarding your concern, upon checking, your order wasn't applied to "On Time Delivery Guarantee" so regrettably we must inform you that we are unable to give compensation. We kindly suggest you enable "On Time Delivery Guarantee" for your next purchase on SHEIN.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Feel free to contact us if you have more queries.

Thank you and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR REFUND SUCCESS CX APPLIED ON TIME DELIVERY GUARANTEE AND ASK FOR THE COMPENSATION (NOT QUALIFIED)

## TEMPLATE 1:

Dear Customer,

Thank you for reaching out to SHEIN US.

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 was successfully delivered and we fully understand that you didn't receive it.

To resolve it as quickly as possible for your issue, we have processed a refund for your order to ensure you are not kept waiting any longer.

Regarding your concern, since you have applied "On Time Delivery Guarantee" for your package. The rules for "On-Time Delivery Guarantee" compensation points are as follows:

1. For orders paid at the same time, if only shipped in one package, then the package exceeds the maximum estimated delivery time, 500 points will be compensated but only once;

2. For orders paid at the same time, if shipped in multiple packages, then one/multiple/all packages exceed the maximum estimated delivery time, 500 points will be compensated but only once.

Upon checking, your order does not qualify for On Time Delivery Guarantee, regrettably we must inform you that we are unable to give compensation.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Thank you for your understanding and trust in SHEIN.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

STL CX APPLIED ON TIME DELIVERY GUARANTEE AND ASK FOR THE COMPENSATION (QUALIFIED)

## TEMPLATE 1:

Dear Customer,

Thank you for reaching out to SHEIN US.

We humbly apologize for the inconvenience caused and regret that you’ve experienced. Due to high demand, your package is expected to be delayed by a few days.

We want to assure you that we take your concerns seriously. We truly appreciate your patience and understanding during this challenging situation. Rest assured that our team is committed to ensuring the swift arrival of your order, and we will exhaust all efforts to resolve this matter to your satisfaction.

If, by the end of XXXXXX, you have not received any feedback on your delivery updates or if your order has not been received, please don't hesitate to reach out to us. We will provide you with further actions and updates to ensure your concerns are addressed promptly.

Regarding your concern, since you have applied "On Time Delivery Guarantee" for your package. The rules for "On-Time Delivery Guarantee" compensation points are as follows:

1. For orders paid at the same time, if only shipped in one package, then the package exceeds the maximum estimated delivery time, 500 points will be compensated but only once;

2. For orders paid at the same time, if shipped in multiple packages, then one/multiple/all packages exceed the maximum estimated delivery time, 500 points will be compensated but only once.

Upon verifying, your order qualifies for On Time Delivery Guarantee, please kindly check periodically for the points to be credited to your account.

Your satisfaction is our top priority, and we are dedicated to resolving this matter to your utmost satisfaction. Thank you for your understanding and trust in SHEIN.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

STL CX APPLIED ON TIME DELIVERY GUARANTEE AND ASK FOR THE COMPENSATION (NOT QUALIFIED)

## TEMPLATE 1:

Dear Customer,

Thank you for reaching out to SHEIN US.

We humbly apologize for the inconvenience caused and regret that you’ve experienced. Due to high demand, your package is expected to be delayed by a few days.

We want to assure you that we take your concerns seriously. We truly appreciate your patience and understanding during this challenging situation. Rest assured that our team is committed to ensuring the swift arrival of your order, and we will exhaust all efforts to resolve this matter to your satisfaction.

If, by the end of XXXXXX, you have not received any feedback on your delivery updates or if your order has not been received, please don't hesitate to reach out to us. We will provide you with further actions and updates to ensure your concerns are addressed promptly.

Regarding your concern, since you have applied "On Time Delivery Guarantee" for your package. The rules for "On-Time Delivery Guarantee" compensation points are as follows:

1. For orders paid at the same time, if only shipped in one package, then the package exceeds the maximum estimated delivery time, 500 points will be compensated but only once;

2. For orders paid at the same time, if shipped in multiple packages, then one/multiple/all packages exceed the maximum estimated delivery time, 500 points will be compensated but only once.

Upon verifying, your order does not qualify for On Time Delivery Guarantee, regrettably we must inform you that we are unable to give compensation.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Thank you for your understanding and trust in SHEIN.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

STL CX APPLIED ON TIME DELIVERY GUARANTEE NOT QUALIFIED (3 POINTS SSMS)

## TEMPLATE 1:

Dear Customer,

Thank you for reaching out to SHEIN US.

We humbly apologize for the inconvenience caused and regret that you’ve experienced. Due to high demand, your package is expected to be delayed by a few days.

We want to assure you that we take your concerns seriously. We truly appreciate your patience and understanding during this challenging situation. Rest assured that our team is committed to ensuring the swift arrival of your order, and we will exhaust all efforts to resolve this matter to your satisfaction.

If, by the end of XXXXXX, you have not received any feedback on your delivery updates or if your order has not been received, please don't hesitate to reach out to us. We will provide you with further actions and updates to ensure your concerns are addressed promptly.

According to "On-Time Delivery Guarantee" rules, SHEIN will not compensate for points in the following situations:

① If the your shipping address/postal code is inaccurate, or the delivery is unsuccessful/returned to the original sender due to independent reasons such as you being not at home, SHEIN will not be able to compensate points;

② If your package has been delivered to the designated location such as the post office or delivery cabinet for self-pickup before the maximum estimated delivery time, SHEIN will not be able to compensate points;

③ Due to force majeure, such as natural disasters, strikes, severe weather storms or epidemic-related restrictions, SHEIN will not be able to compensate for " On-Time Delivery Guarantee" points.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Thank you for your understanding and trust in SHEIN.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

ITEMS PROCESSING

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Upon checking, we would like to inform you that the shipping process for your order is currently still in processing. 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.

Here are the details:

Order status: Items Processing

Estimated Time Arrival:

Please be assured that we are actively working to resolve this issue. 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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

Based on the information, we want to keep you updated about your order. It is still in the processing stage. There are several crucial steps we need to complete before shipping, such as quality checks, packaging, and labeling. We appreciate your patience as we work to ensure that your product arrives in perfect condition.

Here are the details:

Order status: Items Processing

Estimated Time Arrival:

Rest assured, we are working diligently and ensuring your order arrives as soon as possible.

If you have any further questions, please don’t hesitate to contact us.

Thank you, and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US.

We deeply apologize for the inconvenience and frustration caused to you. We completely understand your concerns and we will try our best to resolve your problem.

We appreciate your understanding as we inform you that your order is still being processed. Before we can ship it, we must complete several important steps, including quality assurance, packaging, and labeling. These measures are in place to guarantee that your product meets our high standards when it arrives at your doorstep.

Here are the relevant details:

Order status: Items Processing

Estimated Time Arrival:

Rest assured, we are working to resolve this. We are committed to getting your order to you as quickly as possible.

Feel free to reach out with any further questions.

Thank you, and enjoy the rest of your day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We appreciate your patience and deeply regret the inconvenience this has caused you.

Thank you for your patience regarding your order. We want to let you know that it is still in the processing phase. There are several essential steps we need to take, such as quality checking, packaging, and labeling, before we can ship it. We are committed to ensuring that your product is perfect when it reaches you.

Here are the details:

Order status: Items Processing

Estimated Time Arrival:

Rest assured, we are actively addressing the situation and ensure your order is on its way soon.

If you have any additional queries, please feel free to contact us.

Thank you, and have a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

AWAITING PACKAGING (SELF OPERATED, MERCHANT SHEIN)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, we'd like to inform you that our logistics provider will pack your package soon and please kindly wait for the package to be delivered within ETA.**

Please be assured that we are actively working to resolve this issue. 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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

**Based on the information, please be informed that your package will soon be packed by our logistics partner. Kindly wait as it will be delivered within the ETA.**

Rest assured, we are working diligently and ensuring your order is to arrive as soon as possible.

If you have any further questions, please don’t hesitate to contact us.

Thank you, and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US.

We deeply apologize for the inconvenience and frustration caused to you. We completely understand your concerns and we will try our best to resolve your problem.

**Upon verifying, your package will be packed soon by our logistics provider. We kindly ask for your patience as it will be delivered within the ETA.**

Rest assured, we are working to resolve this. We are committed to getting your order to you as quickly as possible.

Feel free to reach out with any further questions.

Thank you, and enjoy the rest of your day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We appreciate your patience and deeply regret the inconvenience this has caused you.

**Based on the information, we're notifying you that our logistics team will pack your package shortly. Please wait for its delivery, which will arrive within the given estimated time of arrival which is ETA.**

Rest assured, we are actively addressing the situation and ensure your order is on its way soon.

If you have any additional queries, please feel free to contact us.

Thank you, and have a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

COUPON AWAITING PACKAGING +5 SINCE DAY PURCHASE

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We deeply apologize for the inconvenience you’ve experienced, and we’re committed to rectifying the situation as swiftly as we can.

After reviewing your case, we would like to inform you that our logistics partner will be preparing your package shortly. We kindly ask for your patience as you await its delivery within the ETA.

We're currently experiencing a higher-than-usual volume of orders, coupled with the peak season, which has impacted our processing time. Since you are our valued customer, we have a coupon for you as a compensation gift, you could use this coupon for your next purchase for more saving:

Coupon Code: CARECODE

Requirement: 15% off for orders over $29

Cap of discount: $10

Validity: 60 days

Rest assured, we are diligently working to address this matter. Our team is focused on ensuring that your order arrives at your doorstep as quickly as possible.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

Coupon Code: FREESHIPUS

Requirement: 15% off for orders over $29

Cap of discount: $10

Validity: 60 days

**—————————————————————————————————————————————**

AWAITING PACKAGING EXCEEDED ETA+7

## TEMPLATE 1:

Dear Customer,

We are glad to know you are contacting SHEIN US.

Thank you for your purchase at SHEIN US and we sincerely apologize for the inconvenience caused to you.

Currently, your order is waiting and the logistics packed the order. Since your package has exceeded the shipping time frame, we regret to inform you that we can't get more details regarding your shipping from our courier's partner.

We would like to inform you that we have assisted in submitting a refund application and the refund is being processed. Once the refund is completed, you will receive a notification with refund details via your registered email address.

To resolve it as quickly as possible, we have given you priority to proceed with a refund in your original payment account. In the below the refund details: Here’s a summary of your refund:

• Refund amount:

• Refund method: Original payment account

• Refund timeframe: XXX business 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.

We hope you are always well.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

AWAITING SHIPMENT (ALL MERCHANT - SELF OPERATED, MERCHANT SHEIN, FBM)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, we would like to inform you that your order is already packed and waiting for the logistics department to send the package to the shipping company.**

**We kindly suggest you to wait within ETA for the package to be delivered to your address.**

Please be assured that we are actively working to resolve this issue. 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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

**Based on the information, we're pleased to inform you that your order is all packed up and is currently awaiting our logistics department to dispatch it to the shipping company.**

**We encourage you to allow your package to reach your address by ETA. Rest assured, we are working diligently and ensuring your order arrives as soon as possible.**

If you have any further questions, please don’t hesitate to contact us.

Thank you, and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US.

We deeply apologize for the inconvenience and frustration caused to you. We completely understand your concerns and we will try our best to resolve your problem.

**Upon verifying, we would like to notify you that your order has been packed and is currently awaiting dispatch from the logistics department to the shipping company.**

**We highly suggest that you wait until the package is delivered to your address within ETA.** Rest assured, we are working to resolve this. We are committed to getting your order to you as quickly as possible.

Feel free to reach out with any further questions.

Thank you, and enjoy the rest of your day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We appreciate your patience and deeply regret the inconvenience this has caused you.

**Based on the information, we want to keep you updated that your order is fully packed and is just waiting for our logistics department to dispatch it to the shipping company.**

**We truly appreciate your patience and suggest that you allow some time for your package to reach you, as it is expected to arrive within ETA.** Rest assured, we are actively addressing the situation and ensure your order is on its way soon.

If you have any additional queries, please feel free to contact us.

Thank you, and have a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

We hope this message finds you well.

We sincerely apologize for any inconvenience this may have caused you. We recognize how frustrating this situation can be, and we are dedicated to assisting you in resolving it promptly.

After reviewing your order, we would like to inform you that it has been packed and is currently awaiting dispatch from our logistics department to the shipping company.

We kindly ask for your patience as you await delivery within ETA.

Please rest assured that we are actively addressing this matter. Our team is focused on ensuring your order arrives at your doorstep as quickly as possible.

If you have any further questions, please do not hesitate to reach out. Thank you, and we wish you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Good day from SHEIN US.

We apologize for the inconvenience you are experiencing. We understand how upsetting this can be, and we are here to assist you in resolving the issue as swiftly as we can.

Upon reviewing your order, we can confirm that it has been packed and is currently awaiting transfer to the shipping company by our logistics team.

We kindly encourage you to wait for ETA for your package to arrive at your address.

Please know that we are diligently working to resolve this situation. Our team is committed to ensuring your order reaches you without further delay.

Should you have any additional questions, please feel free to reach out. Thank you, and have a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7:

Dear Customer,

Greetings from SHEIN US.

We truly apologize for any inconvenience this situation may have caused you. We understand how challenging this can be, and we are here to support you in finding a resolution as quickly as possible.

After reviewing your order, we would like to inform you that it is already packed and awaiting the logistics team to send it to the shipping company.

We kindly ask for your patience as you await delivery within ETA.

Rest assured, we are actively working to resolve this matter. Our team is dedicated to ensuring your order is delivered to you as soon as possible.

If you have any further inquiries, please do not hesitate to contact us. Thank you, and we hope you have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8:

Dear Customer,

Thank you for keeping in touch with SHEIN US.

We sincerely apologize for any inconvenience this situation may have caused. We recognize the difficulties this may present, and we are committed to assisting you in reaching a resolution promptly.

Upon reviewing your order, we would like to inform you that it has been packed and is currently awaiting the logistics team to dispatch it to the shipping company.

We appreciate your patience as you await delivery within ETA.

Please be assured that we are diligently working to address this issue. Our team is focused on ensuring your order reaches you as swiftly as possible.

Should you have any additional questions, please feel free to reach out to us.

Thank you, and we wish you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9:

Dear Customer,

We hope this message finds you in good spirits.

We apologize for any inconvenience this situation may have caused you. We understand the challenges involved, and we are here to assist you in finding a swift resolution.

After examining your order, we would like to inform you that it is already packed and is waiting for the logistics team to forward it to the shipping company.

We kindly request your patience as you await delivery within ETA.

Please rest assured that we are actively working to resolve this issue. Our team is dedicated to ensuring your order is delivered to you as quickly as possible.

If you have any further questions, please do not hesitate to get in touch with us.

Thank you, and we hope you have a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10:

Dear Customer,

Thank you for your message!

We truly regret any inconvenience this situation may have caused. We understand how difficult this can be, and we are here to help you find a resolution as quickly as possible.

After reviewing your order, we would like to inform you that it has been packed and is currently awaiting the logistics team to send it to the shipping company.

We appreciate your patience as you wait for delivery within ETA.

Rest assured, we are actively working to resolve this matter. Our team is committed to ensuring your order is delivered to you as soon as possible.

If you have any additional inquiries, please feel free to contact us.

Thank you, and we wish you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

AWAITING SHIPMENT BUT DELIVERED

## TEMPLATE 1:

Dear Customer,

Thank you for your message.

We sincerely apologize for the inconvenience regarding your package.

We're glad to hear that you have received your order. We understand your frustration with the app status still showing the package as undelivered, even though the logistics website marks it as delivered.

We kindly ask you to allow up to 48 hours for the app status to update and reflect the delivery. We appreciate your patience and understanding as we work to resolve this matter.

Thank you for your support. If you have any further questions or concerns, please do not hesitate to contact us.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

SHIPPING (SELF OPERATED, MERCHANT SHEIN)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, we would like to inform you that your order is already in the shipping stage and currently on its way to be delivered to the designated address.**

**We kindly suggest you to wait within ETA for the package to be delivered to your address.**

Please be assured that we are actively working to resolve this issue. 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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We are truly sorry and apologize for the inconvenience this has caused to you. Your satisfaction is important to us, and we're working hard to make things right.

**Based on the information, we're pleased to inform you that your order has entered the shipping phase and is currently en route to the specified delivery address.**

**We encourage you to allow your package to reach your address by ETA.**

If you have any further questions, please don’t hesitate to contact us.

Thank you, and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US.

We deeply apologize for the inconvenience and frustration caused to you. We completely understand your concerns and we will try our best to resolve your problem.

**Upon verifying, we’d like to notify you that your order is in transit and will soon be delivered to the destination address.**

**We highly suggest that you wait until the package is delivered to your address within the ETA.** Rest assured, we are committed to getting your order to you as quickly as possible.

Feel free to reach out with any further questions.

Thank you, and enjoy the rest of your day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We appreciate your patience and deeply regret the inconvenience this has caused you.

**Based on the information, your order is now in the shipping process and is on its way to the address you provided.**

**We truly appreciate your patience and suggest that you allow some time for your package to reach you, as it is expected to arrive within ETA.** Rest assured, we are actively addressing the situation and ensure your order is on its way soon.

If you have any additional queries, please feel free to contact us.

Thank you, and have a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DELAY WITH REASON

## OPENING PART

Dear Customer,

Thank you for contacting SHEIN US

We do apologize about the delay in the shipment of your order. Your satisfaction is incredibly important to us, and we understand how frustrating this situation must be for you. Rest assured, I'm here to assist you in any way we can. Please allow me a moment to review the details of your order, and I'll promptly get back to you with further information.

# REASON:

## TEMPLATE 1 WEATHER CONDITION

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.

We truly appreciate your understanding and patience during this time. If you have any further questions or concerns, please don't hesitate to reach out to us. Your satisfaction is our top priority, and we are committed to resolving this issue to your satisfaction.

Thank you for your understanding and patience.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2 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 make the delivery of your order as quickly as possible.

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 do not hesitate to contact us. We are here to assist you in any way we can.

Thank you for your understanding and patience.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3 FLIGHT DELAY

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

In light of this delay, we recommend reaching out directly to the shipping company handling your order. They will be able to provide you with the most up-to-date information regarding the status of your shipment and any potential changes to the delivery schedule.

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.

If you have another inquiry, please don’t hesitate to contact us. Thank you for your understanding and patience. Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CANCEL ORDER

# CANCEL ORDER PRE-SHIPMENT (BEFORE SHIPMENT)

## TEMPLATE 1: ORDER NUMBER + Original Payment

Dear Customer,

Thank you for contacting SHEIN US

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, and we have done our best. Afterward, we are pleased to inform you that your refund has been successfully submitted to your original payment. After the refund is completed, you will receive a refund email and you can view the detailed refund arrangement information in the email. Below are the details:

Total Refund Amount:

Refund Arrival Time: XXX business days to your original payment 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. We hope you are always well.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: ORDER NUMBER + SHEIN Wallet

Dear Customer,

Thank you for contacting SHEIN US

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, and we have done our best. Afterward, we are pleased to inform you that your refund has been successfully submitted to your original payment. After the refund is completed, you will receive a refund email and you can view the detailed refund arrangement information in the email. Below are the details:

Total Refund Amount:

Refund Arrival Time: 24 hours to SHEIN Wallet

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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: PACKAGE + Original Payment

Dear Customer,

Thank you for contacting SHEIN US

Thank you very much for your purchase at SHEIN US and we sincerely apologize for the inconvenience you’ve experienced.

We are taking care of your request to cancel your package, and we have done our best. Afterward, we are pleased to inform you that your refund has been successfully submitted to your original payment. After the refund is completed, you will receive a refund email and you can view the detailed refund arrangement information in the email. Below are the details:

Total Refund Amount:

Refund Arrival Time: XXX business days to your original payment 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. We hope you are always well.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4: PACKAGE + SHEIN Wallet

Dear Customer,

Thank you for contacting SHEIN US

Thank you very much for your purchase at SHEIN US and we sincerely apologize for the inconvenience you’ve experienced.

We are taking care of your request to cancel your package, and we have done our best. Afterward, we are pleased to inform you that your refund has been successfully submitted to your original payment. After the refund is completed, you will receive a refund email and you can view the detailed refund arrangement information in the email. Below are the details:

Total Refund Amount:

Refund Arrival Time: 24 hours to SHEIN Wallet

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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CANCEL SHIPPING FEE + PROBLEMATIC ORDER

## TEMPLATE 1

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We have received your concern. Please be informed the estimated time arrival of your package is XXX.

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.

If we proceed to refund your shipping fee, your order will be delivered with standard shipping instead of express shipping.

May we confirm that you would prefer to wait for the package to be delivered express shipping? Or proceed to refund the shipping fee?

In order to send your package as quickly as possible, please inform us of the following information within 48 hours. If no reply is received from you, we will proceed to deliver your package.

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.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CONFIRMATION CANCEL SHIPPING FEE

## TEMPLATE 1:

Dear Customer,

Thank you for confirming to SHEIN US.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We have received your concern and we'd like to inform you that we have successfully submitted a refund for the shipping fee of your package with an amount of XXX. Please kindly wait XXX business days for the refund to be credited.

We have processed your order and now our logistics provider will pack your package soon and please kindly wait for the package to be delivered within ETA.

We hope these gestures help you solve your concern.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CANCEL ORDER BUT ASK CONFIRMATION

## TEMPLATE 1

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We have received your concern. Please be informed the estimated time arrival of your package is XXX.

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.

May we confirm that you would prefer to wait for the package to be delivered? Or cancel the package for refund?

In order to send your package as quickly as possible, please inform us of the following information within 48 hours. If no reply is received from you, we will proceed to deliver your package.

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.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CONFIRMING CANCEL ORDER BUT ALSO CANCEL FREE SHIPPING POLICY

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US!

We deeply apologize for the inconvenience you encountered. We would like to inform you that after doing an investigation, we check your order is on free shipping condition.

We have considered your request and we have done our best to help you out as much as possible. However, unfortunately, regarding your request to cancel one of your items, it will proceed your order to cancel the free shipping.

But you don't have to worry, we highly recommend you to cancel the entire package for a refund and repurchase it for free shipping policy.

In order to send your package as quickly as possible, please inform us of the following information within 48 hours. If no reply is received from you, your order will be sent in accordance with the original order.

To prevent orders from being shipped, we have suspended your order. Please contact us after you have changed your address to resume normal processing of your order.

Your understanding and reconfirmation throughout this process has been truly appreciated and we will provide you with further assistance.

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.

Have a wonderful day.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CONFIRMED NOT CANCEL / EXCHANGE

## TEMPLATE 1:

Dear Customer,

Thank you for confirming back to us.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

Thank you so much for your confirmation. Now we will proceed with your order to be delivered. We'd like to inform you that our logistics provider will pack your package soon and please kindly wait for the package to be delivered within ETA.

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

Thanks so much for considering buying from us! If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CANT CANCEL PARTIAL ORDER (PROBLEMATIC ORDER)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US!

We truly regret any disruption this may have caused you. Your understanding during this time is invaluable as we strive to address the matter promptly.

We would like to inform you that after doing an investigation, we check your package contains XXX items and 1 of the item is free gift:

Regrettably, we must inform you that if you would like to cancel it means cancel the whole order and not partial order. May we confirm if you'd like to proceed with cancellation for refund or receive original items?

To ensure the prompt dispatch of your package, we kindly request that you provide us with the necessary information within the next 48 hours. If we do not hear from you by then, we will proceed with shipping your order as originally placed.

We appreciate your patience and understanding. Should you have any questions or encounter any difficulties, please do not hesitate to reach out to us; we are here to assist you.

Wishing you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# PROBING CANCEL OR EXCHANGE

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US

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 want to fully understand your concern. Your item is currently in the processing phase. To assist you further, may we confirm if you would like to cancel the item or exchange it for another item?

If you need to exchange an item, you can choose to exchange it for an item with a sales price difference within $1 and in the same store. Please kindly tell us the SKU number, color and size of the product you need to replace with so that we can replace it for you.

In order to send your package as quickly as possible, please inform us of the following information within 48 hours. 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.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CANCEL ORDER POST-SHIPMENT (AFTER SHIPMENT)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Upon checking, your order is already in the shipping process. Here is the detail:

Order status: shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Regarding your concern, regrettably we are unable to fulfill your request since your package is still in shipping and on its way to be delivered to your address. We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

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

Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for contacting back to SHEIN US.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

As per-checking, your package is in the shipping process. Below are the detail:

Order status: shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

We understand your concern and appreciate your patience. Unfortunately, we are unable to accommodate your request at this time, as your package is currently in shipping and en-route to your address.

We recognize that the outcome may not meet your expectations, and we sincerely apologize for any disappointment this may have caused. We want to assure you that we take our responsibilities very seriously. Our commitment is to assist you to the best of our abilities in resolving your issue.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for reaching out to SHEIN US.

We deeply apologize for the inconvenience you’ve experienced, and we’re committed to rectifying the situation as swiftly as we can.

Thank you for your understanding. We wanted to update you that your order is now in the shipping phase. Here are the details for your reference:

Order status: shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Thank you for reaching out with your concern. We regret to inform you that we cannot fulfill your request right now, as your package is still in the shipping process and is on its way to your location.

We understand that the results may not have matched your expectations, and for this, we extend our heartfelt apologies. Please rest assured that we fully embrace our responsibilities. We are dedicated to providing you with the utmost support in addressing your concerns.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# UNABLE CANCEL ITEM (MERCHANT FBM)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

**Upon checking, your order has already been scheduled for delivery so we are unable to proceed for cancellation.**

We kindly suggest you to wait within ETA for the package to be delivered to your address.

If you wish to return it, 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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for contacting back to SHEIN US.

We humbly apologize for the inconvenience you’ve experienced. We understand how frustrating this situation must be, and we are here to assist in resolving it as quickly as possible.

**We understand your concern, regrettably we must inform you that your order is already set for delivery, which means we can't cancel it at this time.**

Please wait until the ETA for your package to arrive. If you wish to return the item, you can initiate the return process for a refund. Your satisfaction is our priority, and we appreciate your understanding.

If you have any further questions or need additional assistance, please don’t hesitate to reach out.

Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for reaching out to SHEIN US.

We extend our sincere apology for the inconvenience caused and understand how frustrating this must be. We are committed to resolving the issue as quickly as possible.

Thank you for reaching out. **Unfortunately, since your order is already scheduled for delivery, we are unable to process a cancellation at this moment.**

Kindly wait for the package to be delivered within the ETA. Should you decide to return the item, we recommend that you initiate the return process to obtain a refund. Your satisfaction is important to us, and we appreciate your understanding in this matter.

If you have any further questions or need assistance, feel free to contact us.

Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,  
We hope this message finds you well.

We apologize for the inconvenience you’ve experienced. We understand how frustrating this situation may be, and we are committed to resolving it as swiftly as possible.

After reviewing your order, we found that it is already set for delivery, so we are unable to cancel it at this time.

We kindly suggest waiting for the package to be delivered within ETA. If you would like to return the product, we suggest that you follow the return procedure to receive a refund. Your satisfaction is our priority, and we appreciate your understanding in this matter.

If you have any other questions or need further assistance, feel free to contact us.  
Thank you for your patience.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Thank you for contacting SHEIN US.

We are truly sorry for the inconvenience this has caused. We completely understand your frustration and are here to assist you in resolving the issue as quickly as possible.

As per-checking, it has already been scheduled for delivery, so we are unfortunately unable to cancel it.

Please wait for your package to arrive within the ETA. If you are considering a return, we encourage you to start the return process to facilitate your refund. We value your satisfaction and greatly appreciate your understanding.

If you need any further assistance or have additional questions, don't hesitate to reach out.

Thank you for your cooperation.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Thank you for reaching out to SHEIN US.

We apologize for the trouble you've encountered. We understand how this may be frustrating, and we’re here to help resolve the issue as quickly as possible.

Upon checking, we see that it is already scheduled for delivery, so we are unable to cancel it at this time.

We suggest you patiently await the delivery of your package within the ETA. Should you choose to return the item, we invite you to engage in the return process to ensure you receive a refund. Your satisfaction is important to us, and we appreciate your kind understanding of the situation.

Feel free to contact us if you have any further questions or need additional assistance.

Thank you for your patience.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7:

Dear Customer,

Good day from SHEIN US.

We truly apologize for the inconvenience you are experiencing. We recognize how frustrating this can be, and we are here to assist you in any way we can.

Upon reviewing your order, we see that it has already been scheduled for delivery, which prevents us from processing a cancellation.

We recommend you wait for your package to be delivered within the ETA.

Should you wish to return the item, we encourage you to initiate the return process for a refund. Your satisfaction is very important to us, and we appreciate your understanding in this situation.

If you have any additional questions or need further assistance, please feel free to reach out. Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8:

Dear Customer,

We appreciate you reaching out to SHEIN US.

We're sorry to hear about the issues you've experienced. We understand how frustrating this can be, and we're committed to helping resolve it as quickly as we can.

According to our records, the item is already scheduled for delivery, making it impossible to cancel at this stage. Kindly await the arrival of your package within the ETA.

If you then choose to return the item, please follow our return process to obtain a refund. We value your satisfaction and appreciate your understanding.

If you have further questions or need more assistance, please don't hesitate to contact us. Thank you for your patience.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9:

Dear Customer,

Thank you for reaching out to SHEIN US.

We apologize for any inconvenience this may have caused you. We understand how upsetting this situation can be, and we are dedicated to helping you resolve it as soon as possible.

After checking your order status, we found that it has already been scheduled for delivery, which means we are unable to cancel it at this time.

We recommend waiting for your package to arrive in the ETA, as the shipping process is usually quite efficient.

If you would like to return the item, please proceed with the return process to receive a refund. Your satisfaction is our priority, and we appreciate your understanding in this matter.

Should you have any further inquiries or need additional assistance, please do not hesitate to contact us. Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We're sorry for the inconvenience you've encountered. We understand how frustrating this must be, and we're dedicated to resolving the issue swiftly.

Upon review, we see the package is already out for delivery, so we cannot cancel it at this point. We recommend you wait for its arrival within ETA.

If you decide to return the item, please follow our return procedure to ensure you receive a refund. Your satisfaction is essential to us, and we appreciate your understanding.

If you have any further queries or need additional assistance, please feel free to contact us. Thank you for your patience.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CANCEL ORDER AWAITING SHIPMENT (MERCHANT) +7D NEW UPDATE SSMS

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

Thank you very much for your purchase at SHEIN US and we sincerely apologize for the inconvenience.

After verification, your order is ready and waiting for shipment, so we may not be able to cancel the order or some of the goods directly. In order to help you as much as possible, we have reported this issue to the relevant team. Please pay attention to the subsequent changes in the order status, and please understand that canceling the order may not be successful.

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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for contacting back to SHEIN US.

We appreciate your recent purchase at SHEIN US and sincerely apologize for any inconvenience caused to you.

Following verification, your order has been prepared and is waiting shipment, which may limit our ability to cancel the order or specific items. To assist you as effectively as possible, we have escalated this matter to the appropriate team. Please monitor any updates regarding the order status, and be aware that cancellation may not be feasible.

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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for reaching out to SHEIN US.

Thank you for choosing SHEIN US for your purchase. We regret any inconvenience and frustration.

Your order has been verified and is now ready for shipment, which may restrict our capacity to cancel the order or certain items. We have communicated this issue to the relevant team to provide you with the best support possible. Please keep an eye on any changes to the order status, and understand that cancellation might not be achievable.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help. Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We are grateful for your purchase at SHEIN US and would like to extend our sincerest apologies for the inconvenience.

After completing the verification process, your order is now prepared and waiting for shipment, which may hinder our ability to cancel the order or some items. We have informed the appropriate team about this situation to assist you as much as we can. Please stay updated on the order status, and note that cancellation may not be possible.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Thank you so much for your purchase at SHEIN US.

Thank you for shopping with SHEIN US. We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

Your order has been verified and is ready for shipment, which may prevent us from canceling the order or certain products. To support you as much as possible, we have notified the relevant team about this issue. Please watch for any updates to the order status, and understand that cancellation may not be successful.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you. Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

We hope this message finds you well.

We thank you for your purchase at SHEIN US and deeply regret any inconvenience. Your understanding is greatly appreciated.

Upon verification, your order is now ready and is waiting shipment, which may limit our ability to cancel either the order or specific items. We have reported this issue to the appropriate team to assist you further. Please pay attention to any changes in the order status, and be aware that cancellation may not be possible.

Thank you for your continued trust in us. We’re here to help with any other issues you may have. Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CONTACT SHIPPING COMPANY (SHIPPING STAGE)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We appreciate your patience and understanding regarding the inconvenience you've encountered.

We would like to inform you that we have promptly notified the shipping company about the issue, and a thorough delivery investigation is currently underway for your package.

As of our latest check, your package is still in shipping. Here are the details:

Order status: shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Please be advised that your package is actively in shipping, and we are closely monitoring its progress. We understand the importance of your order, and we want to reassure you that we have raised your concern to the related department.

As for your concern, we highly recommend that you contact the logistic company so they will be able to assist your package. Here is the contact information for the courier:

LOGISTIC COMPANY NAME

LOGISTIC COMPANY NUMBER

Thank you for your understanding and support. SHEIN is dedicated to providing high-quality customer service, and we wish you a wonderful day!

If you have any further questions or concerns, please feel free to reach out, we will always be here for you.

Wish you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

NEW CHANGE ADDRESS (PROBLEMATIC ORDER-OKE)

# STATUS (PAID/REVIEWED/ITEM PROCESSING ETC, Template 1.1/MARKABLE

## TEMPLATE 1:

Dear customer,

Thank you for contacting us!

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We understand how important it is to have your package delivered to the correct address.

To provide our customers with a secure shopping environment and protect customers’ privacy, we are unable to modify the address on behalf of our customers.

You can modify your address information by following these steps:

**• Click this link to jump to the order details page and find the location of "Shipping Information". Link: XXXX**

**• Click the “Edit” button to modify the address.**

**• After finishing the editing, please make sure to click the “Save” button to confirm the changes.**

Please take a note that after the address is modified, please give confirmation within 48 hours. 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.

Additionally, after submitting the new address, you may receive a verification email from SHEIN.

Please pay attention to your inbox and reply to the email promptly. If you do not receive it, you can ignore this. Thank you for your understanding and cooperation.

If there’s anything else we can help with, please don’t hesitate to ask. We’re here for you!

Thanks again for your patience and for sticking with SHEIN.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

LINK AVAILABLE - CHANGE ADDRESS  
(CANT PROBLEMATIC)

# TEMPLATE 1.2

## TEMPLATE 1:

Dear customer,

Thank you for contacting us!

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We understand how important it is to have your package delivered to the correct address.

To provide our customers with a secure shopping environment and protect customers’ privacy, we are unable to modify the address on behalf of our customers.

You can modify your address information by following these steps:

**• Click this link to jump to the order details page and find the location of "Shipping Information". Link: XXXX**

**• Click the “Edit” button to modify the address.**

**• After finishing the editing, please make sure to click the “Save” button to confirm the changes.**

We recommend that you complete the modification in a timely manner to avoid being unable to make changes due to an order status update.

Additionally, after submitting the new address, you may receive a verification email from SHEIN.

Please pay attention to your inbox and reply to the email promptly. If you do not receive it, you can ignore this.

If there’s anything else we can help with, please don’t hesitate to ask. We’re here for you!

Thanks again for your patience and for sticking with SHEIN.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

NO LINK - CHANGE ADDRESS (NO PROBLEMATIC ORDER-UNREMARKABLE)

# 2.3 FULLY SHIPPED - NO LINK

## TEMPLATE 1:

Dear Customer,

Thank you for reaching out to us.

We are truly sorry for any inconvenience or frustration this may have caused you. We understand how important it is for your package to arrive on time, and we completely empathize with your concern.

Please rest assured that your order is on its way and currently is on its way to you. We are doing everything we can to process and ship your order as quickly as possible.

Here are your order details for reference:

Order Status: Shipped

Shipped On:

Estimated Time Arrival:

Tracking Number:

Tracking Link:

Regarding your concern, we are sorry to let you know that since all the items in the current order have been shipped, and the logistics company does not support address modification, we are unable to change it.

It is recommended that you receive the package at the original address you have provided during order placement. If you are unable to receive the package at the original address, you can contact the courier to discuss delivery matters when the package is delivered.

Thank you for your understanding and cooperation.

Sincerely,

AGENTS

SHEIN Customer Service

**—————————————————————————————————————————————**

AWAITING SHIPMENT UNABLE TO CHANGE ADDRESS

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you. We understand how frustrating this situation must be for you, and we're here to help resolve it as quickly as possible.

Upon checking, we would like to inform you that your order is already packed and waiting for the logistics department to send the package to the shipping company.

We kindly suggest you to wait within ETA for the package to be delivered to your address.

We apologize, but the address for the current order cannot be changed at this time. We suggest checking the order details page once the order has been shipped. If you see an "Edit Address" option under "Shipping Information," you can click it to update the address. Thank you for your understanding and cooperation.

Please be assured that we are actively working to resolve this issue. 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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

OLD CHANGE ADDRESS (PROBLEMATIC ORDER)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We understand how important it is to have your package delivered to the correct address. However, you can easily update it yourself through the SHEIN app if your order is still under the ‘Processing’ status.

Here’s how you can do it:

Please directly login to your SHEIN account and click on【Personal Center】-【My Orders】to modify the shipping address.

You can also find the direct link to edit your address here:

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LL)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LK)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LG)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LF)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LB)

Please take a note that after the address is modified, please give confirmation within **48 hours**. 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.

We hope this helps, and we apologize for any inconvenience this may cause. Please let us know if you need any further assistance.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thanks for getting in touch with us.

We know it’s important to have your package sent to the right address. You can do it yourself through the SHEIN app if your order is still under ‘Processing.’

Here’s what to do:

Please directly login to your SHEIN account and click on【Personal Center】-【My Orders】to modify the shipping address.

You can also use this link:

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LL)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LK)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LG)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LF)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LB)

Please be advised that once the address has been updated, confirmation is required within 48 hours. To ensure that orders are not dispatched prior to the successful address change, we have placed your order on hold. Kindly reach out to us after you have updated your address to continue the normal processing of your order.

We appreciate your understanding. Let us know if you have any more questions.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

FOLLOW UP MODIFY ADDRESS PROBLEMATIC ORDER

## TEMPLATE 1:

Dear Customer,

Hope this message finds you well.

We appreciate your patience and deeply regret the inconvenience this has caused you.

Regarding your concern to change address, regrettably we must inform you that we are unable to change it by our side. But you can change your address by this modification address link:

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LL)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LK)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LG)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LF)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LB)

Normally addresses can be changed successfully within 24 hours.

Please kindly confirm to us within 24 hours if you have already changed the address. If there is no confirmation, we will proceed to send your order to the original address.

We truly appreciate your patience as we work through this. If there's anything else we can do, please let us know.

Have a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Good day from SHEIN US!

We apologize for the inconvenience caused to you. Regrettably, we are not allowed to modify your address from our side.

But don't worry, we’ll guide you how to change shipping addresses. 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.

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LL)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LK)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LG)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LF)

- [https://us.shein.com/user/orders/detail/](https://us.shein.com/user/orders/detail/GSUNDT4140050LB)

Normally addresses can be changed successfully within 24 hours.

Please give confirmation **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.

Thank you for your understanding and cooperation.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CONFIRMATION AFTER CHANGE ADDRESS PRE-SHIPMENT (BEFORE SHIPMENT)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US!

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

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

Now we will proceed with your order to be delivered, and your order will be shipped to your new edited address.

Here we also provide the address you’ve made changes below.

Thanks so much for considering buying from us! If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CHANGE ADDRESS POST-SHIPMENT (AFTER SHIPMENT)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused, thank you for telling us about your situation and we understand how disappointing it must be for you that you have not been able to receive the package to your new address as you had planned.

Your package is still in shipping. Here are the details:

Order status: shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

We highly recommend you wait for the package until the estimated arrival time, which is, ETA.

Rest assured, we are working diligently and ensuring your order arrives as quickly as possible.

**However, we are sorry to let you know that we are unable to process change address requests due to the logistics channel responsible for transporting your parcel does not support the change of address after the order has been shipped.**

**We kindly suggest you to receive your parcel at the original address, or after the parcel has been returned, we can help you resend it or refund it for you.** We love hearing back from you if you will consider either to receive a package in the original address or we'd help you further on the refund process in future.

If you have another inquiry, please don’t hesitate to contact us.

We hope you and your family are in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We sincerely apologize for the inconvenience you have experienced. Thank you for bringing your situation to our attention; we understand how disappointing it must be for you not to receive your package at the new address as intended.

We wanted to update you on the status of your package. Your package is currently still in shipping. Below are the details:

Order status: shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

Please allow some time for your package to be delivered according to the estimated arrival time, ETA.

We are actively working to resolve this issue and ensure that your order reaches you promptly.

**Regrettably, we must inform you that we are unable to accommodate address change requests, due to the logistics service responsible for delivering your parcel does not permit address modifications once the order has been dispatched.**

**We recommend that you receive your parcel at the original address. Alternatively, once the parcel is returned, we can assist you with either resending it or processing a refund**. We would appreciate your feedback on whether you would prefer to receive the package at the original address or if you would like assistance with the refund process in the future.

Once again, we apologize for any inconvenience caused. Nonetheless, we wish you take out some time and check your personal schedule with the estimated time package arrives before checking out the product.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US.

We apologize for any inconvenience you've experienced, and we appreciate you sharing your situation with us. We understand how frustrating it must be not to receive your package at the new address as expected.

Below are the details of your package:

Order status: shipped

Shipped Time:

Estimated Time of Arrival:

Tracking number:

Tracking link:

Please allow a bit more time for your package to arrive by the estimated date of arrival, ETA.

We are committed to resolving this issue and ensuring that your order arrives as soon as possible.

**Unfortunately, due to the logistics provider’s limitations, we are unable to process address changes once an order has shipped. We recommend receiving the package at the original address, or if it is returned to us, we can assist you with either a reshipment or a refund.**

**Please let us know if you would prefer to receive the package at the original address or would like assistance with a future refund process.**

Should you have further questions, please don’t hesitate to reach out.

Wishing you and your loved ones good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We apologize for any trouble this has caused, and we appreciate you letting us know about your situation. We understand how disappointing it must be not to have received your package at the new address as you anticipated.

Here are the details for your package:

Order status: shipped

Shipped Time:

Estimated Time of Arrival:

Tracking number:

Tracking link:

We kindly recommend waiting until the estimated delivery date, ETA, for your package. Rest assured, we are working hard to ensure your order reaches you as soon as possible.

**Regrettably, due to the limitations of the logistics carrier prevent us from making address changes after shipping. We suggest either arranging to receive the package at the original address or, if it returns to us, we’d be happy to assist with reshipping or processing a refund.**

**Please let us know whether you would prefer to receive the package at the original address or need further assistance with a potential refund.**

If you have more questions, please don’t hesitate to reach out.

Wishing you and your family health and happiness!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

We hope this message finds you well.

We’re sorry for the inconvenience you’ve faced, and we appreciate you bringing this to our attention. We understand how frustrating it must be not to receive the package at your new address as planned.

Your package is still in the shipping process. Below are the details:

Order status: shipped

Shipped Time:

Estimated Time of Arrival:

Tracking number:

Tracking link:

We advise you to wait until the estimated arrival time, ETA, for your package to arrive. Rest assured, we are doing everything we can to get your order to you as soon as possible.

**Due to the limitations of the logistics provider, we cannot change the address once an order has shipped. We recommend trying to receive the package at the original address. Alternatively, if it is returned to us, we can assist with resending it or processing a refund.**

**Please let us know if you would prefer to receive it at the original address or need support with a refund.**

For any additional questions, feel free to reach out.

We wish you and your family good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

Good day from SHEIN US.

We apologize for any inconvenience and appreciate you informing us about your situation. We understand the disappointment in not receiving your package at the new address as planned.

**Unfortunately, due to logistics constraints, we’re unable to update the shipping address after the package has been dispatched. We suggest arranging for delivery at the original address, or if the package returns to us, we can assist with resending or offering a refund.**

**Please let us know if you would like to proceed with delivery at the original address or if we can assist with a refund.**

We value your understanding, and as a helpful tip, we recommend checking delivery timelines with your schedule before placing future orders. If you have further questions, feel free to reach out. Wishing you and your family continued health and well-being!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

ADD MORE ITEMS TO A PLACED ORDER

## TEMPLATE 1: ITEMS PROCESSING / AWAITING PACKAGING

Dear Customer,

Thank you for contacting SHEIN US.

We understand how important it is to get everything you need in one order, and we’re sorry for any inconvenience this may cause.

**Once an order has been paid for, it’s unfortunately not possible to add additional items or change any existing items. You can always place a new order for the additional items, but please note that there will be separate shipping costs for the new order.**

We appreciate your understanding and are here to support you. If you have any further questions or need assistance with the process, please let us know.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: SHIPPING / AWAITING SHIPPING

Dear Customer,

Thank you for contacting back to SHEIN US.

We know how frustrating it can be when you realize you need to add more items after placing an order.

**Unfortunately, once an order has been paid for and your package is currently in shipping, we’re unable to add extra items or make changes to it. You can place a new order for the additional items, though there will be separate shipping charges for the new order.**

We’re really sorry for any inconvenience this may cause and appreciate your understanding. If you need any help or have more questions, feel free to reach out.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

JOINT PACKAGE BUT DIFFERENT WAREHOUSE

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize to inform you that we are not able to complete your request for now.

This is due to the warehouse’s stock availability, stocking time and different warehouses. But you don't have to worry, we will do our best and make sure all packages are delivered at the same time.

We hope for your kind understanding regarding this matter. Feel free to contact us if you have more queries. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

URGE DELIVERY AFTER SHIPPED

## TEMPLATE 1:

Dear Customer,

We are glad to know you are contacting SHEIN US.

Thank you so much for purchasing SHEIN US products. We humbly apologize for the inconvenience caused to you. Your patience and understanding throughout this process has been truly appreciated.

We recognize the importance of timely delivery, and we want to reassure you that your package is currently being shipped. Your package is still in shipping. Here are the details:

Order status: shipped

Shipped time:

Estimated Time Arrival:

Tracking number:

Tracking link :

Please, be advised that your package is delivered to you on the ETA.

Regarding your concern to urge your delivery, we will verify with the logistics provider and inquire about the latest logistics updates to ensure smooth delivery. We will closely monitor your package and will do everything we can to ensure it arrives as soon as possible.

Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

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.

Thank you, and have a nice day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for contacting back to SHEIN US.

Thank you for reaching us and we extend our sincerest apologies for any inconvenience caused to you. Your patience and understanding in this matter are greatly appreciated. As we are checking that your order is currently in the shipping phase.

We understand the significance of prompt delivery and would like to confirm that your package is on its way. Below are the details.

Order status: shipped

Shipped time:

Estimated Time Arrival:

Tracking number:

Tracking link :

You are our valuable customer. In response to your request to expedite the delivery, we will reach out to the logistics provider to verify the current status and obtain the latest updates, ensuring that the delivery proceeds smoothly.

We highly recommend you to wait until the estimated arrival time, ETA. We completely understand your anticipation, and we’ll be keeping a close watch on your package to ensure it's delivered promptly.

Please be assured that we never shirk our responsibility, and we will help you out as much as possible.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. If you have any additional questions, feel free to reach out.

Thank you and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for reaching out to SHEIN US.

We appreciate your recent purchase with us, and we sincerely apologize for any inconvenience caused by the issue with your package. Your patience and understanding throughout this process are greatly appreciated.

Acknowledging the critical nature of timely delivery, we want to assure you that your package is in shipping. Please find the details below.

Order status:

Shipped time:

Estimated Time Arrival:

Tracking number:

Tracking link :

Please note that your package is expected to arrive on ETA.

In regard to your request to expedite the delivery, we will check with the logistics provider to obtain the latest updates and ensure that everything is on track for smooth delivery. We know how important this is to you, and we’ll stay on top of your package’s status to make sure it reaches you as quickly as possible.

Rest assured, we take full responsibility and are committed to resolving this issue to your satisfaction.

If you have any other questions or need assistance with our products, don’t hesitate to reach out. Thank you for your ongoing support of SHEIN US.

Wishing you the best, and happy shopping with SHEIN US!

Thank you, and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Hope this message finds you well.

We are grateful for your purchase and deeply regret the inconvenience regarding your package. Your patience and cooperation during this process have been much appreciated.

We appreciate the value of on-time delivery and wish to inform you that your package is presently being shipped. Here are the relevant details.

Order status:

Shipped time:

Estimated Time Arrival:

Tracking number:

Tracking link :

Please be informed that your package is expected to reach you by ETA.

Concerning your request for faster delivery, we will communicate with the logistics provider to get the latest updates and make sure everything runs smoothly. We truly appreciate your patience, and we’ll be keeping a careful eye on your package to help ensure it gets to you as soon as it can.

Rest assured, we are fully committed to resolving your issue and will do everything we can to assist you.

For any other queries or product assistance, feel free to contact us. We appreciate your trust in SHEIN US.

We wish you all the best, and happy shopping!

Thank you, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

We are happy to hear from you and thank you for reaching out to SHEIN US.

We appreciate your purchase and sincerely apologize for the trouble with your package. Your patience and support during this process mean a lot to us.

Recognizing the necessity of timely delivery, we would like to assure you that your package is currently en route. The details are as follows.

Order status:

Shipped time:

Estimated Time Arrival:

Tracking number:

Tracking link :

Please be advised that your package should arrive by ETA.

In response to your request for expedited delivery, we will contact the logistics provider to confirm the most recent updates and ensure smooth delivery. We understand the wait can be frustrating, and we’re actively tracking your package to make sure it’s delivered to you without further delay.

Please know that we take full responsibility and are dedicated to doing our best to resolve your concerns.

If you have any further questions or require assistance with our products, please feel free to reach out. We appreciate your ongoing support of SHEIN US.

Wishing you the best, and happy shopping with us!

Thank you, and have a fantastic day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

NO URGE DELIVERY BUTTON

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We apologize for the inconvenience caused to you and we’re also thank you for your purchase at SHEIN App. We are committed to resolving your concern.

Regarding your concern why there is no urge delivery button in SHEIN App, due to our maintenance for better experience we have updated so it will be no longer available. But rest assured, our team will give our best effort to ensure your package is delivered as soon as possible.

If you have another inquiry, please don’t hesitate to contact us,

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We apologize for any inconvenience and appreciate your purchase via the SHEIN App. Rest assured, we are fully committed to addressing your concern.

In response to your query about the absence of the urge delivery button in the SHEIN App, please note that the updates aimed at enhancing user experience, this feature has been removed. However, we want to assure you that our team is doing everything possible to ensure your package is delivered promptly.

If you have any further questions, feel free to reach out.

Wishing you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for contacting back to SHEIN US.

We sincerely apologize for any inconvenience and would like to thank you for your purchase through the SHEIN App. We are dedicated to resolving your concern.

Regarding your question about why there’s no urge delivery button in the app, it has been removed as part of updates aimed at improving the overall experience. Rest assured, our team is doing its best to ensure your package is delivered as quickly as possible.

If you have any further inquiries, don’t hesitate to contact us.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Hope this message finds you well.

We apologize for any inconvenience and are grateful for your purchase via the SHEIN App. We are committed to resolving your issue.

We appreciate your concern regarding the missing urgent delivery feature in the SHEIN App. Due to recent updates, that option is not currently offered. However, I want to assure you that our team is working hard to make sure your package is delivered to you as quickly as we can manage.

If you have any other questions, please don’t hesitate to contact us.

Wishing you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Hope this message finds you in good spirits.

We apologize for the inconvenience and appreciate your purchase through the SHEIN App. We are fully committed to addressing your concern.

We understand why you might be wondering about the lack of an urgent delivery button in the SHEIN App. We've recently update and unfortunately, that option is no longer available. Please rest assured that our team is committed to ensuring your package arrives as swiftly as possible.

If you have any other questions, feel free to reach out to us.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CX ASKING SPECIAL REQUEST ON AWAITING PACKAGING

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We're truly sorry for the inconvenience this has caused. Your satisfaction is important to us, and we're working hard to make things right.

We'd like to inform you that your package is still in **warehouse processing**. Here are the details:

**Order status: items processing**

**Estimated time arrival:**

Unfortunately, we couldn't process your specific request. We highly suggest you wait **2-3 working days** until your package is distributed to the logistics company and the order status changes to **Shipped**, and please contact us again so we could inform you about the logistics company contacts of your order. So you could directly submit your request to the logistic company or local courier.

We truly appreciate your patience as we work through this. If there's anything else we can do, please let us know.

Thank you, and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

BEDA AKUN

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

Thank you so much for taking the time to explore and use SHEIN US products. We sincerely apologize for the inconvenience caused.

You are our valuable customer. As per checking, we highly recommend you change your account. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

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

Thank you for your understanding and your patience.

We hope you are always well.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We truly appreciate your time in exploring and using SHEIN US products, and we apologize for any inconvenience this may have caused.

You are a valued customer, and based on our review, we highly recommend changing your account for security reasons. Rest assured, we take full responsibility and are committed to helping resolve your issue.

If you have any further questions or need assistance with our products, feel free to contact us. Thank you for your patience and understanding.

Wishing you all the best, and happy shopping with SHEIN US!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

ASKING PAYMENT PROOF IF DIFFERENT ACCOUNT (BEDA AKUN)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

To ensure the security of the associated account, we need you to provide proof of payment for package XXXX to verify that you are the account owner.

Please note that the proof of payment must include the payment amount and payment time, the payment channel tracking number or the first six and last four digits of the payment card.

Once we confirm your identity, we will continue to help you deal with the problem you encountered.

Thank you for your understanding!

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

For the security of your account, we kindly request that you provide proof of payment for package XXXX to verify your ownership of the account.

The proof of payment should include the payment amount, payment date, and the payment channel tracking number, or the first six and last four digits of your payment card. Once your identity is verified, we will proceed with resolving the issue you're experiencing.

Thank you for your understanding!

Wishing you a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

OTHERS

# ITEM REVIEWED (NO DATE RESTOCK)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Regarding your concern for item **XXX**. Upon checking, your item is currently being reviewed which means it's currently out of stock and we can’t guarantee when the item will be back in stock.

In these circumstances, we can offer to cancel for a refund or we kindly suggest you wait for the item to be back in stock. Please be informed that the item that is in stock will be delivered automatically.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# ITEM REVIEWED (DATE RESTOCK AVAILABLE)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

Regarding your concern for item **XXX**. Upon checking, your item is currently being reviewed which means it's currently out of stock and will be back in stock in **DATE.**

In these circumstances, we can offer to cancel for a refund or we kindly suggest you wait for the item to be back in stock. Please be informed that the item that is in stock will be delivered automatically.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

ASKING WEIGHT

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconveniences and frustration caused by the recent developments concerning your order. We are writing to follow up on your recent concern.

Regarding your inquiry about each item's weight, kindly refer the information as follow:

1.

2.

3.

4.

The total weight of the package is XXXXX. We hope this gesture helps you solve your concern.

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

Thank you for your understanding.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

GUIDE CUSTOMER CHECK INVOICE

## TEMPLATE 1:

Dear Customer,

Good day from SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

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.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

TAX INVOICE AVAILABLE AND NOT AVAILABLE

## TEMPLATE 1: AVAILABLE ALL

Dear Customer,

Good day from SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We fully understand your concern. Here we provide the invoice of your package below:

1.

2.

3.

We hope this gesture helps you solve your concern.

If you have another inquiry, please don’t hesitate to contact us. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: AVAILABLE AND NOT AVAILABLE

Dear Customer,

We hope this message finds you well.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

We fully understand your concern. Here we provide the invoice of your package below:

1.

2.

3.

However, we regret to inform you that the order XXXXX was not supported for downloadable merchant invoice. We understand that this may be disappointing, and we sincerely apologize for any inconvenience this may cause.

We sincerely hope that this gesture brings you some relief in addressing your concern.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: NOT AVAILABLE

Dear Customer,

We hope this message finds you in good spirits.

We deeply apologize for the inconvenience you’ve experienced, and we’re committed to rectifying the situation as swiftly as we can.

We fully understand your concern. However, we regret to inform you that the order XXXXX was not supported for downloadable merchant invoice. We understand that this may be disappointing, and we sincerely apologize for any inconvenience this may cause.

We truly hope this gesture assists you in finding a solution to your concern.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

NO TAX INVOICE OR ORIGINAL TAX INVOICE (SHIPPED)

## TEMPLATE 1:

Dear Customer,

We hope this message finds you well.

Thank you for reaching out to us regarding your order. We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We regret to inform you that the order was not supported for downloadable merchant invoice. We understand that this may be disappointing, and we sincerely apologize for any inconvenience this may cause.

Your package is currently still in shipping. Here are the details:

Order status: shipped

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

We highly recommend you wait for the package until the estimated arrival time, which is, ETA.

Since your package is still on shipping, regrettably we must inform you that the invoice is currently not available. We kindly suggest you to wait for the package to be delivered and you will be able to download the invoice or we could assist you to download it.

Rest assured, we are working diligently to ensure your order arrives as quickly as possible.

If there is anything else we can assist you with or any other questions you may have, please do not hesitate to let us know. We are here to help. Wishing you a wonderful day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

LIVE CHAT

# CUSTOMER ASK HOW TO DO LIVE CHAT

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

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

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.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CUSTOMER CANNOT ACCESS LIVE CHAT SUPPORT

## TEMPLATE 1:

Dear Customer,

Thank you for reaching us back.

We understand this outcome may not align with your expectations, and for that, we truly apologize.

Regarding your failed attempt to contact us via Live Chat, sometimes our server happens to be on high traffic resulting our Live Chat won't be able to be accessed for a period of time. We definitely suggest you to use both SHEIN app and SHEIN web on mobile and PC periodically.

Link to Live Chat support:

https://us.shein.com/contact-us.html

Kindly remember that Live Chat operation hours are only available from 06:00 to 21:00 (Pacific Time).

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CX SAID THEY CAN’T ACCESS LIVE CHAT LINK

## TEMPLATE 1:

Dear Customer,

Thank you for reaching back to us.

We extend our sincere apology for the inconvenience or frustration caused to you. We understand this outcome may not align with your expectations. Thank you for your patience as we work to resolve this matter.

Regarding your concern to contact live chat service, please reach out to us via chat at https://us.shein.com/contact-us.html, live chat service operational hours will only be available from 06:00 to 21:00 (Pacific Time).

If you experience problems accessing the live chat service link, don't worry we will guide you how to contact us. You can click [Customer Service] button on this link [ https://us.shein.com/contact-us.html ]

Please fill in sign information to your SHEIN account. Then, you can choose the [Live Chat] option to speak with us directly. Kindly remember live chat operation hour only available on 06:00 to 21:00 (Pacific Time)

If you have any additional questions concerning your order, please feel free to contact us.

We hope you are always in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

PARAMOUNT

## TEMPLATE 1

Dear Customer,

Good day from SHEIN US.

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.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2

Dear Customer,

Thank you for confirming back to us.

We appreciate your swift confirmation and kind remarks. Your satisfaction and positive experience are of utmost importance to us, and we are pleased to have been able to assist you with your issue.

Your patience and understanding during this process have been invaluable, and we are thankful for the chance to effectively address your inquiry.

If you need any further assistance or face any additional concerns in the future, please feel free to contact us. We are dedicated to offering continuous support and ensuring your ongoing satisfaction with our services.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3

Dear Customer,

Thank you for reaching out to SHEIN US.

Thank you for your timely confirmation and gracious comments. Your satisfaction and positive experience are our top priorities, and we are thrilled to have had the opportunity to assist you with your matter.

We sincerely appreciate your patience and understanding throughout this process, and we are grateful for the opportunity to resolve your inquiry effectively.

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

We hope you and your family are in good health!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4

Dear Customer,

Thank you for reaching out back to us!  
  
We are so glad for your kind response. It’s an honor to be able to assist you with your concern.

If you have any more questions or need further assistance in the future, please don’t hesitate to reach out. We’re always here to help.

Wishing you a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

PARAMOUNT PAYPAL

## TEMPLATE 1

Dear Customer,

Thank you so much for your purchase at SHEIN US!

Thank you so much for your prompt repayment and for sharing the proof with us. We truly appreciate your cooperation.

We apologize once again for the inconvenience you experienced earlier. We’re glad everything is now settled, and we hope you enjoy the items you purchased.

If there’s anything else you need or any questions you have, please don’t hesitate to reach out. We’re here to help!

Wishing you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

PARAMOUNT GOT PACKAGES

## TEMPLATE 1:

Dear Customer,  
Good day from SHEIN US!

We can imagine how frustrating it was not to receive your order but we are so happy that you finally got your package.

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.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

FOLLOW UP BAD REVIEW DBNR / DSAT

## TEMPLATE 1: PENDING

Dear Customer,

We hope this email finds you well.

We regret that our service failed to satisfy you. We will listen to your suggestions and urge the relevant departments to optimize the problem and strive to provide you with better products and services in the future.

Can you tell us what you are not satisfied with so that we can make improvements? We truly value your opinion and would deeply appreciate it if you could share your thoughts about our service.🙏️

We will serve you wholeheartedly again and strive to provide you with a better service experience.

We see this as a chance to grow and elevate our service standard. 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 constantly deliver our finest service.

If you have another inquiry, please don’t hesitate to contact us.

Thank you for your understanding and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: PENDING

Dear Customer,

Good day from SHEIN US.

We extend our sincerest apologies for any inconvenience and frustration by the recent developments concerning your order. Your patience and understanding in this matter are greatly appreciated. Your feedback is very important, and we will ensure that your suggestions are forwarded to the appropriate departments for review. Our aim is to continuously improve our products and services.

Could you kindly let us know what areas fell short of your expectations? Your feedback means so much to us, and we kindly ask you to re-evaluate our service to help us improve.🙏️ Your feedback is invaluable in helping us improve and serve you better.

We are committed to providing you with an exceptional service experience and see this as an opportunity to grow. Your support over the years has meant the world to us, and we would greatly appreciate your continued trust as we strive for excellence.

Wishing you all the best and happy shopping!

We hope you and your family are in good health.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: PENDING

Dear Customer,

Thank you for your purchase at SHEIN US.

We deeply apologize for the inconvenience caused to you and our service failed to satisfy you. You are a valuable customer. We know how frustrating this must be for you, and we want to assure you that we have done our best to help you.

What aspects of our service didn’t meet your expectations? It would mean the world to us if you could re-evaluate our service, as your input helps us grow and improve.🙏️ Your satisfaction is our top priority, and we’re committed to learning and enhancing our standards to better serve you.

Your loyalty has been incredibly important to us, and we sincerely hope you’ll continue supporting us on this journey toward delivering outstanding service.

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.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4: SOLVED

Dear Customer,

We hope this message finds you in good spirits.

Thank you for your support for SHEIN US. We extend our sincerest apologies for any inconvenience. Your patience and understanding in this matter are greatly appreciated.

After we solve your problem, we hope you will evaluate our service. 🙏️

Your valuable feedback is very important to us. We will continue to work hard to improve the quality of our service and provide you with a better experience.

We see this as a moment to learn and enhance the quality of our service. Your loyal support has been incredibly meaningful to us, and we deeply cherish it. As we aim to excel, we hope you will continue to support us in delivering outstanding service.

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.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5: SOLVED

Dear Customer,

Greetings from SHEIN US.

We’re sorry to hear that your experience with us wasn’t up to your expectations. We will try our best to help you solve your concern.

We would greatly appreciate it if you could re-evaluate our service after we’ve addressed your concern.🙏️

Your valuable input plays a key role in helping us enhance our standards and provide you with an even better experience.

We see this as an opportunity to refine our approach and raise our service standards. Your continued trust and support over the years have meant so much to us, and we deeply value it. As we strive for excellence, we look forward to your partnership in helping us achieve our goals.

If there’s anything specific we can do to make things right, please don’t hesitate to let us know.

Thank you for your time, and we hope to serve you better in the future.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6: SOLVED

Dear Customer,

Thank you so much for choosing SHEIN US.

We are sorry to hear that your experience didn’t meet your expectations. We’ll put our best effort into helping you address and resolve your issue.

After resolving your concern, we hope you’ll take a moment to share your feedback on our service.🙏️

Your opinions matter greatly and inspire us to keep improving, ensuring a higher-quality experience for you.

This is a valuable chance for us to grow and enhance the quality of our service. Your unwavering trust over the years has been nothing short of priceless, and we sincerely appreciate it. As we work towards excellence, we hope you will continue to support us in delivering exceptional service.

Please let us know if there’s anything we can do to assist you further or enhance your experience.

Thank you for your consideration, and we hope to have the opportunity to serve you better in the future.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

NO COMPENSATION

## TEMPLATE 1: NO COMPENSATION (GENERAL CIRCUMSTANCES)

Dear Customer,

Thanks for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We would like to inform you that the **compensation scene and the amount is based** on the cost and other factors and it has been done a unified calculation, and after we checked, the limitation **does not support making more compensation** as specified as your request.

Considering your situation, we regret to inform you that we are unable to proceed with the compensation, because the compensation scene and other factors didn't meet the calculation for the compensation to be given, it does not support making more compensation.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Thank you for your understanding and cooperation. If you have another inquiry, please don’t hesitate to contact us. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2: DBNR REFUND SUCCESS ASK COMPENSATION

Dear Customer,

Thanks for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We would like to inform you that we have processed a refund for your order to ensure you are not kept waiting any longer.

Considering your situation, we regret to inform you that we are unable to proceed with the compensation, since we have proceeded for a refund for your not received package.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Thank you for your understanding and cooperation. If you have another inquiry, please don’t hesitate to contact us. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3: STL REFUND SUCCESS ASK COMPENSATION

Dear Customer,

Thanks for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We would like to inform you that your package has taken longer than anticipated, and please rest assured that ensuring your satisfaction is incredibly important to us. We have processed a refund for your order to ensure you are not kept waiting any longer.

Considering your situation, we regret to inform you that we are unable to proceed with the compensation, since we have proceeded for a refund for your not received package.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Thank you for your understanding and cooperation. If you have another inquiry, please don’t hesitate to contact us. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4: RTS REFUND SUCCESS ASK COMPENSATION

Dear Customer,

Thanks for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We would like to inform you that your package has been returned to us so we have processed a refund for your order to ensure you are not kept waiting any longer.

Considering your situation, we regret to inform you that we are unable to proceed with the compensation, since we have proceeded for a refund for your not received package.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

Thank you for your understanding and cooperation. If you have another inquiry, please don’t hesitate to contact us. Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

EMPATHY:

## We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

## 

## We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

## 

## We deeply apologize for the inconvenience you’ve experienced, and we’re committed to rectifying the situation as swiftly as we can.

## 

## We humbly apologize for the inconvenience caused and understand the impact it has had on you. We are making every effort to address this as quickly as possible.

## 

## We genuinely regret any inconvenience caused, and we understand how disappointing this must be for you. Please know that we are actively working to resolve the issue.

## 

## We deeply appreciate your patience and sincerely regret any trouble this has caused. Rest assured, we are giving this issue the highest priority.

## 

## We regret any inconvenience or frustration caused, and we are committed to resolving this issue with utmost urgency.

## 

## We extend our sincerest apologies for the inconvenience caused and regret the impact it has had on you. Your satisfaction is crucial to us, and we are prioritizing the resolution of this issue.

## 

## We sincerely apologize for the frustration and inconvenience caused. Your experience matters deeply to us, and resolving this issue is our main priority.

## 

## We deeply regret the inconvenience this situation has caused you. Rest assured, we are prioritizing the resolution to restore your confidence in us.

**—————————————————————————————————————————————**

CLOSING:

## 1. We sincerely apologize once again for the inconvenience. If there’s anything else we can assist you with, please don't hesitate to reach out. Thank you for your continued support. Wishing you a great day ahead!

## 

## 2. Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help. Have a wonderful day!

## 

## 3. We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time. Have a good day!

## 

## 4. Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you. Take care, and have a great day!

## 

## 5. Thank you for your continued trust in us. We’re here to help with any other issues you may have. Wishing you a pleasant day!

## 

## 6. We regret the inconvenience and appreciate your understanding. Please don’t hesitate to contact us if you need any further assistance. Have a good day!

## 

## 7. Thank you for allowing us to resolve this matter for you. If you have any other concerns or questions, we’re just an email away. Wishing you all the best!

## 

## 8. We truly appreciate your patience as we work through this. If there's anything else we can do, please let us know. Have a great day ahead!

## 

## 9. Your satisfaction is important to us. If you have any other questions or need further assistance, we’re here to help. Good day!

## 

## 10. Thank you for giving us the opportunity to assist you. If you have any further inquiries, we’re always here to help. Take care and have a great day!

**—————————————————————————————————————————————**

JASA KIRIM

## Logistic Company: USPS

**Logistic Number: (1)8002221811**

**Logistic Link:** [**https://www.usps.com/help/contact-us.htm**](https://www.usps.com/help/contact-us.htm)

## Logistic Company: UPS

**Logistic Number: (1)8007425877**

**Logistic Link:** [**https://www.ups.com/us/en/support/contact-us.page**](https://www.ups.com/us/en/support/contact-us.page)

## Logistic Company: DHL

**Logistic Number: (1)8002255345**

**Logistic Link:** [**https://www.dhl.com/us-en/home/customer-service.html**](https://www.dhl.com/us-en/home/customer-service.html)

## Logistic Company: FedEx

**Logistic Number: (1)8004633339**

**Logistic Link:** [**https://www.fedex.com/en-us/customer-support.html**](https://www.fedex.com/en-us/customer-support.html)

## Logistic Company: ONTRAC

**Logistic Customer Service: (1)3022467136**

**Logistic Link:** [**https://www.ontrac.com/support/**](https://www.ontrac.com/support/)

## Logistic Company: SpeedX

**Logistic Number: (1)5595500518**

**Logistic Link:** [**https://support.speedx.io/hc/en-us**](https://support.speedx.io/hc/en-us)

## Logistic Company: UniUni

**Logistic Number: (1)8002822468**

**Logistic Link:** [**https://www.uniuni.com/support/**](https://www.uniuni.com/support/)

## Logistic Company: Amazon

**Logistic Link:** [**https://www.amazon.com/gp/help/customer/display.html**](https://www.amazon.com/gp/help/customer/display.html)

**Logistics Company: YunExpress**

**Logistics Number : (1)9496886032**

**Logistics Website:** [**https://www.yunexpress.com/contact**](https://www.yunexpress.com/contact)

**Logistics Company: SEKO-AIRCITY**

**Logistics Number : (800) 658-4192**

**Logistics Company: Lasership**

**Logistics Number: (804) 414-2590**

## Logistic Company: Cainiao

**Logistic Link:** [**https://www.cainiao.com/en/about-us-contact-us.html**](https://www.cainiao.com/en/about-us-contact-us.html)

## Logistic Company: Aci Logistix

**Logistic Link:** [**https://track.acilogistix.com/track?TrackingID.html**](https://www.cainiao.com/en/about-us-contact-us.html)

**—————————————————————————————————————————————**

SARAN DARI CX

## TEMPLATE 1:

Dear Customer,

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

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We truly value feedback from our customers, as it helps us to improve and better meet your needs. Your suggestion is greatly appreciated, and we will certainly take it into consideration as we continue to enhance our products/services.

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.

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,

AGENTS

SHEIN US Customer Service

—————————————————————————————————————————————

SPECIAL CASE

# CX WANTS TO PAY FOR FOUND ITEMS ATER REFUND SUCCESS. (Offer offline payment through SHEIN PayPal at the first place, in case CX doesn't have PayPal, they can keep it as a gift)

## TEMPLATE 1:

Dear Customer,

Thank you for reaching back to us!

We can imagine how frustrating it was not to receive your order but we are so happy that you finally found your items.

We would like to inform you that the refund request had been submitted successfully to your original payment account and we cannot cancel the refund request.

So, we kindly suggest you to repay for the items you have received to SHEIN US PayPal payment link below:

https://www.paypal.com/paypalme/sheinus

Please kindly notify us after you made a repayment to SHEIN US PayPal.

We appreciate your continued trust in SHEIN. Thank you for choosing us as your preferred shopping destination.

If you have another inquiry, please do not hesitate to contact us! We hope you are always in good health and enjoy your items.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CX DOESN’T HAVE PAYPAL TO REPAY THE ITEM

## TEMPLATE 1

Dear Valued Customer,

Thank you for getting in touch with us again!

We understand that this situation may be a bit confusing, and we sincerely apologize for any confusion it may have caused.

Since you mentioned that you do not have a PayPal account, which is our only method for processing payment for found items, we would like you to keep the item you ordered as a complimentary gift from us. We truly hope you enjoy it.

We appreciate your patience and understanding during this time. If you require any further assistance, please know that we are always here to support you.

Wishing you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CX WANTS TO CHANGE COURRIER

## TEMPLATE 1:

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. We sincerely apologize for the inconvenience caused.

We would like to inform you about our shipping process. To ensure the swiftest and most efficient delivery, our logistics department will automatically select the shipping company based on current availability in your region.

This approach helps us minimize any potential delays and ensures your order reaches you as quickly as possible. We appreciate your understanding and cooperation.

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

Thank you for your understanding and for supporting SHEIN US.

We hope you are always well.

Happy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CX ASK ABOUT JOINT SHIPMENT (EXPLAINED)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US!

We understand your frustration and are dedicated to improving your experience. We wanted to let you know that your order will be delivered in a joint shipment.

This means that we are combining multiple orders into one package. This approach helps us reduce shipping costs and packaging waste, which is also great for the environment. Rest assured, we are doing everything we can to get your package to you as quickly as possible.

If you have any other questions, please feel free to reach out.

We hope you're doing well and enjoy shopping with SHEIN US.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

JOINT SHIPMENT (NOT QUALIFIED)

**The order was split into multiple packages, and the customer asked why the order was split for shipment**

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US!

Your frustration is totally understandable, and we're committed to turning this around for you. We would like to inform you regarding your order.

Since the items in your order may come from different warehouses and the preparation time of each item is different, in order to ensure that you can receive some items as soon as possible, we may send your order in several packages.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

If you have another inquiry, please do not hesitate to contact us.

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

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

JOINT SHIPMENT (QUALIFIED)

**Different orders were combined for delivery, and the customer asked why the orders were combined for delivery**

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US!

Your frustration is totally understandable, and we're committed to turning this around for you. We would like to inform you regarding your order.

We would like to explain that it will automatically calculate to determine the best shipping strategy, aiming to provide you with more efficient delivery services. Please rest assured that we will ensure that your package is shipped as soon as possible and strive to shorten the time you wait to receive your favorite products.

As per checking, your item will be delivered in 1 package, XXX.

If you have another inquiry, please do not hesitate to contact us.

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

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

JOINT SHIPMENT (REQUESTED BY CX)

**The customer requires split/combined shipment, explain the reason why split/combined shipment is not supported**

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US!

Your frustration is totally understandable, and we're committed to turning this around for you. We would like to inform you regarding your order.

We would like to explain that it will automatically calculate to determine the best shipping strategy, aiming to provide you with more efficient delivery services. Therefore, we are sorry that we cannot meet your request for the package shipping method.

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please rest assured that we will ensure that your package is shipped as soon as possible and strive to shorten the time you wait to receive your favorite products.

If you have another inquiry, please do not hesitate to contact us.

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

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# REJECTION FOR LOGISTIC THAT SUPPORT REJECT

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize to hear that your parcel is delayed. We’d like to inform you that the shipping company has been notified about the shipping issue and last update from … your package is in shipping with the following details:

Order status:

Shipped Time:

Estimated Time Arrival:

Tracking number:

Tracking link:

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.

First and foremost, we can help you submit an application for rejection, which generally takes 3-4 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.

To help you further, could you confirm if you still want to wait for the package or apply for rejection ? So we are able to assist 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!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CUSTOMER SUDDENLY ASKING FOR FREE GIFT AFTER MAKE A BIG PURCHASE

## TEMPLATE 1:

Dear Customer,

Good day from SHEIN US.  
  
Thank you for your patience and valuable feedback. We regret to inform you that, after reviewing your purchase, we found that the item does not include a free gift. We encourage you to explore our other products, which often come with special promotions or "buy one item Y, get one item Z" offers.  
  
Alternatively, you can collect points by confirming via email when your order has been delivered to your designated address. These points can be used towards future purchases of SHEIN products.  
  
We appreciate your support and understanding. Have a wonderful day!  
  
Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

CX ASK FOR SHIPPING FEE REFUND (DELIVERED)

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

Thank you for your patience regarding the delivery of your package. We truly understand how disappointing this situation can be, and we want to express our sincere apology for what you are experiencing.

While we recognize that the outcome may not meet your expectations, we regret to inform you that since your package has been successfully delivered to the address you provided, we are unable to issue a refund for the shipping fee.

Regarding your question about compensation, we must convey our apologies as we are currently unable to offer any compensation. This decision is based on the specific circumstances of your case, which do not permit us to provide additional compensation at this time. We appreciate your understanding and support in this matter.

Please rest assured, we are committed to ensuring this does not happen again in the future. If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

USPS SUSPEND CASE

# WILL EFFECT?

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for the inconvenience caused to you.

Regarding your concern, please do not worry, your order will not be affected. You can shop for your favorite items and we will deliver your package as soon as possible with the best solution.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CHANGE FROM USPS?

## TEMPLATE 1:

Dear Customer,

Thank you for your message.

We truly regret any trouble this may have caused you.

Regarding your concern, but SHEIN does not support changing logistics providers at this time. Don't worry, you can shop for your favorite items and we will deliver your package as soon as possible with the best solution.

If there's anything else we can assist you with, please don't hesitate to reach out.

Wishing you all the best for the day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# CANT BUY ITEM DISPLAYED ON WEB?

## TEMPLATE 1:

Dear Customer,

Thank you for your inquiry.

We are genuinely sorry for the disruption this has caused.

Due to logistics reasons, some items are temporarily unavailable for ordering, please remove them from your cart, other items are not affected.

If there's anything further we can do to help, please let us know.

Take care and enjoy your day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# Why can't I purchase the items that were available for purchase before now?

## TEMPLATE 1:

Dear Customer,

Thank you for choosing SHEIN US.

Our heartfelt apologies for the inconvenience you've experienced.

Due to logistics reasons, some items are temporarily unavailable for ordering.

Should you need any additional support, please feel free to contact us.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

TARIFF COMPENSATION

# PROBING INVOICE

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We humbly apologize for the inconvenience caused to you.

Currently, we are unable to provide you with compensation as we are unable to verify the relevant information at this time. We suggest that you contact the logistics provider to request a valid invoice so that we can better assist you in resolving the issue.

Thank you for your understanding and cooperation! If there's anything else we can do to assist, please reach out.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# PROBING 50% COMPENSATION

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We deeply regret the inconvenience and frustration.

Regarding your inquiry, we can give 50% tariff compensation. May we confirm if it is okay? Please kindly confirm back to us so we will be able to assist you further.

We sincerely apologize once again for the inconvenience. If there’s anything else we can assist you with, please don't hesitate to reach out. Thank you for your continued support.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# AGREE 50% COMPENSATION

## TEMPLATE 1:

Dear Customer,

Thank you for your confirmation.

We deeply apologize for the problem you’ve faced.

We have applied for 50% tariff compensation.

Due to the tax policy and tariff issues, it is required to review whose estimated verification time is 3-5 days. The verification results will be emailed to you. Please check it later.

If there's anything more we can do to help, please let us know.

Take care and have a lovely day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# NOT AGREE 50% COMPENSATION (100% COMPENSATE)

## TEMPLATE 1:

Dear Customer,

Thank you for your confirmation.

We deeply apologize for the problem you’ve faced.

We have applied for 100% tariff compensation.

Due to the tax policy and tariff issues, it is required to review whose estimated verification time is 3-5 days. The verification results will be emailed to you. Please check it later.

If there's anything more we can do to help, please let us know.

Take care and have a lovely day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# INVOICE NOT MATCH

## TEMPLATE 1:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We genuinely regret any inconvenience caused, and we understand how disappointing this must be for you.

After verification by our professional team, the invoice information you provided does not match the actual package. We are unable to compensate you. We recommend that you contact the logistics provider to request a valid invoice so that we can better assist you in resolving the issue.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

# WILL BE REFUNDED BY SYSTEM

## TEMPLATE 1:

Dear Customer,

We are glad to know you are contacting SHEIN US.

We genuinely regret any stress or frustration this has caused, and we're dedicated to resolving the issue for you.

Please be assured that we have initiated an internal investigation to thoroughly address the issues you encountered. Your valuable feedback serves as a catalyst for improvement, and we deeply appreciate you bringing this matter to our attention.

We have taken personal action to accelerate the tariff compensation process on your behalf, demonstrating our dedication to addressing your concerns promptly. Your refund application will be submitted. You will receive an email shortly with detailed information regarding the status of your refund.

If you have another inquiry, please don’t hesitate to contact us.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

UNABLE COMPENSATE

# DELIVERED (???? NO SSMS)

## TEMPLATE 1:

**—————————————————————————————————————————————**

# STILL IN SHIPPING

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for the inconvenience you’ve faced.

After verification, currently, your package is still in shipping and cannot be compensated. It is recommended that you provide us with the tariff invoice after receiving the package, and we will reimburse you of the tariff fee.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DELAY AWAITING SHIPMENT REMARK

Due to the logistics provider's issues, there is a delay in updating the package tracking information. We are currently addressing this urgently and will update the tracking information as soon as possible. Thank you for your understanding.

We are experiencing a delay in updating the package tracking information due to issues with our logistics provider. We are actively working to resolve this matter and will provide updates on the tracking information at the earliest opportunity. Thank you for your patience.

The package tracking information is currently delayed because of technical difficulties with our logistics provider. We are prioritizing this issue and will ensure that the tracking information is updated as soon as we can. We appreciate your understanding.

There is a delay in the package tracking updates caused by problems with our logistics provider. We are addressing this situation with urgency and will refresh the tracking information as soon as it becomes available. Thank you for your cooperation.

Due to issues with tFhe logistics provider, the package tracking information is not being updated as expected. We are working diligently to rectify this situation and will update the tracking details promptly. Thank you for your understanding.

We regret to inform you that there is a delay in the package tracking updates due to challenges faced by our logistics provider. We are treating this matter with urgency and will provide the updated tracking information as soon as possible. Thank you for your patience.

**—————————————————————————————————————————————**

TYPO FIXING

Please disregard the previous email you received from us. Please refer to this email for the most up-to-date details about your order.

**—————————————————————————————————————————————**

BAHASA ASING

To avoid any misunderstanding, please allow us to reply in English.

**—————————————————————————————————————————————**

ASKING REPRESENTATIVE

Please be informed that you are connected with me, AGENTS, the representative of SHEIN US.

**—————————————————————————————————————————————**

NO / MISSING PROCESS

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

In order to give you a better solution to your problem, we need to submit this problem to relevant departments for further confirmation.

We will contact you again within 3 days at the latest.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help. Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**(NOTES: STILL WAIT CONFIRMATION PIC EMAIL US)**

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for reaching out to SHEIN US.

We truly apologize for any inconvenience this may have caused you. Your understanding is greatly valued as we strive to address the issue at hand.

To provide you with the most effective solution, we will need to escalate this matter to the appropriate departments for further review.

You can expect to hear from us again within 3 days at the latest.

We appreciate your patience and understanding during this process. If you require any additional assistance, please do not hesitate to reach out.

Wishing you a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**(NOTES: STILL WAIT CONFIRMATION PIC EMAIL US)**

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for keeping in touch with SHEIN US.

We are genuinely sorry for any trouble you may be experiencing. Your patience is immensely appreciated as we work hard to resolve this matter.

To ensure we offer you the best possible solution, we will be forwarding your issue to the relevant departments for further investigation.

We will follow up with you within 3 days at the latest.

Thank you for your understanding and patience during this time. If you need any further assistance, we are here to help.

Have a fantastic day!

Sincerely,

AGENTS

SHEIN US Customer Service

**(NOTES: STILL WAIT CONFIRMATION PIC EMAIL US)**

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for reaching out to SHEIN US.

We sincerely apologize for any inconvenience you have encountered. Your patience is greatly appreciated as we diligently work to resolve your issue.

To provide you with an effective resolution, we will need to refer this matter to the appropriate departments for further confirmation.

You can expect to hear back from us within 3 days at the latest.

We appreciate your understanding and patience during this time. Should you need any further assistance, please feel free to contact us. Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**(NOTES: STILL WAIT CONFIRMATION PIC EMAIL US)**

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Thank you for your message to SHEIN US.

We apologize for any inconvenience this situation may have caused. Your patience is greatly appreciated as we work to resolve the issue.

To ensure we provide you with the best solution, we will be submitting your concern to the relevant departments for further assessment.

We will reach out to you again within 3 days at the latest.

Thank you for your understanding and patience during this time. If you require any additional assistance, we are always here to help.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**(NOTES: STILL WAIT CONFIRMATION PIC EMAIL US)**

**—————————————————————————————————————————————**

KATA-KATA MUJARAB

We understand this outcome may not align with your expectations, and for that, we truly apologize. Please be assured that we never shirk our responsibility. We are committed to helping you do our best to solve your problem.

We recognize that the outcome may not meet your expectations, and we sincerely apologize for any disappointment this may have caused. We want to assure you that we take our responsibilities very seriously. Our commitment is to assist you to the best of our abilities in resolving your issue.

We understand that the results may not have matched your expectations, and for this, we extend our heartfelt apologies. Please rest assured that we fully embrace our responsibilities. We are dedicated to providing you with the utmost support in addressing your concerns.

We acknowledge that the outcome may not have been what you anticipated, and we genuinely apologize for any inconvenience this may have caused. We would like to emphasize that we do not shy away from our responsibilities. Our goal is to assist you in every possible way to resolve your issue.

We understand that the results may not align with your expectations, and we sincerely apologize for any frustration this may have led to. Kindly be assured that we are fully committed to our responsibilities. We strive to offer you the best possible assistance in resolving your concerns.

We recognize that the outcome may not have fulfilled your expectations, and we truly apologize for any distress this may have caused. We want to convey our unwavering commitment to our responsibilities. Our focus is on providing you with the best support to address your issue.

We understand that this result may not fully meet your expectations, and we sincerely apologize for that. Rest assured, we always take responsibility seriously and are committed to doing our best to help resolve your issue.

We recognize that this outcome might not align with what you expected, and we apologize for any disappointment. Please know we take full responsibility and are dedicated to finding the best way to assist with your concern.

We realize this may not be the result you anticipated, and we apologize for any letdown. We take our responsibilities seriously and are committed to doing everything possible to address your issue.

We acknowledge that this outcome may not match your expectations, and we are truly sorry. Please rest assured that we take full responsibility and are dedicated to helping find a solution to your concern.

We understand that this may not be the result you were hoping for, and we apologize for any disappointment. We assure you that we don’t shy away from our responsibilities and are fully committed to assisting you to the best of our abilities.

**—————————————————————————————————————————————**

TIDAK BISA JAWAB SPECIFIC CONCERN

We have received your concern and we know about your feelings. We regret to inform you that we are unable to provide you with your specific concern.

We truly appreciate you reaching out to us and sharing your feelings. It’s important to us that you know we understand your concerns. Unfortunately, we are unable to address the specific issue you mentioned.

Thank you for expressing your concerns; we genuinely understand how you feel. We’re sorry to let you know that we cannot provide the specific information you are looking for at this time.

Your feelings are important to us, and we want you to know that we have heard your concerns. Regrettably, we are unable to offer the specific details you are seeking.

We value your input and understand the emotions behind your concerns. It’s with regret that we inform you we cannot fulfill the specific request you have made.

We acknowledge your concerns and empathize with your feelings. Unfortunately, we are unable to provide the specific information you are asking for.

**—————————————————————————————————————————————**

DBNR REFUND FAILED LSP

## TEMPLATE 1:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for the inconvenience caused by the package you haven't received. We trust this message finds you well. We are writing to follow up on your recent concern.

After verification by the logistics provider, your package has been marked for delivery, so we cannot process the refund/exchange 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. Also, please check if your neighbor signed up for your package. Otherwise, we recommend contacting the delivery company directly.

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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2:

Dear Customer,

Thank you for contacting back to SHEIN US.

We truly regret any inconvenience you may have experienced regarding the package that has not yet arrived. We hope this message finds you in good spirits. We are reaching out to address your recent concern.

Following confirmation from the logistics provider, your package has been successfully delivered, which means we are unable to process a refund or exchange at this time. We suggest verifying the delivery address you provided. If it is accurate, please check your mailbox, porch, and any common areas in your building for the package. Additionally, it may be worth inquiring if a neighbor accepted the delivery on your behalf. If these steps do not resolve the issue, we recommend contacting the delivery service directly.

We appreciate your understanding and patience as we strive to resolve this situation. Should you have any further questions or require assistance, please do not hesitate to reach out to us. We are committed to finding the best possible solution for you.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We apologize for the trouble you are experiencing with the undelivered package. We hope you are doing well. We are following up regarding your recent inquiry.

Following the logistics provider's verification, your package is marked delivered, thus we cannot proceed to refund or exchange. We encourage you to double-check the delivery address you provided. If it is correct, please inspect your mailbox, porch, and any communal areas for the package. It may also be helpful to see if a neighbor has received it on your behalf. If these options do not yield results, we suggest reaching out to the delivery company directly.

Thank you for your patience and understanding as we work to address this issue. If you have any additional questions or need further assistance, please feel free to contact us. We are here to help you find the best resolution.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4:

Dear Customer,

Thank you for reaching out to SHEIN US.

We humbly apologize for the inconvenience caused and understand the impact it has had on you. We trust this message finds you well. We are writing to follow up on your recent concern.

Since the logistics provider has verified that your package is marked for delivery, we regret to inform you that we cannot proceed with a refund or exchange. We kindly suggest 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. Also, please check if your neighbor signed up for your package. Otherwise, we kindly suggest you contact the delivery company directly.

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,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We are sorry for the inconvenience regarding the package that has not yet been delivered. We hope this message finds you well. We are writing to follow up on your recent concern.

The logistics service provider has confirmed that your order is marked as delivered, which means we are unable to process a refund or exchange at this time. We recommend that you verify the delivery address you provided. If it is correct, please check your mailbox, porch, and any shared areas for the package. Additionally, it may be worth checking with your neighbors to see if they received it for you. If these steps do not resolve the issue, we advise contacting the delivery service directly.

If you have another inquiry, please don’t hesitate to contact us!

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6:

Dear Customer,

We hope this message finds you well.

We humbly apologize for the inconvenience caused to you. We know this situation has been difficult, and we're doing everything we can to address your concerns.

As your package has been confirmed for delivery by the logistics provider, we are unable to facilitate a refund or exchange at this moment. We advise you to re-examine the delivery address you provided. If it is correct, please check your mailbox, porch, and front desk for the package. Additionally, consider checking with your neighbors to see if they received it. If you are still unable to find it, please reach out to the delivery company for further help.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you. Take care, and have a great day.

Have a nice day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7:

Dear Customer,

We trust this message finds you well.

We sincerely apologize for the inconvenience this situation has caused. We understand that this has been challenging, and we are committed to addressing your concerns promptly.

After the logistics provider has completed their verification and marked your package for delivery, we unfortunately cannot process any refund or exchange requests. We kindly request that you verify the delivery address provided. If it is accurate, please check your mailbox, porch, and front desk for the package. Additionally, you might want to check with your neighbors to see if they have received it. Should you still be unable to locate the package, please reach out to the delivery company for further assistance.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Take care and have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8:

Dear Customer,

We hope you are doing well.

We sincerely apologize for the trouble this has caused. We understand this situation has been frustrating, and we are working hard to address your concerns.

With the logistics provider confirming that your package is marked for delivery, we are unable to offer a refund or exchange at this stage. Please verify again for the delivery address you provided. If it is correct, check your mailbox, porch, and front desk for the package. You may also want to ask your neighbors if they received it on your behalf. If the package is still not found, please contact the delivery service for further assistance.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Have a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 9:

Dear Customer,

We trust this message finds you in good spirits.

We are deeply sorry for the inconvenience you have experienced. We recognize that this has been a challenging situation, and we are here to support you.

Our shipping partner has confirmed that your order is marked as delivered, which unfortunately limits our ability to issue a refund. We advise you to double-check the delivery address you provided. If it is accurate, please inspect your mailbox, porch, and front desk for the package. Additionally, it may be worthwhile to inquire with your neighbors if they might have received it. Should you still be unable to locate the package, kindly reach out to the delivery service for further help.

Thank you for your continued trust in us. We’re here to help with any other issues you may have. Wishing you a pleasant day.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 10:

Dear Customer,

We hope this message finds you in good health and spirits.

We apologize for the inconvenience caused by this issue. We understand your frustration and are committed to resolving it as swiftly as possible.

After verifying with the logistics provider, your package has been marked as delivered, so we are unable to process a refund or exchange at this time. Please recheck the delivery address you supplied. If it is correct, please look in your mailbox, porch, or at the front desk for the package. You might also want to ask your neighbors if they have received it by mistake. If you still cannot find the package, please contact the delivery company for additional support.

We apologize once again for the inconvenience this may have caused. Please let us know if there's anything more we can do for you.

Have a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 11:

Dear Customer,

Good day from SHEIN US!.

We deeply regret the inconvenience this has caused. We acknowledge the difficulty of this situation and are dedicated to resolving your concerns as promptly as possible.

Our shipping partner has confirmed that your order is marked as delivered, which unfortunately prevents us from processing a refund. We recommend verifying the delivery address you provided once again. If the address is correct, please inspect your mailbox, porch, or front desk for the package. It may also be helpful to ask your neighbors if they have received it. If the package remains missing, please contact the delivery service for further assistance.

We regret the inconvenience and appreciate your understanding. Please don’t hesitate to contact us if you need any further assistance. Have a good day.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 12:

Dear Customer,

We hope this message finds you in good health and high spirits.

We apologize for any inconvenience you have faced. We understand how frustrating this situation is and are determined to address your concerns promptly.

The logistics provider has confirmed your package is delivered, therefore we cannot process your refund or exchange request. Please recheck the delivery address you provided. If it is correct, check your mailbox, porch, or front desk for the package. You may also consider asking your neighbors if they received it by mistake. If you still cannot locate the package, please contact the delivery service for further help.

Thank you for allowing us to resolve this matter for you. If you have any other concerns or questions, we’re just an email away.

Wishing you all the best!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 13:

Dear Customer,

We trust you are well.

We sincerely apologize for any inconvenience this issue may have caused. We understand this situation is challenging and are committed to addressing your concerns promptly.

Following verification from the logistics provider, your package is marked as delivered. Regrettably, this means we cannot proceed with the refund or exchange. We recommend re-verify the delivery address you provided. If it is correct, please check your mailbox, porch, or front desk for the package. Additionally, you might want to check with your neighbors if they received it on your behalf. If the package remains missing, please contact the delivery company for further help.

We truly appreciate your patience as we work through this. If there's anything else we can do, please let us know.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 14:

Dear Customer,

We hope you are doing well.

We apologize for any inconvenience you have experienced. We recognize that this situation is frustrating and are committed to addressing your concerns promptly.

As per the logistics provider’s confirmation, your package has been delivered, which means we are unable to process a refund or exchange. Kindly recheck the delivery address you submitted. If it is accurate, please inspect your mailbox, porch, or front desk for the package. Additionally, you might want to check with your neighbors if they have received it on your behalf. If the package still cannot be found, please contact the delivery service for further support.

Once again, we regret any inconvenience this may have caused. Please inform us if there is anything more we can do for you.

Have a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 15:

Dear Customer,

We hope this message finds you well.

We deeply regret the inconvenience caused by this issue. We understand the difficulty of this situation and are dedicated to resolving your concerns as quickly as possible.

The logistics provider has verified that your package is delivered, so we are unable to process a refund or exchange. We would appreciate it if you could verify the delivery address you provided again. If the address is correct, please inspect your mailbox, porch, or front desk for the package. Additionally, you might want to ask your neighbors if they have received it by mistake. If the package remains missing, please contact the delivery service for further help.

Your satisfaction is important to us. If you have any other questions or need further assistance, we’re here to help.

Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 16:

Dear Customer,

Thank you for reaching out to SHEIN US.

We apologize for the inconvenience regarding your undelivered package. We hope this message finds you in good spirits. We are following up on your recent inquiry.

According to the logistics provider, your package has been delivered, thus we are unable to process the refund or exchange. We suggest you double-check the delivery address you provided. If the address is accurate, please inspect your mailbox, porch, and any common areas in your building for the package. Additionally, it may be worth checking with your neighbors to see if they received it on your behalf. If the issue persists, we recommend contacting the delivery service directly.

We appreciate your understanding and patience as we work to address this situation. Should you have any further questions or require assistance, please do not hesitate to reach out. We are committed to finding the best possible solution for you.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 17:

Dear Customer,

Thank you for your inquiry to SHEIN US.

We regret any inconvenience you have experienced regarding your package. We hope you are doing well. This message serves as a follow-up to your recent concern.

According to the logistics service provider's verification, your order is marked as delivered, which means we are unable to process a refund at this time. We recommend reviewing the delivery address you provided. If it is correct, please check your mailbox, porch, and any communal areas for your package. It may also be helpful to ask your neighbors if they received it for you. If you still cannot locate it, we suggest contacting the delivery company directly.

Thank you for your patience and understanding as we work to resolve this issue. If you have any additional questions or need further assistance, please feel free to contact us. We are dedicated to providing you with the best possible support.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 18:

Dear Customer,

Greetings from SHEIN US.

We deeply apologize for the inconvenience caused by the non-receipt of your package. We hope this message finds you well. We are following up on your recent concern.

Verification from the logistics provider shows your package has been delivered. Unfortunately, this means we are unable to process a refund or exchange. Please double-check the delivery address you provided. If correct, kindly inspect your mailbox, porch, or the front desk where you live for the package. Additionally, please check if a neighbor might have signed for it. If these steps do not resolve the issue, we recommend contacting the delivery company directly.

Thank you for your understanding and patience as we work to resolve this matter. Should you have further questions or need assistance, please contact us. We are committed to providing the best solution possible. Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 19:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for the trouble caused by the undelivered package. We hope this message reaches you well. We are writing to address your recent concern.

Based on the logistics provider's verification, your package is marked as delivered, currently we are unable to process a refund or exchange. Please re-check the delivery address you used. If it’s correct, kindly inspect your mailbox, porch, and the front desk of your residence. Also, ask if a neighbor might have accepted the package. If none of these steps resolve the issue, please contact the delivery company directly.

Thank you for your understanding and patience. If you have further questions or need assistance, please contact us. We are dedicated to finding the best solution within our means. Have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 20:

Dear Customer,

Thank you so much for keeping in touch with SHEIN US.

We apologize for the inconvenience with your undelivered package. We hope you are well. We are following up on your recent concern.

Your package has been confirmed as delivered by the logistics provider. As a result, we cannot process a refund or exchange. Please verify the delivery address you used again. If it is correct, check your mailbox, porch, and the front desk of your residence for the package. Additionally, see if a neighbor received it for you. If not, we recommend contacting the delivery company directly.

Thank you for your patience and understanding while we work to resolve this issue. For any further questions or assistance, please contact us. We will provide the best solution we can. Have a nice day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 21:

Dear Customer,

Thank you for contacting SHEIN US.

We sincerely apologize for the inconvenience caused by the non-receipt of your package. We hope this message finds you well. We are reaching out to address your recent concern.

After the logistics provider verified your package delivery, we are unable to process the refund or exchange. We recommend re-verifying the delivery address you provided. If it is correct, please check your mailbox, porch, and the front desk of your residence for the package. Additionally, consider asking if a neighbor might have received it. If these steps do not resolve the issue, please contact the delivery company directly.

We appreciate your understanding and patience as we work to resolve this matter. Should you have further questions or require assistance, please feel free to contact us. We are committed to providing the best possible solution. Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 22:

Dear Customer,

Thank you for reaching out to SHEIN US.

We apologize for the inconvenience caused by the missing package. We hope this message finds you in good spirits. We are writing to follow up on your recent concern.

The package has been marked as delivered by the logistics provider, so we cannot process a refund or exchange at this time. We kindly suggest that you double-check the delivery address you entered. If it is, check your mailbox, porch, and the front desk of your residence. Also, ask your neighbors if they might have received it on your behalf. If these actions don't resolve the issue, please contact the delivery company directly.

We appreciate your patience and understanding. Should you have further questions or need additional help, please reach out to us. We are dedicated to finding the best solution for you.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 23:

Dear Customer,

Thank you for contacting back to SHEIN US.

We apologize for any inconvenience caused by the undelivered package. We hope you are well. We are writing to address your recent concern.

Upon confirmation from the logistics provider, your package is delivered. Therefore, we cannot proceed with the refund or exchange. If correct, kindly inspect your mailbox, porch, and front desk of your residence. Additionally, please check if a neighbor has accepted the package. If these steps are unsuccessful, we suggest contacting the delivery company directly.

Thank you for your understanding and patience. If you need further assistance or have any additional questions, please contact us. We will do our utmost to provide a satisfactory solution.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 24:

Dear Customer,

Thank you for getting in touch with SHEIN US.

We deeply regret the inconvenience caused by the non-receipt of your package. We hope this message finds you well. We are writing to follow up on your recent concern.

The logistics provider has marked your package as delivered, hence we are unable to process the refund or exchange. We advise you to re-check the delivery address you used. If it is accurate, please inspect your mailbox, porch, and the front desk where you live. Also, please ask if a neighbor might have received the package. If these steps do not solve the issue, please contact the delivery company directly.

We appreciate your understanding and patience as we work on resolving this matter. Should you have further questions or need assistance, please contact us. We are committed to offering the best solution we can.

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 25:

Dear Customer,

Good day from SHEIN US.

We sincerely apologize for the inconvenience caused by the undelivered package. We trust this message finds you well. We are following up on your recent concern.

Based on the verification by the logistics provider, your package has been delivered, so we cannot process the refund or exchange. We recommend you re-check the delivery address provided. If correct, please check your mailbox, porch, and the front desk of your residence. Additionally, see if your neighbor has received it. If these steps are unsuccessful, we recommend contacting the delivery company directly.

Thank you for your patience and understanding as we work to resolve this issue. For further questions or assistance, please contact us. We assure you that we will provide the best possible solution. Have a nice day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

DBNR REFUND FAILED FORBIDDEN

## TEMPLATE 1

Dear Customer,

Thank you for contacting SHEIN Customer Service.

We sincerely apologize for any inconvenience caused. Your patience is greatly appreciated as we work diligently to resolve the issue.

We regret to inform you that due to the package being marked as signed and delivered, we are unable to submit a refund request for you at this time.

We understand how disappointing and frustrating this result might be. Please ensure to check the delivery address you provided, and verify with your household or neighbors if they might have accepted the package on your behalf.

We also suggest you to contact the logistics provider though these contact information below:

Logistic Company:

Logistic Customer Service:

Logistic Link:

If you have any further questions or need additional assistance, please feel free to reach out to us.

We truly appreciate your understanding and patience during this time. We value you as our customer and are committed to providing the best possible service.

Thank you for your understanding.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 2

Dear Customer,

Thank you for reaching out to SHEIN Customer Service.

We extend our sincere apology for the difficulties you've encountered and want to assure you that resolving this issue is our top priority.

Unfortunately, we must inform you that since the package is marked as signed and delivered, we are unable to process a refund request at this moment.

We recognize that this news may be disappointing and frustrating. We encourage you to double-check the delivery address you provided and to inquire with your household or neighbors to see if they may have received the package on your behalf.

Additionally, we recommend contacting the logistics provider using the information below:

Logistic Company:

Logistic Customer Service:

Logistic Link:

Should you have any further questions or require additional assistance, please do not hesitate to reach out to us.

We sincerely apologize once again for the inconvenience. If there’s anything else we can assist you with, please don't hesitate to reach out. Thank you for your continued support.

Wishing you a great day ahead!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 3

Dear Customer,

Thank you for getting in touch with SHEIN Customer Service.

We deeply apologize for the inconvenience you’ve experienced, and we’re committed to rectifying the situation as swiftly as we can.

Regrettably, we must inform you that, as the package is marked as signed and delivered, we are unable to initiate a refund request at this time.

We understand how disappointing this outcome can be. Please take a moment to verify the delivery address you provided and check with your household or neighbors to see if they might have accepted the package for you.

We also recommend reaching out to the logistics provider using the details below:

Logistic Company:

Logistic Customer Service:

Logistic Link:

If you have any additional questions or need further assistance, please feel free to contact us.

Thank you for your patience and understanding during this time. Should you need further assistance, we're always here to help.

Have a wonderful day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 4

Dear Customer,

Thank you for getting in touch with SHEIN Customer Service.

We humbly apologize for the inconvenience caused and understand the impact it has had on you. We are making every effort to address this as quickly as possible.

Unfortunately, we must inform you that since the package is recorded as signed and delivered, we cannot initiate a refund request at this time.

We understand how frustrating this may be. Please double-check the delivery address you provided and inquire with your household or neighbors to see if they received the package on your behalf.

We also suggest contacting the logistics provider directly with the following details:

Logistics Company:

Customer Service:

Logistics Link:

If you have any further questions or need additional assistance, please do not hesitate to get in touch with us.

We appreciate your understanding and are here to assist with any other questions or concerns you might have. Please feel free to contact us at any time.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 5

Dear Respected Customer,

Thank you for contacting SHEIN Customer Service.

We genuinely regret any inconvenience caused, and we understand how disappointing this must be for you. Please know that we are actively working to resolve the issue.

Unfortunately, since the package is marked as signed and delivered, we are unable to process a refund request at this time.

We understand this may be disappointing. Please take a moment to confirm the delivery address you used and check with your household or neighbors in case they have accepted the package.

We recommend reaching out to the logistics provider directly using the information below:

Logistics Company:

Logistics Customer Service:

Logistics Link:

Should you have any additional questions or require further assistance, please feel free to contact us.

Once again, we apologize for any inconvenience caused. Please let us know if there's anything more we can do for you.

Take care, and have a great day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 6

Dear Customer,

We hope this message finds you well.

We deeply appreciate your patience and sincerely regret any trouble this has caused. Rest assured, we are giving this issue the highest priority.

Unfortunately, as the package is recorded as signed and delivered, we are unable to initiate a refund request at this time.

We understand how disappointing this news can be. Please take a moment to verify the delivery address provided and check with your household or neighbors to see if they may have accepted the package for you.

We also suggest contacting the logistics provider directly using the details below:

Logistics Company:

Logistics Customer Service:

Logistics Link:

If you have any further questions or need additional assistance, please do not hesitate to reach out to us.

Thank you for your continued trust in us. We’re here to help with any other issues you may have.

Wishing you a pleasant day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 7

Dear Customer,

We hope this message finds you in good spirits.

We regret any inconvenience or frustration caused, and we are committed to resolving this issue with utmost urgency.

Regrettably, as the package is marked as signed and delivered, we cannot initiate a refund request at this time.

We understand how this outcome can be disappointing. Please verify the delivery address you provided and check with your household or neighbors to see if they may have received the package.

We also recommend reaching out to the logistics provider with the following details:

Logistics Company:

Logistics Customer Service:

Logistics Link:

Should you have any further questions or need more assistance, please feel free to contact us.

We regret the inconvenience and appreciate your understanding. Please don’t hesitate to contact us if you need any further assistance.

Have a good day!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

## TEMPLATE 8

Dear Customer,

Good day from SHEIN US.

We extend our sincerest apologies for the inconvenience caused and regret the impact it has had on you. Your satisfaction is crucial to us, and we are prioritizing the resolution of this issue.

Unfortunately, as the package is marked as signed and delivered, we are unable to initiate a refund request at this moment.

We understand how disappointing this may be. Please take a moment to confirm the delivery address and check with your household or neighbors to see if they might have accepted the package on your behalf.

We recommend reaching out to the logistics provider directly using the information below:

Logistics Company:

Logistics Customer Service:

Logistics Link:

If you have any further questions or need more assistance, please do not hesitate to contact us.

Thank you for allowing us to resolve this matter for you. If you have any other concerns or questions, we’re just an email away.

Wishing you all the best!

Sincerely,

AGENTS

SHEIN US Customer Service

**—————————————————————————————————————————————**

SITUS LOGISTIK

## 

## [USPS](https://tools.usps.com/go/TrackConfirmAction_input?origTrackNum=)

## [ONTRAC](https://www.ontrac.com/tracking/?number=)

## [SPEEDX](https://tracking.speedx.io/)

## [FEDEX](https://www.fedex.com/en-us/tracking.html)

## [UPS](https://www.ups.com/track?loc=en_US&requester=ST/)

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[**Template SHEIN SOLO Batch 2**](https://docs.google.com/document/d/1dPHUy2pCI_9jEH95IyIdDg3fwridmVDDrsyVJzlP-z8/edit)