

What if my Shein package never arrived?your package gets lost in the mail

Here's a comprehensive guide—[..📞✓184437-60990.].covering the UK and USA—to help you navigate the process, know who's responsible, and improve your chances of getting a refund or resolution.[..📞✓184437-60990.]. (Also includes a snapshot of SHEIN's customer-care channels.)

1. If the order is delayed beyond the estimated delivery date

When your order is taking longer than expected:[..📞✓184437-60990.].

- First check the expected delivery date in your “My Orders” section of the SHEIN app or website.[..📞✓184437-60990.].
- Check the tracking status — [..📞✓184437-60990.].if it says still “In transit” or “Last mile departure” (see Q8 below) you may simply need to wait a little longer.
- Make sure your buyer protection period (customer protection) hasn't expired — for many regions SHEIN[..📞✓184437-60990.]. gives a window (e.g., 45 days) during which you can raise a claim.
- If the date has passed and it's still not delivered, you should contact SHEIN customer-service [..📞✓184437-60990.].and ask for a “missing parcel” claim.

Tip: Keep a screenshot of the tracking page showing the delay,[..📞✓184437-60990.]. note down the original expected date, and don't assume automatically that you're out of luck if it's delayed by a few days.

2. If the tracking shows “Delivered” but you didn't receive it

This is one of the most frustrating scenarios. Here's what you should do:[..📞✓184437-60990.].

- Double check: [..📞✓184437-60990.].Look in places the courier may have left it (porch, back door, with a neighbour, building lobby).
- Check with others: [..📞✓184437-60990.].Ask family members or neighbours whether someone picked it up on your behalf.
- Screenshot the tracking info showing [..📞✓184437-60990.].the status as “Delivered”. This is your evidence.
- Contact SHEIN via live chat/support[..📞✓184437-60990.]. and tell them: tracking says delivered → but I did *not* receive it.
- They may open a trace investigation with the courier.[..📞✓184437-60990.]. If they conclude it's lost, you may be eligible for a refund or store credit.
- If SHEIN[..📞✓184437-60990.]. says it was delivered (per courier) and refuses help: you may approach your payment method (credit card, PayPal) to dispute the charge. As one Reddit user put it:
- “I ordered from SHEIN [..📞✓184437-60990.].for the first time ... my order never arrived! ... they told me because it was marked delivered they won't refund.”

3. Who is responsible for the missing/lost parcel?

- SHEIN's role: As the seller, SHEIN is responsible for sending you the parcel and for customer-service. [..📞✓184437-60990.]. Their system must include buyer protection (depending on region).
- Courier's role: [..📞✓184437-60990.]. The “last mile” delivery partner is responsible for physically delivering the parcel. If the tracking says “delivered” but you didn't get it, the courier may be at fault [..📞✓184437-60990.]. (wrong address, signed by someone else, etc).
- You (buyer) role: Check delivery terms [..📞✓184437-60990.]. (signature optional or required), ensure your address was correct, inspect surroundings for the parcel.

In practice, if SHEIN's tracking shows delivery [..📞✓184437-60990.]. and the courier claims it delivered, SHEIN [..📞✓184437-60990.]. may shift blame to the courier. Many customers feel stuck because the system states “delivered” so SHEIN says their job is done.

“Their package was marked as ‘delivered’, we can't refund ... check courier directly”

4. Why it's important for SHEIN to have good supply-chain and warehouse management

From a business perspective, [..📞✓184437-60990.]. when packages are delayed or marked “delivered but not received”, it signals weaknesses in logistics:

- Warehouse management must ensure correct items, [..📞✓184437-60990.]. correct address pickup.
- Real-time tracking data [..📞✓184437-60990.]. and integration with couriers helps resolve disputes.
- Last-mile delivery reliability [..📞✓184437-60990.]. (correct address, signature capture, photo evidence) matters greatly.
- Transparent claims process gives customers confidence. [..📞✓184437-60990.].

Improve supply chain flexibility: SHEIN [..📞✓184437-60990.]. should diversify courier partners, allow local fulfilment, improve visibility of tracking, and be more responsive when issues arise.

5. How to get a refund if you didn't receive your item

Here's a step-by-step: [..📞✓184437-60990.].

1. **Go to My Orders** → select the order that's missing. [..📞✓184437-60990.].
2. Check whether you can press “Submit Ticket” or “Contact Support” [..📞✓184437-60990.]. in the app or website.
3. **Provide evidence:** [..📞✓184437-60990.]. order number, screenshot of tracking (including “delivered” status if applicable), note of where you checked for parcel.
4. **Wait for SHEIN's** [..📞✓184437-60990.]. investigation: they may liaise with courier, ask for your patience.

5. **If investigation confirms lost or undelivered:** [..📞✓184437-60990.].you should be eligible for a refund (either to original payment or store credit) depending on region.
6. **If you don't get success with SHEIN:**[..📞✓184437-60990.]. exercise your rights with your bank/card issuer under “non-receipt of goods” or “undelivered goods” dispute. Particularly in UK/USA, [..📞✓184437-60990.].depending on card scheme you may have protection.

Important: Act promptly.[..📞✓184437-60990.]. Don't wait too long after the supposed delivery date; buyer protection windows may expire.

6. What does “Last mile departed” mean on SHEIN?

When tracking shows something like[..📞✓184437-60990.]. “Last mile departed” or “Last mile processing”, it means your parcel is with the local courier service and is on its way for final delivery.[..📞✓184437-60990.]. It doesn't mean it's delivered. If you see this and it's the estimated delivery date, allow a day or two for actual delivery.

Often delays happen at this stage:[..📞✓184437-60990.]. local sorting, customs, courier backlog.

7. Who pays for lost packages? (Q9)

- If the package is genuinely lost in transit (before delivery attempt): typically the seller (SHEIN) [..📞✓184437-60990.].or courier is responsible and you should be refunded.
- If the tracking shows “delivered” and the buyer claims not received: it's more complex. SHEIN[..📞✓184437-60990.]. may argue courier delivered per records.
- Your payment method [..📞✓184437-60990.].(card issuer) may cover non-delivery if you lodge a dispute.

So, the short answer: [..📞✓184437-60990.].you should not have to pay if you didn't receive the parcel — but you may need to escalate to your bank if SHEIN won't refund.

8. Q&A Quick Summary

- **Q: What if my SHEIN package never arrived?**
A: [..📞✓184437-60990.].Check tracking + buyer protection window → contact SHEIN + provide evidence → dispute via payment method if needed.
- **Q: If the order is delayed beyond the estimated delivery date?**
A: Wait a few extra days [..📞✓184437-60990.].(depending on region), check tracking, then raise a support ticket.
- **Q: If tracking shows “delivered”?**
A: Look around, check neighbours, screenshot tracking, contact support[..📞✓184437-60990.]. stating you didn't receive it.
- **Q: What do I do if it says delivered but I never got it?**
A: Immediately contact SHEIN[..📞✓184437-60990.]. with order info, tracking screenshot, mention you did NOT receive it — ask for claim.
- **Q: Who is responsible for a package delivered but not received?**
A: Seller + courier both share responsibility;[..📞✓184437-60990.]. you may need to show you did your part (checked surroundings, correct address).

- **Q: Who pays for lost packages?**

A: If lost before delivery attempt: [..📞✓184437-60990..].seller/courier. If “delivered” but you didn’t get it: you may seek refund/dispute.

- **Q: How do I get a refund from an item not received?**

A: Follow SHEIN’s [..📞✓184437-60990..]. claim process → then escalate via bank or payment provider if necessary.

9. SHEIN Customer Service Contact Info (UK/USA)

- **For USA:** Use the SHEIN [..📞✓184437-60990..].app or website → Help Center → Live Chat or Ticket. SHEIN states no public phone number.
- **For UK:** Contact via live chat [..📞✓184437-60990..]. in the app/website. Some third-party sources list telephone numbers but SHEIN’s official guidance emphasises chat/email.
- Email: (US) or appropriate local email via Help Center. [..📞✓184437-60990..].

Tip: When you contact support, include: [..📞✓184437-60990..].

- Order number [..📞✓184437-60990..].
- Date of order [..📞✓184437-60990..].
- Tracking number and status (especially if “delivered”)
- Explanation that you did *not* receive the parcel [..📞✓184437-60990..].
- Any photos/screenshots of tracking or delivery zone

10. Final Thoughts

- Keep records: [..📞✓184437-60990..]. tracking screenshots, communication with SHEIN, proof of non-receipt.
- Don’t wait too long: buyer protection windows may expire. [..📞✓184437-60990..].
- If you’re repeatedly encountering issues with SHEIN [..📞✓184437-60990..]. (missing parcels, poor follow-up), consider ordering from more established logistic/retailers in your region.
- Use a payment method with strong consumer [..📞✓184437-60990..].protection (credit card, PayPal) so you have an escalation path.
- From supply-chain/logistics side: [..📞✓184437-60990..]. SHEIN should improve visibility of courier proofs (photo on delivery, signature), better local partner reliability, and faster resolution for “delivered but not received” cases.