

Shein Terms and Conditions - Everything you need to know about the fine print!

For the Catalan version of this page, click [here](#).

Welcome to Shein Marketplace!

Our business model has changed. We are passionate about fashion and strive to create the best Marketplace for our customers. In order to offer you more choices, we will now allow third-party sellers to offer their products through our site, the marketplace!

Of course, beyond our great products, we must talk about our legal terms governing the use of our marketplace. These terms and conditions are always a bit long, but we do our best to make them as clear as possible for you, and please let us know if you have any questions [Customer Service](#).

Here we go:

Our Terms and Conditions (T&C) consist of:

[General Terms of Use](#) (GTU) - which govern your use of this site and your relationship with us as the operator of the Marketplace.

[General Terms of Sale](#) (GTS) - which apply to your purchases on the Marketplace between you and the third-party seller.

Our Marketplace policies are also an integral part of these T&C

- [Coupon Policy](#).

- [Bonus Points Policy](#).

- [Delivery Policy](#).

- [Returns Policy](#).

- [Reviews Policy](#).

- [Ranking Policy](#).

Please review these carefully before using the Site and making a purchase, as such use and purchase are subject to these GTC.

We recommend that you [print](#) a version or save the applicable general terms

Overview of the terms and conditions:

- This is a marketplace, We (Infinite Style Services, Ltd) are the operator and facilitator of the Marketplace, and do not own or sell any of the Products listed on the Marketplace.

- All Products are listed and sold directly by the relevant Seller(s), as indicated on the summary page before the Customer confirms their order.
- Therefore, your contract with us as Shein the operator of the marketplace are the [General Terms of Use](#).
- And your contract for your purchases is with the Seller(s) are the [General Terms of Sale](#).
- Your legal rights as a consumer apply, as all sellers on the Marketplace are professional traders. See the terms and conditions for more details.
- Each seller is responsible to you for your purchases, and we are responsible for providing you with the Marketplace services.
- You can click [here](#) to view a summarized version of the terms and conditions.

GENERAL TERMS OF USE OF SHEIN MARKETPLACE

August 31st, 2026

Welcome to the Shein Marketplace in Spain.

Infinite Styles Services Co., Ltd operates the website <https://es.shein.com/> and/or the relevant mobile application (hereinafter, the **"Site"**) which provides an online Marketplace (hereinafter, the **"Marketplace"**) that allows customers to purchase products (**"Products"**) from professional traders (the **"Sellers"**). SHEIN provides the Marketplace and facilitates these sales and the use of the Marketplace by making the Marketplace platform available to Sellers and customers and performing technical activities of the platform on the Site (or fulfillment services where applicable) (**"Services"**), so SHEIN does not produce or alter the Product Content displayed on the Site, does not offer the Products, and is not otherwise involved in the sale of the Products.

These General Terms of Use (**"GTU"**) govern the contractual relationship between (a) **Infinite Styles Services Co, Ltd.**, whose registered office is at (address The Sidings, 4th Floor, Grand Canal Quay, Dublin 2, D02 E7K8, Ireland, company number 732881) (hereinafter, **"SHEIN"** or **"we"**) and (b) **you** (hereinafter, **"You"** or the **"Customer"**), in relation to your use of the Marketplace in Spain (hereinafter, the **"Territory"**).

Before using the Marketplace, please read these GTU carefully and [print them](#) or save them electronically before accepting them. The fact that you use the Site implies your acceptance, without reservation, of these GTU, unless legally prohibited. SHEIN may modify these GTU at any time and the applicable GTU will be the one in force at the time the Customer uses the Marketplace. The Customer is responsible for checking these GTU for any changes whenever the Customer uses the Site.

The Customer understands and accepts that the following policies form an integral part of the GTU (as defined in clause 1.3 below):

- [Coupon Policy](#).
- [Bonus Points Policy](#).
- [Delivery Policy](#).

- [Returns Policy](#).
- [Reviews Policy](#).
- [Ranking Policy](#).

USE OF THE SITE IMPLIES EXPRESS ACCEPTANCE OF THESE GENERAL TERMS OF USE. IN THE ABSENCE OF SUCH ACCEPTANCE, YOU MUST STOP USING THE SITE. VOID WHERE PROHIBITED

To the extent required by law, in order to use our Services, you must be at least 16 years of age.

The contract is drafted in Spanish.

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1. DESCRIPTION OF SERVICES: OPERATION OF THE MARKETPLACE

1.1. We operate the Marketplace where Sellers will offer Products for purchase. Sellers may be our affiliates (operating under a SHEIN company brand) or third-party traders. In all cases, Sellers will be professional traders. We will always clearly indicate who (whether one of our affiliates or a third-party seller) is the Seller before your purchase is finalized.

1.2. Although Infinite Styles Services Co. Ltd, as the operator of the Marketplace, facilitates your purchases on the Marketplace and may assist with customer inquiries, it is not a party to your purchase contract nor a reseller of the Products. Purchases and sales through the Marketplace are entered into directly between you and the Seller.

1.3. All purchases by the Customer from Sellers are governed by the [General Terms of Sale](#) (hereinafter, the "**GTS**") which apply between the relevant Seller and the Customer. The Customer must unconditionally accept these GTS before finalizing each purchase. The GTS together with these GTU and our policies govern your use of the Marketplace and shall be collectively referred to as the "Terms".

1.4. As part of our Services, SHEIN ranks Products in accordance with the [Ranking Policy](#) , which sets out the main parameters used to rank the Products. Customers should review this policy to ensure they understand how information is presented to them.

2. REGISTRATION AND USE OF THE SERVICES

2.1 Registration and identification on the Site

(1) To place an order to purchase the Products or access certain features or services available on the Site, the Customer must create a user account through the registration form accessible on the homepage. The Customer may create a user account by providing a valid Internet address, personal data, and a password that they have defined (hereinafter, the **"User Account"**). If the Customer discovers that an error has occurred when entering their personal data, they may modify it at any time in the "My Account" section.

(2) When the Customer uses the Services, they agree to provide valid and accurate data and to comply with applicable law. Therefore, the names of recipients, addresses, and holders of payment methods must be valid. If any information is missing or incorrect and prevents shipment, delivery, or customs clearance, SHEIN shall not be liable in any way. SHEIN will not offer any compensation in this case.

2.2 Use of the Site

(1) SHEIN reserves the right to enhance the security of certain features of the Site by requiring an additional password or account identification. SHEIN may also, at its sole discretion, require the Customer to change the password or impose a password reset.

(2) The Customer is solely responsible for protecting the security and confidentiality of the password and identification assigned to them. Specifically, the Customer is advised not to use the same password used for other sites. Under no circumstances, except with evidence to the contrary, shall SHEIN be liable in the event of loss, theft, or fraudulent use of the user account. However, the Customer agrees to immediately inform SHEIN of any unauthorized use of their password or identification or of any threat of attack on their account.

(3) The Customer agrees not to use another person's User Account. Therefore, each use of an account is considered to be performed by its own user, and SHEIN has no obligation to investigate access to user accounts.

(4) The user account is provided for the hub used for the initial setup (e.g., <https://es.shein.com/>). For the Territory, the account will be managed by SHEIN. If the Customer resides in one country but orders products in another country, the Customer may be redirected to the local website of the country where the products are shipped. The Customer will then be subject to the terms and conditions of that site, which may be managed by another legal entity within the SHEIN group.

(5) For technical or other reasons, SHEIN reserves the right to restrict access to certain features or parts of the Site, including the ability to upload documents, make payments, or send messages.

(6) SHEIN reserves the right to deny access to its Services by identifying the User Account as "fraudulent" or "blocked," or to cancel the User Account if SHEIN considers, in its reasonable and justified opinion, that the Customer:

(a) is in breach of the T&Cs (including any of the Marketplace policies) or any applicable law. A reasonable and justified opinion will be considered a valid reason when there are concrete indications that a Customer is in breach of these T&Cs or any applicable law; and/or

(b) has used any inappropriate or fraudulent means (such as the use of simulators, unauthorized plug-ins, or other illegal or malicious tools; the creation of multiple accounts for unjustifiable purposes; the alteration of device code; engaging in other infringements); and/or

(c) has engaged in unusual activities on the account, including, but not limited to:

i. Submitting multiple fraudulent claims for items delivered but not received/or missing items received or incorrect items;

ii. Multiple times, returning items that are not from SHEIN or the items returned do not meet the return requirement set out in the [Return Policy](#);

III. SHEIN is notified by a regulatory authority, court, or financial institution of card fraud associated with the User Account.

In exercising this right, SHEIN will consider the legitimate interests of the Customer concerned, in particular whether there are indications that the Customer is not responsible for such violations or breaches.

(7) The Customer may cancel their account at any time, for any reason, by following the instructions provided on the Site or by contacting [customer service](#). The Customer is informed that, in the event of termination, all of their data will be permanently deleted in accordance with [the Marketplace Privacy Policy](#) and cannot be recovered.

(8) The termination of a User Account will also result in the loss of all benefits obtained, all information provided by the Customer or Seller related to, or stored for, the User Account, except, of course, in relation to claims under the legal warranty or the right of withdrawal. No indemnity or compensation can be obtained as a result of this termination.

(9) The proper use of the Site by the Customer requires a stable Internet connection, an up-to-date web browser, and the use of appropriate JavaScript or analog technologies. SHEIN shall not be held liable for the Customer's inability to access the Site due to a failure in the technical requirements.

(10) Accessibility: Information relating to the accessibility of the Site and of the SHEIN application, including information on the accessibility of the service and of the related support services offered to Customers, is set out in the SHEIN accessibility declaration and policy, which forms an integral part of these T&Cs and is accessible [here](#) and made available in a form accessible to persons with disabilities.

2.3 Age-Restricted Access and Protection of Minors

(1) Access to certain content or the ability to purchase specific products on the Marketplace could be restricted in accordance with the minimum age requirements stipulated by the relevant legislation. As part of the measures to protect minors and to ensure adherence to the Digital Services Act (DSA) and the corresponding legislation in each territory, SHEIN may request that its customers complete an "Age Verification" process.

(2) This process uses tools provided to verify age with the aim of confirming whether the user is of or above the established minimum age. At its discretion, the process could be carried out through official solutions, such as European digital identity wallets, or through trusted third-party service providers, subject to their privacy policies and corresponding terms and conditions.

(3) For the sake of protecting your privacy, we adhere to strict data minimization principles. We will not retain your date of birth, as a simple age authenticator (for example, a yes-or-no question) is sufficient. If age verification is not completed properly, or if the age requirement is not met, access to the relevant content or your ability to complete the transaction will be restricted or denied.

(4) We may periodically request that you reconfirm your age to ensure that an unauthorized person (such as minors) is not using the device or account, as they would be accessing age-restricted content or completing restricted transactions.

(5) The Client warrants that all information provided during age verification processes is accurate and complete. Likewise, Clients agree not to share their confirmation or verification status with third parties, nor allow individuals who have not undergone a verification process to use their confirmation or verification status to access content or complete transactions. Any attempt to circumvent, manipulate, or use false information during these checks —such as modifying the code or interface of a tool to bypass age requirements— constitutes a material breach of these General Terms of Use. Such breaches may result in the immediate suspension or cancellation of the Client's User Account.

3. PRICE OF THE SERVICES

Use of the Marketplace is free (except for possible connection costs, for which the price depends on your data operator, with no obligation to purchase on the Site), except for the purchase of Products from Sellers, in accordance with the GTC.

4. PERSONAL DATA

4.1. The Client confirms having read and understood [the Marketplace Privacy Policy](#), which explains how the Client's personal data is collected and processed when using the Services on the Site.

4.2. The Site includes content recommendation system parameters that are explained in the [Marketplace Privacy Policy](#) and in the [Ranking Policy](#).

5. WALLET

5.1 SHEIN Electronic Wallet (hereinafter, the "Wallet")

The creation of a User Account automatically includes the creation of a SHEIN electronic wallet (the **"Wallet"**). The latter allows you to collect and view your coupons, bonus points, Wallet credit (offered where applicable when placing orders) and, where applicable, your Gift Cards. These various credits or discounts can be accessed at any time through the Site in the "My Assets" section. We may limit the amounts in Wallet credits, gift cards or coupons that you can hold at any given time, at our sole discretion. Coupons, Bonus Points, Wallet Credit and Gift Cards may be issued by Infinite Styles Services Co., Ltd. and/or its affiliates.

(1) **Coupons:** discount coupons (hereinafter, the **"Coupons"**) may be obtained from SHEIN when this service is offered or SHEIN may grant it at its sole discretion. Coupons can be stored in the "My Assets" section. They have an expiration date, after which they can no longer be used. Purchased coupons can only be redeemed on the Site where they were purchased or obtained. For more information about coupons, please refer to the [Coupon Policy](#) that applies to their use. Notwithstanding the foregoing, any Coupon that is specifically designated for the sole purpose of purchasing products distributed exclusively by Sellers cannot be claimed for the purchase of products sold by SHEIN and vice versa.

(2) **Bonus Points:** Bonus points can be earned (**"Points"**) and are then stored in the "My Assets" section. Points may be earned when placing orders or using the services offered on the Website, App or social networks, among others. Promotional points are granted at SHEIN's sole discretion in accordance with the [Bonus Points Policy](#). For more information about bonus points, please refer to the Bonus Points Policy that applies to their use. In exercising this right, SHEIN will consider the legitimate interests of the Client concerned, in particular if there are indications that the Client is not responsible for such violations or breaches.

(3) **Credit:** Wallet Credit: You may be provided with a Wallet Credit when you return items you have purchased on the Services in accordance with our Return Policy and choose a Wallet Credit instead of a refund to your original payment method. By choosing to receive a Wallet Credit instead of a refund to the payment method used for your purchase, you understand and agree that you will not receive and can no longer receive a refund to your payment method or any other method for that specific purchase.

Wallet Credit cannot be redeemed for cash and has no cash value, except as otherwise stated and where required by applicable law. Wallet Credits can be redeemed for purchases on the Services and can only be redeemed on the site through which the Wallet credit was granted (for example, if you ordered and then returned a product on the us.shein.com site and chose to receive a Wallet Credit, that Wallet Credit can only be redeemed on that site). Wallet Credit is withdrawable.

Promotional Wallet Credit: You may be provided with Promotional Wallet Credit if you participate in promotional activities on the site or app, such as in-app games and the sign-up program, among others, and earn Promotional Wallet Credit in accordance with the terms and conditions of such promotional activities.

Promotional Wallet Credit cannot be redeemed for cash and has no cash value, except as required by applicable law. Promotional Wallet Credit can be redeemed for purchases on the services and can only be redeemed on the site through which the Promotional Wallet Credit was granted. Withdrawal of Promotional Wallet Credit is not supported.

Wallet credit and promotional wallet credit cannot be used to purchase marketplace products, which are marked with a marketplace icon on the product listing page.

(4) **Gift Cards:** Gift Cards, provided by SHEIN's affiliate, which can be stored in your wallet by entering the provided gift card code. The purchase and use of Gift Cards are subject to the specific terms and conditions set out below. Gift Cards can only be used for purchases of SHEIN products and not for purchases of seller products.

5.2 Terms of Use of Gift Cards

(1) Purchase of a Gift Card

Gift Cards can be purchased on the Site, but coupons, bonus points, wallet credit or other Gift Cards cannot be used to purchase a Gift Card.

Gift Cards are delivered, upon acceptance of payment, to the email address provided by the Client. It is the Client's responsibility to ensure that the information is current and accurate.

The purchased Gift Card will be sent to the email address provided at the time of the order. Failure to receive the Gift Card by the Client or the beneficiary chosen by the Client (hereinafter, the **"Beneficiary"**) may be due to any of the following causes:

- An incorrect or erroneous email address entered at the time of purchasing the Gift Card. The Client is then invited to contact [Customer Service](#) without delay to confirm and change the email address.
- The Client's or Beneficiary's inbox is full. If, after ensuring there is enough space in the inbox, the Client still has not received the Gift Card, they are invited to contact [Customer Service](#) without delay for a new delivery.
- The customer's or beneficiary's email inbox has blocked emails from SHEIN. The latter is invited to check their spam folder and add <https://es.shein.com/> to the list of approved senders, then to contact Customer Service without delay for a new dispatch.

(2) Promotional Gift Cards

In some cases, SHEIN may offer Gift Cards to the Customer (**"Promotional Gift Cards"**) free of charge for promotional or other purposes. Such Promotional Gift Cards may be subject to additional or different terms that are specified when they are obtained (specific expiration date, etc.). Otherwise, they are subject to these GTCU.

(3) Use of a Gift Card

(a) Gift Card balances and numbers can be stored in "My Assets" by entering the Gift Card code through the user account. Within the European Union, Gift Cards expire after 10 years unless otherwise specified by SHEIN.

(b) To use the Gift Card for a purchase, the Customer or Beneficiary must enter the Gift Card number and PIN code when making the payment, taking care to ensure their confidentiality.

(c) The purchase amount will be deducted from the Gift Card balance. Any remaining balance can be used for a future eligible purchase. If the amount to be paid is greater than the Gift Card balance, the Customer or Beneficiary must choose another payment method to pay the remaining amount, specifying that Gift Cards are not cumulative (the Customer cannot use another Gift Card to pay the remaining amount owed).

(d) If an order paid with a Gift Card is returned and refunded, the amount of the order paid with the Gift Card will be refunded to the same Gift Card.

(e) The use of Gift Cards granted free of charge by SHEIN is subject to restrictions that are at the sole discretion of SHEIN and will be communicated to the Customer in due course.

(f) For Gift Cards purchased before March 8, 2021 that can be used on any SHEIN website, the use of part of a Gift Card on a particular SHEIN website means that the balance of that Gift Card can only be used on that particular website.

(g) For Gift Cards purchased after March 8, 2021, they can only be used on the Website where they were purchased (e.g., if a Gift Card was purchased after March 8, 2021 at <https://es.shein.com/>, then that Gift Card can only be used on that website).

(4) Limitation and restriction of use

a) You may not purchase or hold total Gift Card balances exceeding the value of €1,000 at any time.

b) Gift Card values cannot be exchanged for cash.

c) We reserve the right, without prior notice, to cancel or void Gift Cards without refund if we suspect that a Gift Card has been obtained, used, or applied to an order fraudulently, illegally, or otherwise in violation of these Gift Card Terms.

6. INTELLECTUAL PROPERTY

6.1 Site Content.

(1) The site, including all information and content not specifically related to the product, such as text, software, scripts, graphics, photos, sounds, music, videos and interactive features (hereinafter, collectively, the **"Content"**), provided on or through the Site, are the property of the Operator, its affiliates or third parties that have licensed them to the Operator.

(2) All content relevant to or linked to the Products available on the Site, including all information and content, such as text, software, scripts, graphics, photos, sounds, music, videos and interactive features (collectively, the **"Product Content"**), provided on or through the Marketplace, is the property of the relevant Product Seller, its affiliates or third parties that have licensed it to them.

The Site, the Content and the Product Content are protected by copyright, trademark rights and other intellectual property rights. All rights are reserved, meaning that all rights not expressly granted to the Customer by these Terms are excluded.

(3) The Site, the Content and the Product Content are provided to the Customer solely for personal and private use. Any use by the Customer of the Site, the Content and the Product Content for commercial purposes is strictly prohibited. SHEIN and the Sellers, as applicable, are free to modify the Site, the Content and the Product Content at any time without prior notice or liability to the Customer.

(4) The Site, the Content and the Product Content may not be downloaded, copied, reproduced, distributed, transmitted, broadcast, displayed, sold, licensed or otherwise exploited for any purpose without the prior written consent of SHEIN, the Sellers or their respective licensors.

(5) The Customer agrees (a) not to circumvent, disable or otherwise interfere with the security features of the Site or the restrictions/limitations on use of the Site, the Content and the Product Content; (b) not to perform any data retrieval on the Site; (c) not to interfere with or damage the Site by introducing malicious or harmful material.

(6) By accessing or using the Site, the Customer agrees not to carry out, facilitate, authorize or permit any form of data mining, extraction or harvesting, or any other form of data collection from the Site, except to the extent that such conduct is authorized by law (including Article 40(12) of Regulation (EU) 2022/2065) or if carried out with the prior written consent of SHEIN. This includes, but is not limited to, the use of automated or manual methods such as robots, bots, web crawlers, scrapers, or any other device, program, algorithm or process, as well as any automated analytical techniques intended to analyze the collected data to generate information.

Note: SHEIN may implement reasonable technical measures to protect the Site from unauthorized access. Where access is authorized by law (including Article 40(12) of Regulation (EU) 2022/2065), rights holders, in addition to exercising existing rights without first contacting SHEIN, may request assistance or selected access to publicly accessible data on the SHEIN interface via the researcher request form available [here](#)

6.2 SHEIN Trademarks

(1) The "SHEIN" trademark and other trademarks, icons, graphics, designs and word and figurative logos associated therewith, used and displayed on the Site or the Products (hereinafter, collectively, the **"SHEIN Trademarks"**) are the exclusive property of SHEIN or its affiliates. All other word or figurative marks, icons, graphics, designs and logos, not covered by the SHEIN Trademarks, attached to the Products or mentioned on the Site are the property of the relevant Seller or the Sellers' suppliers.

(2) The Customer acknowledges that they have no right, title or interest in these marks or the SHEIN Trademarks.

6.3. Seller Trademarks

(1) The respective trademarks and other trademarks, service marks, icons, graphics, word marks, designs and related logos of the Sellers (collectively the **"Seller Trademarks"**) are the property of the relevant Seller or its affiliates. The Customer has no, nor shall acquire, any right, title or interest in any of the Seller's Trademarks. The Customer may not market or distribute products or offer services under or by reference to, or otherwise use or reproduce any Seller Trademark without the respective prior written permission of the Seller. All other words and/or figurative marks, icons, graphics, designs and logos that are not Seller Trademarks are the property of the Seller's licensors.

6.4 Contributions and User Generated Content (UGC)

(1) In addition to our Reviews Policy, the following section 6.4 applies. When the Customer transmits, posts or submits, on the Site, opinions, comments, including but not limited to images, videos, ideas, technical knowledge, techniques, questions, criticism, reactions and suggestions (hereinafter, the **"Contribution"**), the Customer grants SHEIN and its affiliates, free of charge and for a period of ten (10) years (or for an unlimited period of time where permitted by law) a license to use it (and, if necessary, the right to associate the name of the Customer who is the author of the Contribution), as well as the right to license, sublicense, sell, distribute or integrate it in any form, in any medium or technology worldwide, without any compensation being attributed to the Customer, or the Customer being able to assert any moral rights as the author of the Contributions, unless legally prohibited under applicable law.

This license is granted for any commercial purpose, including any commercial, promotional and marketing purpose. It includes for SHEIN:

- a) the right of reproduction and, in particular, the right to reproduce or have reproduced all or part of the Contributions
- b) the right of representation and, in particular, the right to communicate to the public all or part of the Contributions
- c) the right to modify, translate and adapt all or part of the Contributions, provided it is legally permitted;
- d) the right to use and exploit all or part of the Contributions or any adaptation of the Contributions for the purposes of the Company's business or for the benefit of third parties of its choice, in any capacity, provided it is legally permitted;
- e) the right to assign or license all or part of the rights granted hereunder to any person, company or entity of its choice, whether free of charge or for a fee, where permitted by law;

each of the rights is assigned respectively for any medium, any format, in any language (computer language or otherwise), by any process known or unknown to date, and for any purpose.

(2) The Customer warrants, with respect to the Contributions:

- a) that they are the author or owner of all rights relating to their Contribution and that the use of the Contribution by the Site does not infringe the rights of any third party
- b) that the elements of the Contribution shall be considered non-exclusive and non-confidential;
- c) that their Contribution is made through their own email address and that they have not impersonated anyone other than themselves or otherwise been misleading as to the origin of their Contribution;
- d) that their Contribution is truthful and honestly reflects their personal experience on the Site or with the Products;
- e) that the Customer is at least 18 years old or has obtained prior permission from a parent or legal guardian to post the Contribution, if legally permitted by applicable law;
- f) that the use by SHEIN and its affiliates of the Contribution does not infringe these Terms, applicable laws, the rights of third parties or harm any person or entity;
- g) any Contribution complies with our Reviews Policy; and
- h) any Contribution posted is appropriate for a family audience

(3) The Customer agrees that neither their use of the Site nor their Contributions can reasonably be considered to imply, contain, provide or promote any of the following elements:

- a. sexually explicit or pornographic content
- b. content that the Customer is not authorized to share, post or display, or over which the Customer has no rights
- c. derogatory, discriminatory, hateful or inciting comments against specific persons or groups based on their race or ethnic origin, religion, sex, sexual orientation, disability, age, nationality, etc.
- d. incitement to violence or other dangerous activities
- e. terrorism or other criminal activities
- f. insensitive or offensive comments related to natural disasters, atrocities, health crises, deaths, conflicts or other tragic events
- g. harassment, intimidation or threats
- h. dangerous products, illegal drugs or the improper use or sale of tobacco or alcohol
- i. cryptocurrency transactions
- j. false claims or content related to medicine
- k. content that infringes intellectual property rights
- l. desiccation
- m. content that they are not authorized to, or do not have the legal right to, share, post or otherwise display or
- n. any other content that may be considered illegal or offensive under applicable laws or regulations

(4) The Customer acknowledges and accepts that:

- (i) SHEIN does not control, nor is it responsible for the Contributions on the Site, and is not obliged to actively monitor, moderate or review the Contributions before their display on the Site; however, SHEIN may mitigate risks against misinformation, manipulation, content infringements, cyber violence against women or minors by, at its sole discretion, removing, blocking or suspending any Contribution that does not comply with the Terms, applicable laws or the rights of third parties; and
- (ii) Such non-compliance may result in the suspension of the Contributor's Customer account or the use of the Site.
- (iii) they have the possibility to challenge SHEIN's decision by contacting [Customer Service](#) if their Contribution has been removed, blocked or suspended or if their User Account has been suspended.
- (iv) They are solely responsible for their Contributions and SHEIN expressly excludes any liability for any loss or damage arising from their Contributions and any action that SHEIN may take in response thereto.

(5) The opinions expressed by other users on our site do not represent the opinions or values of SHEIN.

(6) If you would like to learn more about reviews, go to the [Reviews Policy](#)

6.5 Games

SHEIN may offer the Customer the possibility to win vouchers, coupons or participate in promotions through their participation in different games ("**Online Games**") that may occasionally be offered on the Site. Online Games shall be free of charge and subject to additional terms of use "**Game Rules**" specific to each game. Please make sure to review and accept such Game Rules before starting to play an Online Game.

6.6. Products and Product Content Intellectual Property Infringements

(1) SHEIN is not liable for any potential intellectual property infringements of any Product listed for sale by the Sellers, nor is it required to monitor or actively seek out illegal activities or illegal Products or Product Content uploaded to the Site by the Sellers; nor to inspect the Products before they are sold on the Site, without prejudice to the foregoing, SHEIN may conduct voluntary investigations on its own initiative aimed at detecting, identifying and removing access to illegal/dangerous content in order to comply with the law. At the time and moment we notice or are informed that any Product or Product Content available on the Site may be illegal or dangerous, we will immediately remove it from the Site.

(2) We provide an internal complaint management system as specified in section 9 below for any Product or Product Content that Customers believe infringes the intellectual property rights of a third party.

7. TEXT MESSAGE PROGRAM

7.1 If the Customer enrolls in SHEIN's telephone messaging (SMS) program (hereinafter, the "**Program**"), the Customer will be asked to give their express consent, by providing their mobile phone number, specified keywords, or an affirmative response by SMS or MMS or other text message, as a signature, to receive recurring automated telephone marketing messages from SHEIN or its suppliers. This consent is not a condition of use of the Site and may be withdrawn at any time by using the opt-out mechanism specified in paragraph 7.2 below or by contacting SHEIN in any other way.

7.2 The Customer may choose to stop receiving SMS or MMS text messages by replying STOP to any message received under the Program, or simply by sending STOP to the number from which the Customer currently receives messages. In both cases, the Customer will receive an additional message confirming that their request has been processed.

7.3 Message and data rates may apply to all messages sent to and from the Customer. If the Customer has any questions about their phone plan, it is best to contact their mobile carrier.

7.4 The Customer represents that they are the account holder or the regular user of the mobile phone number provided when registering for the Program. If the Customer changes or deactivates this number, the Customer is required to inform the [Privacy Center](#) immediately.

7.5 SHEIN may suspend or terminate the Customer's participation in the Program if the Customer breaches these GTC. The receipt of these messages may also be interrupted if the Customer's mobile phone service is terminated or expires. SHEIN reserves the right to modify or discontinue, temporarily or permanently, all or part of the Program, with or without prior notice. Neither SHEIN nor its suppliers nor any mobile carrier will be liable for delayed or undelivered messages or for the termination of the Program.

8. LIABILITY

8.1 SHEIN, as the Marketplace provider and provider of an online intermediation service within the meaning of applicable law, constitutes an information society service of hosting or data storage that allows Sellers to offer Products to Customers, with the aim of facilitating the initiation of direct transactions between Sellers and Customers, regardless of whether these are concluded.

8.2 The Sellers do not act under the direction, authority or control of SHEIN as the Marketplace provider. Consequently, SHEIN is not a party to the contractual relationships established between the Sellers and the Customers nor liable for the Terms or the Product Content (as applicable) that Customers or Sellers may post on the Site. SHEIN is not responsible for the description of the Products, prices or any other circumstances related to the supply of the Products. Any claims related to the Products shall be directed to the [Customer Service](#).

8.3 The Customer is solely responsible for their use of the Marketplace, in particular, for the Contributions made on the Site.

8.4 Neither SHEIN nor the Sellers will be liable in the event of misuse of the Products, use not in accordance with the contraindications mentioned on the Product page, or use by the Customer that the relevant Seller could not have reasonably foreseen.

8.5. In the event of loss, theft or fraudulent use of the Gift Card, not attributable to SHEIN, SHEIN will not be liable to the Customer, as ownership of the Gift Cards is transferred to the Customer or the Beneficiary of the card at the time of sale. The Customer or the Beneficiary shall take all necessary measures to ensure the confidentiality of the Gift Card number and PIN. If the Customer or the Beneficiary believes that the Gift Card has been copied or stolen, they are invited to contact SHEIN without delay at [Customer Service](#).

8.6. SHEIN does not exclude or limit in any way its liability to the Customer where it would be unlawful to do so. This includes liability for death or personal injury caused by SHEIN's negligence or the negligence of SHEIN's employees, agents or subcontractors and for fraud or fraudulent misrepresentation. SHEIN only provides the Marketplace for domestic and private use. SHEIN has no liability for any loss of income, loss of profits, loss of data, business interruption (whether direct or indirect) or any indirect or consequential loss of any kind arising from the use of the Services and/or the Site.

8.7 Where legally permitted, SHEIN will not be liable for any direct or indirect damages, whatever the cause, origin, nature or consequence, resulting from the use of the Site. In particular, in case of interruption or inaccessibility of the Site, the appearance of viruses or inaccuracies in the information contained on the Site or any damage resulting from fraudulent acts by third parties on the Site.

8.8. Where the law permits, SHEIN will not be liable in the event that the failure to fulfill its obligations is attributable to an unforeseeable and insurmountable act of a third party to these GTC or to a case of force majeure as may be defined by applicable law and which includes, but is not limited to:

- strikes and other forms of demonstrations or blockades affecting the production and delivery of the Products
- civil unrest, riots, invasions, terrorist attacks or threats, war (declared or undeclared) or the threat of or preparation for war
- fire, explosion, storm, flood, earthquake, collapse, epidemic or any other natural disaster
- inability to use trains, ships, aircraft, motor transport or any other means of transport, public or private
- inability to use public or private telecommunications systems
- acts, decrees, laws, regulations or restrictions of any government or public authority

SHEIN's obligations under the GTC shall be suspended during the period in which the force majeure situation persists. SHEIN shall be entitled to an extension of the period for the fulfillment of these obligations equal to the duration of the force majeure situation. However, all reasonable means shall be used to mitigate the impact of the force majeure situation or to find a solution that allows the Site to operate.

8.9. SHEIN implements measures intended to ensure the security of the data collected on the Site. However, SHEIN has no control over the risks inherent in the operation of the Internet and their impact on the confidentiality of data passing through this network.

8.10 The Site may contain links to third-party sites that are not owned or controlled by SHEIN. In no event shall SHEIN be liable for the content of such websites or links that it does not control. By merely linking, SHEIN does not endorse third-party content.

8.11 If any provision of the GTU is deemed unenforceable, this shall not affect the validity of the remaining provisions of the GTU, which shall remain in full force and effect.

8.12 SHEIN's failure to enforce a right or provision under the GTU shall not constitute a waiver of such right or provision.

8.13 Waiver of disputes with Sellers. To the fullest extent permitted by applicable law, SHEIN expressly disclaims any liability that may arise between you and any Seller. The Marketplace simply provides a place to connect our users with

Sellers. Since SHEIN is not a party to the actual contracts between you and any Seller from whom you purchase a Product, in the event that you have a dispute with any Seller, you release SHEIN, its parent companies, subsidiaries, affiliates, and all of its officers, employees, investors, agents, partners and licensors, except with respect to a SHEIN affiliate acting as the applicable Seller, from any and all claims, demands or damages (actual or consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way related to such disputes.

9. REPORTING ILLEGAL OR INFRINGING CONTENT

9.1 Notice of intellectual property infringement

(1) Notice requirements As SHEIN requests others to respect its intellectual property rights, SHEIN respects the intellectual property rights of others. If the Customer believes that material located on or linked to the Products and/or the Site infringes their copyright, trademark or other intellectual property rights, please submit a claim through the [intellectual property claims portal](#) . SHEIN may request the following information:

- Physical or electronic signature of a person authorized to act on behalf of the owner of the intellectual property right allegedly infringed.
- Identification of the intellectual property being infringed, including, if applicable, the relevant registration number and country of registration.
- Identification of the material claimed to be infringing, including information on the location of the infringing materials on the Site or Application, in sufficient detail to allow SHEIN to find it.
- If there is a design patent at issue, to identify the design patent the Customer claims has been infringed together with the registration number.
- If there is a utility patent at issue, identify the utility patent the Customer's claim has been infringed together with a court Order or Judgment supporting the claim.
- Customer's full legal name, company affiliation (if any), mailing address, telephone number and email address.
- A statement by the Customer indicating a good faith belief that the use of the allegedly infringing material is not authorized by the intellectual property owner, its agent or the law.
- A statement by the Customer, made under penalty of perjury, that the information in your notice is accurate and that you are the intellectual property owner or are authorized to act on behalf of the intellectual property owner.

(2)_SHEIN's response

We will make every effort to review such notices promptly and investigate as necessary. Upon receipt of such notices, we reserve the right to:

- Issue a warning to the party accused of infringement;
- Remove or disable access to the material or disable any links to the material;
- Notify the party accused of infringement that we have removed or disabled access to the applicable material;
- Potentially terminate access to and use of the Marketplace for any Customer or Seller that repeatedly or seriously infringes the intellectual property rights of SHEIN or others, or as otherwise stated in the Terms and Conditions (including Marketplace policies);
- Potentially initiate legal proceedings against the party accused of infringement for reimbursement of all costs in the form of indemnification (including, without limitation, reasonable administrative and legal costs) resulting from the breach;
- Other legal actions against the party accused of infringement; and/or
- Disclosure of such information to law enforcement authorities as we reasonably deem necessary or as required by law.

We reserve the right to establish reasonable mechanisms to prevent similar infringements in the future.

9.2 Notice of dangerous or illegal content

(1) Notification

If you believe that any Content, Products or Product Content located on or linked to this Site is considered dangerous or illegal, please submit your notice through [this portal](#) where you can report the Seller and/or their Products. We may request the following information:

- Notices allegedly flagging illegal or dangerous content must be capable of determining illegality or danger without the need for substantive analysis or legal review.
- Clear identification of illegal or dangerous material.

(2) SHEIN's response

Upon receipt of such notices, if the flagged Content, Products or Product Content is evidently manifestly illegal or dangerous, and we always respect fundamental rights, we reserve the right to:

- Issue a warning;
- Remove or disable access to the material or disable any links to the material;
- Notify the accused party that we have removed or disabled access to the applicable material;
- Potentially terminate the accused party's access to and use of the Marketplace;
- We reserve the right to establish reasonable mechanisms to prevent similar events from occurring in the future;
- Potentially initiate legal proceedings against the accused party for reimbursement of all costs in the form of indemnification (including, without limitation, reasonable administrative and legal costs) resulting from the breach;
- Other legal actions against the accused party; and/or
- Disclosure of such information to law enforcement authorities as we reasonably deem necessary or as required by law.

We reserve the right to establish reasonable mechanisms to prevent similar infringements in the future.

9.3. Handling of complaints

If, due to a takedown request or at our discretion, we have removed, blocked or suspended your content, suspended your User Account or disabled access to your material, you have the option to challenge our decision by contacting [Customer Service](#). We will endeavor to review any such challenge without delay.

9.4. Measures against misuse of reporting channels

We may take action in response to repeated and manifestly unfounded notices or complaints from a user, considering their frequency and proportion together with legitimate complaints. If such misuse is identified, the user may first receive a warning. If the behaviour continues, we may temporarily suspend the user's ability to submit new notices and complaints for a specified period.

For example, this may apply when a user repeatedly submits notices or complaints consisting of random characters or unrelated text.

We encourage customers to report illegal content whenever they consider it necessary, and these measures are not intended to deter legitimate concerns.

10. APPLICABLE LEGISLATION AND JURISDICTION

10.1 In the event of a dispute regarding the use of the Services, the Customer shall first contact SHEIN Customer Service by the following means through the website, by going to the Customer Service section. Customers may access the European Union online dispute resolution platform by following this link: <https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>, where we are registered with the email address dispute@shein.com.

10.2. These GTU shall be governed and interpreted in accordance with Irish law, and the application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded. The Customer, who habitually resides in another European country, shall additionally benefit from the protection granted by the mandatory provisions of Spanish law.

10.3 Any dispute arising from the formation, interpretation or execution of these GTU shall fall under the exclusive jurisdiction of the Spanish courts.

11. MARKETPLACE OPERATOR INFORMATION

11.1 Company Information

Company name: Infinite Styles Services Co., Ltd

Address: The Sidings, 4th Floor, Grand Canal Quay, Dublin 2, D02 E7K8, Ireland

Email: escsteam@shein.com

Company number: 732881

11.2 For any issues with the Services, the Customer may contact SHEIN at any time by email at the [Privacy Centre](#) or through our [Customer Service platform](#).

11.3 If the Customer has any issue that cannot be resolved by email, the Customer may request the [customer service team](#) to schedule a call, and we will call at the agreed time.

GENERAL TERMS AND CONDITIONS OF SALE

1 July 2026

Welcome to <https://es.shein.com/> and/or the mobile application (the **"Marketplace"**) operated by Infinite Styles Services Co., Ltd (address The Sidings, 4th Floor, Grand Canal Quay, Dublin 2, D02 E7K8, Ireland, company number 732881) (**"Shein"** or **"the Operator"**).

Your use of the Marketplace and the Operator's facilitation services (**"Services"**) is governed by our [General Terms and Conditions of Use](#). Please make sure you have reviewed them and agree to them before using or continuing to use the Marketplace.

Shein, as Marketplace Operator, provides its Services as an intermediary and, therefore, is not a party to the transactions carried out in the Marketplace. All products available for sale (**"Products"**) in the Marketplace are sold by the seller indicated on the corresponding Product page.

These General Terms and Conditions of Sale (**"GTS"**) govern the contractual relationship and the conditions of sale between:

(A) the seller of the Product you are purchasing, as indicated on the product information page before you confirm your purchase (the **"Seller"**) and

(B) you (hereinafter, **"You"** or the **"Customer"**)

through the Marketplace, within Spain (hereinafter, the **"Territory"**).

If you wish to place an order from another country outside the Territory, you will be redirected to the corresponding Shein website and your purchases through that local site will be subject to their own terms and conditions.

Please note that:

- All sellers on this Marketplace are professional traders.
- In some cases, companies within the SHEIN group may act as Sellers and, as such, will be bound by these GTS; however, Infinite Styles Services Co., Ltd is the Operator and is not part of the contractual relationship between you and the Sellers.
- The products sold on this Marketplace may be:
- Products shipped from the EU: products that are physically located within the European Union (EU) at the time of purchase (i.e. when payment is made). Items shipped from the EU will be identified with the "EU Warehouse" label on the item page, as well as on the Order page before checkout.
- Products shipped from the rest of the world: products that are physically located outside the EU at the time of purchase (i.e. when payment is made). Therefore, they may be subject to customs duties, import procedures, VAT and other regulations applicable to the import of products into the EU.
- Whether a Product is shipped from the EU or from the rest of the world does not affect your legal rights as a consumer.

To place an order on the Marketplace, the Customer declares that they are at least 18 years old. It is specified **that the Products are intended for personal and household use by the Customer**, with no direct relation to their professional activity. The Customer undertakes not to purchase Products for the purpose of reselling them.

Before making a purchase, the Customer is invited to read these GTS carefully in order to [print them](#) or save them electronically and accept them. The placing of an order by a Customer implies their express and unreserved acceptance of both these General Terms and Conditions of Sale and the General Terms and Conditions of Use applicable to the use of the Marketplace (both jointly referred to as **"Conditions"**), unless legally prohibited. SHEIN may modify the Conditions at any time. In any case, the applicable Conditions will be those in force at the time the Customer places the order. The Customer is responsible for checking these Conditions for any changes whenever the Customer uses the Site.

The Customer understands and accepts that the following Marketplace policies form an integral part of the Conditions:

- [Coupon Policy](#).
- [Bonus Points Policy](#).
- [Delivery Policy](#).
- [Return Policy](#).
- [Review Policy](#).
- [Ranking Policy](#).

PLACING AN ORDER IMPLIES EXPRESS ACCEPTANCE OF THESE GENERAL TERMS AND CONDITIONS OF SALE. IN THE ABSENCE OF SUCH ACCEPTANCE, THE CUSTOMER MUST NOT PLACE AN ORDER. VOID WHERE PROHIBITED

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1. MARKETPLACE OPERATION

1.1 The Operator does not own any of the Products listed on the Marketplace. All such Products are listed, purchased, and sold directly by the relevant Seller(s) as stated on the Product page and the summary page before the Customer confirms their order.

1.2 Although the Operator may facilitate the purchase of Products through the Services, carries out due diligence checks on Sellers, and will remove illegal Products immediately upon becoming aware of them in accordance with applicable law, the Operator has no control over and does not guarantee the existence, quality, timing, condition, safety, or legality of the Products offered for sale by the Sellers; the truthfulness or accuracy of the Product listings sold by the Sellers; the integrity, responsibility, or any actions of any Seller; the ability of any Seller to sell Products; or that any Seller will actually complete a transaction. The Operator is not an auctioneer, seller, reseller, or carrier of any Product that Sellers offer for sale.

2. OBLIGATIONS OF THE OPERATOR AND THE SELLER

2.1 Sales contract and Product liability

(1) The Seller is the seller of the Product and is one of the parties to the sales contract.

(2) The sales contract creates a binding agreement between the Customer and the Seller. The Operator is not a party to the sales contract. The Seller is ultimately responsible for fulfilling the sales contract.

(3) The Seller is also responsible for the accurate description of the Product and for the Product's conformity with the contract.

2.2 Fulfillment and delivery Unless the Seller decides to handle orders directly, an entity of the SHEIN group will provide order fulfillment, shipping, and delivery services on behalf of the Seller.

In cases where the Seller decides to handle orders directly, the Seller will take responsibility for processing, shipping, and delivery to the Customer, as well as complying with the service level standards we have established.

For the avoidance of doubt, if an entity of the SHEIN group provides order fulfillment, shipping, or delivery services, it will do so exclusively on behalf of the Seller, without this affecting the contractual relationship between the Customer and the Seller. The Seller will remain responsible for fulfilling the sales contract with the customer and will assume all associated risks and obligations up to the moment of delivery to the Customer, in accordance with section 3.3.

SHEIN has contracts with local third-party carriers that make deliveries on behalf of SHEIN.

2.3 Platform services

The Operator is responsible for operating the online Marketplace and offers the following services: platform hosting, including the provision of online services on the platform; management of your SHEIN account; online payment processing (through a third-party payment service provider) on behalf of the Seller and refunds in case of product returns; and after-sales support as the first point of contact for post-purchase inquiries.

2.4 Returns and refunds

The Operator facilitates the return process and issues refunds on behalf of the Seller, as detailed in sections 9 and 10 below.

2.5 Complaints, claims, and Customer Service

(1) The Operator is responsible for handling complaints and claims, so consumers must submit complaints and claims directly to us through Customer Service, which acts on behalf of the Seller.

(2) The Operator will resolve the issue directly or coordinate with the Seller.

(3) If the Seller and the Customer are unable to reach an agreement, the Operator may intervene to propose a solution, which may include goodwill refunds

3. PRODUCT CHARACTERISTICS

3.1 To the extent permitted by law, the Customer declares that they are aware of the essential characteristics of the Products listed on the Marketplace. These characteristics include the information presented on the Marketplace.

3.2 The photographs, which are not contractual, are intended to provide the Customer with the best possible information. However, the Customer acknowledges that, due to the color quality of the photographs, there may be some differences between the presentation of the Product on the Marketplace and the delivered Product, due, among other things, to the calibration of the monitor used. Once the Customer receives the Product and is not satisfied with it, the Customer may proceed with the return of said product in accordance with our [Return Policy](#). For the avoidance of doubt, discrepancies in the color or presentation of the Product do not imply defects or non-conformity.

3.3 Risk and title. Without prejudice to the provisions of section 7.2 below, the purchased Products shall be at the Customer's risk from the moment of delivery to the Customer or to a third party indicated by the Customer, other than the carrier.

3.3.1. For products shipped from the EU: title will be transferred from the respective Seller to the Customer or to a third party indicated by the Customer, other than the carrier, at the time of shipment.

3.3.2. For products shipped from the rest of the world: depending on the import arrangement applicable to the respective transaction, the transfer of title may occur (1) before importation into the destination country, or (2) at the time of delivery to the Customer or to a third party indicated by the Customer, other than the carrier.

In the event that title is transferred before importation, the Customer will act as the importer of record and the provisions set out in section 6.4 will apply.

4. PRICES AND CHARGES

4.1 Product prices

(1) The price of the Products is the one shown on the Marketplace, excluding shipping costs and additional charges that will be added to the total amount payable (the **"Price"**). This Price is a net price, including all taxes, and may be modified

at any time before the Customer places an order.

(2) When placing an order, to the extent permitted by law, the Customer declares that they are aware of the Price of the Products on the Marketplace, as well as the delivery costs and any additional costs listed in the order summary before the Customer confirms their order. The validity period of any offer and the Price of the Product are set by the respective Seller, who is free to modify them at any time. Therefore, only the price of the Products indicated at the time of purchase on the Marketplace is applicable.

(3) If the Price of a Product is reduced or subject to discounts from time to time, this will be clearly indicated on the Marketplace.

4.2 Shipping costs

(1) The amount of delivery costs depends on the order amount and the type of delivery option selected by the Customer at the time of selecting a Product. The Delivery Options are: (a) express delivery within the European Union, known as "express delivery" or "**fast**" (b) standard shipping within the European Union and (c) international shipping.

(2) It is specified that for some Products, the choice of Delivery Option is not available.

4.3 Additional charges

Orders for products shipped from the rest of the world may be subject to handling fees. The exact amount of such fees will vary depending on the total order value. The handling fees corresponding to each order will be clearly indicated on the payment screen before confirming the purchase.

4.4 General

(1) In any case, the amount of shipping costs and additional fees will be indicated to the Customer both on the order summary page and before payment is made.

(2) The Seller reserves the right not to charge delivery costs depending on the order amount.

5. HOW TO PLACE AN ORDER

5.1 Registration and identification on the Marketplace

To place an order to purchase the Products or access certain features or services available on the Marketplace, the Customer must create a user account through the registration form accessible on the homepage. The Customer may create a user account by providing a valid internet address, personal data and a password that they have defined (hereinafter, the "**User Account**"). For more information on registering on the Marketplace, please go to the [GTU](#).

5.2. Placing orders

(1) The selection of Products is made on the Marketplace once the Customer has logged into their User Account. The selected Products are added to the shopping cart (hereinafter, the "**Cart**") by clicking on "Add to cart". The Customer is then invited to follow the steps of the purchase process, indicating or verifying the information requested at each step. Furthermore, at any time during the purchase process, before payment has been made, the Customer may modify the details of their order.

(2) Once the Products have been selected, the Customer will be asked to check their cart and validate it by clicking on "Proceed to payment". The Customer is invited to enter a delivery address, a delivery method and a payment method.

(3) Various payment methods are offered, which may vary depending on the region associated with the Marketplace (Visa, Mastercard, JCB, Diners' Club, Paypal, Klarna, Afterpay, Discover, Diners Club, online banking, etc.). Wallet credit balances may also be used, as provided in the GTU.

(4) The Customer is then invited to finalize their purchase by:

a) First, provide your credit card details and click the "Validation" button to confirm your order. The amount of information to be completed or the additional verifications requested will depend on the payment method chosen.

b) The Customer will then be asked to finalize the order by clicking on the "Order and pay" button which will appear once the payment details have been completed.

(5) The Customer definitively finalizes the order by clicking on "Order and pay". By clicking on "Order and pay", the Customer confirms that they are the sole owner and authorized user of the chosen payment method. Once payment has been made, the Operator will send a confirmation and a summary of the order to the Customer by email to the email address associated with the Customer's User Account. The contract is formed when the confirmation email is sent to the Customer as proof of the Seller's acceptance of the order, or upon delivery of the order, if delivery takes place before the Customer receives the confirmation email.

(6) To minimize the risk of unauthorized access, credit card data is encrypted.

(7) If the order triggers a fraud alert in the Operator's security system, a verification email may be sent to the email address associated with the account.

(8) In the event that the total order price cannot be debited, the sale will be immediately cancelled by operation of law and the order will be cancelled.

(9) The Operator reserves the right to reject the order for any other legitimate reason, and in particular, when there are concerns of fraud or a dispute with the Customer regarding the payment of a previous order.

(10) The card will be charged at the time of order, unless the Customer has selected a deferred payment service (which is only available in certain countries), in which case the card will be charged at the time of shipment.

(11) In any case, the order will only be definitively validated once the order has been paid and the confirmation has been sent by email to the email address associated with the user account.

(12) The Customer is responsible for ensuring that all information provided during the ordering process is correct. If the Customer detects an error in their order after completing the payment process, they must immediately contact [Customer Service](#) to correct the error.

(13) The contract is drafted in Spanish.

6. SHIPPING

6.1 Shipping conditions

(1) Delivery options: depending on the Products ordered, their location and, where applicable, the Delivery Option selected by the Customer, delivery will be carried out in the standard local, express local ("Fast Shipping") or international mode.

(a) Delivery method: The Customer chooses one of the delivery methods offered on the Marketplace (see the [Delivery Policy](#) when placing the order. The home delivery service is available in Spain).

(b) Delivery address: The Customer chooses a delivery address. The Customer is solely responsible for any delivery failure due to an address error when placing the order.

6.2 Delivery times

(1) Delivery times are indicated on the Marketplace and may vary depending on the availability of the Products ordered. Delivery times are expressed in working days (excluding weekends and holidays) and correspond to the average time

required to prepare and deliver the order to the delivery address.

(2) The delivery period begins with the email confirmation of the order and its payment ("**Purchase Date**").

6.3 Delayed delivery

(1) In the event of a delay in delivery, the order will not be automatically cancelled and the following provisions will apply.

(2) The Seller, through the Operator, will inform the Customer by email that the delivery will be delayed. The Customer may cancel the order if, after having notified the Seller of the delivery of the Product or delivery within a reasonable additional period, the Seller has not done so. The order will be deemed cancelled if the Seller does not comply with this request. The Seller will then refund all sums paid, no later than fourteen (14) days from the date on which the contract was terminated.

(3) If the order has not yet been shipped when the Seller receives the Customer's cancellation notice, the delivery will be blocked and the Customer will be refunded any sums debited within fourteen (14) days of receipt of the cancellation notice.

(4) If the order has already been shipped when the Seller receives the Customer's cancellation notice, the Customer may cancel the order by refusing the package. The Seller will then refund the sums debited and the return costs paid by the Customer within fourteen (14) days after receipt of the return of the package (complete and in its original condition) that was refused. The Seller will proceed with the refund using the same means of payment that the Customer used for the initial transaction unless the parties expressly agree on a different means.

6.4. Customs authorization.

For customs clearance purposes, the registered importer may be the Customer, the Operator, an Operator Affiliate, the relevant Supplier, or a customs representative acting on behalf of any of them, depending on the import structure applicable to the relevant transaction.

The Operator shall determine the applicable import structure based on its logistics system, order management, and customs regulations. To this end, it shall take into account applicable legislation, the nature of the transaction, and the relevant cross-border shipping regime.

Where identification of the Customer is required for customs procedures related to a Product purchased on the Site, the Customer authorizes the Operator and its Affiliates to take, or arrange for the taking of, such measures as may reasonably be required in relation to the importation, customs clearance, delivery, and regulatory compliance of the Products purchased on the Marketplace.

Such measures may include, without limitation, the preparation and submission of customs declarations, the provision of customs-related information, and the appointment of customs agents, customs representatives, or other service providers.

For the purposes of this clause 6.4, "Affiliate" shall mean any entity that directly or indirectly controls, is controlled by, or is under common control with the Operator.

7. VERIFICATION OF THE ORDER UPON ARRIVAL

7.1 Verification of the order upon arrival

The Customer is required to check the condition of the Products upon receipt.

7.2 Damaged package upon receipt of shipment

(1) Any risk of loss or damage to the Products passes to the Customer at the time when the Customer or a third party designated by the Customer, other than the carrier, takes physical possession of them.

(2) It is the Customer's responsibility to refuse the package if it is evidently damaged or to make such reservations and claims regarding the damaged package as deemed necessary within 24 hours following receipt of the Products; this does not affect the Customer's legal rights. The aforementioned reservations and claims must be addressed in writing to the

carrier selected by the Customer when choosing the delivery method. The chosen carrier will also be set out in the order summary sent to the Customer once the order has been placed. The Customer must also send a copy of this letter or document to [customer service](#) ("**Customer Service**").

7.3 Items not conforming to the order

(1) The Customer must ensure that the Products delivered correspond to the order placed. In the event of receiving the wrong products (different from those purchased by the Customer) or an error in quantities, the Customer must inform [Customer Service](#) in accordance with this section.

(2) The Customer shall submit to the Seller, through [Customer Service](#), any claim for delivery error and/or mistake and/or non-conformity of the Products in kind or quality with respect to the order, without affecting the Customer's legal rights.

(3) The costs of returning the Products shall be borne by the Supplier or the Operator, who shall reimburse the amount to the Customer, through the Operator, within fourteen (14) days following receipt of the returned items.

7.4 Damaged items

For any inquiries regarding damaged products and product warranty, please refer to section 8.

7.5. Fraudulent conduct

As stated in these GTCS, any fraudulent conduct or maneuver related to claims or reservations made in connection with received packages (missing items, damaged products in particular) will be subject to criminal action or relevant legal action.

8. LEGAL WARRANTY OF CONFORMITY

(1) Under applicable law, the Seller is liable for conformity defects of the delivered Products and for hidden defects of the Products sold by the Seller in accordance with legal provisions.

(2) The Products sold must comply with the contract and be free from defects at the time of delivery.

(3) The Seller shall also be liable for any lack of conformity resulting from the packaging, assembly instructions, or installation, where applicable, if the latter has been entrusted to the Seller under the contract or has been carried out under the Seller's responsibility, or if incorrect installation carried out by the Customer as provided for in the contract is due to deficiencies or errors in the installation instructions provided by the Seller.

(4) In accordance with applicable law, the Product conforms to the contract if it meets the following criteria, where applicable:

1. It corresponds to the description, type, quantity, and quality, including completeness, functionality, compatibility, interoperability, or any other characteristic provided for in the contract;
2. It is suitable for any special purpose sought by the Customer, which has been made known to the Seller no later than at the time of the conclusion of the contract and which the latter has accepted.
3. It is delivered with all accessories and installation instructions, which shall be provided in accordance with the contract.
4. It is updated in accordance with the contract.

(5) In addition to the criteria of conformity with the contract, the Product meets the following criteria:

1. It is suitable for the purpose normally expected of a Product of the same type, taking into account, where applicable, any provisions of European Union law and national legislation and any technical standards or, in the absence of such

technical standards, specific codes of conduct applicable to the sector concerned.

2. Where applicable, it has the qualities that the Seller presented to the Customer in the form of a sample or model prior to the conclusion of the contract and corresponds to the description of such sample or model;
3. Where applicable, the digital elements contained therein shall be provided in accordance with the most recent version available at the time of the conclusion of the contract, unless the parties agree otherwise.
4. Where applicable, it shall be delivered with all accessories, including packaging and installation instructions that the consumer may legitimately expect.
5. Where applicable, it shall be provided with the updates that the Customer may legitimately expect.
6. It corresponds to the quantity, quality, and other characteristics, including durability, functionality, compatibility, and safety, that the consumer may legitimately expect for Products of the same type, taking into account the nature of the Product, as well as public statements made by the Seller, by any person upstream in the transaction chain, or by a person acting on their behalf, including in advertising or labeling.

(6) However, the Seller shall not be bound by the aforementioned public statements if it proves:

1. That it was not aware of them and was not legitimately in a position to be aware of them
2. That at the time of the conclusion of the contract, the public statements had been corrected in a manner comparable to the original statements or
3. That the public statements could not have influenced the purchase decision

(7) The Customer may not challenge conformity by invoking a defect in one or more particular characteristics of the Product, which have been specifically notified to them as deviating from the conformity criteria set out in this article, and to which they have expressly and separately consented.

(8) Any defect of conformity that appears within a period of twenty-four (24) months from the delivery of the Product is presumed, in the absence of evidence to the contrary, to have existed at the time of delivery.

The Customer has a period of up to three (3) years from the delivery of the Product, in accordance with applicable law, to obtain the application of the legal guarantee of conformity in the event of a defect of conformity appearing. During this period, the Customer is only required to establish the existence of the lack of conformity and not the date of its appearance. The Seller cannot invoke the lapse of the period to establish a defect if the defect was deceptively concealed in the Product.

Where the contract for the sale of the Product provides for the supply of digital content or a digital service on a continuous basis for a period of more than two (2) years, the legal guarantee shall apply to that digital content or digital service throughout the entire supply period provided. During this period, the Customer is only required to establish the existence of the lack of conformity affecting the digital content or service and not the date of its appearance. However, if the contract for the sale of goods with digital elements provides for the continuous supply of digital content or services for a period of less than three years, the liability period shall be three years from the time of delivery.

The legal guarantee of conformity entails an obligation for the Seller, where applicable, to provide all updates necessary to maintain the Product's conformity. The Seller is not liable for defects of conformity if the Customer, having been previously informed about the update and the consequences of not installing it, fails to install within a reasonable time the updates delivered by the Seller, unless the failure to install or the incorrect installation of the update results from errors in the installation instructions provided by the Seller.

The legal guarantee of conformity entitles the Customer to have the Product repaired or replaced within thirty (30) days of their request, free of charge and without any major inconvenience to them, unless one of these two options proves impossible or, compared to the other remedy, entails disproportionate costs for the Seller.

The remedies to bring the product or digital content or service into conformity suspend the legal guarantee period. This period shall be suspended from the moment the Customer makes the Product or digital content available to the Seller and shall continue until the Seller returns the repaired Product or digital content to the Customer.

If the Product is repaired under the legal guarantee of conformity, the Customer benefits from an extension of six months to one year of the initial guarantee, as indicated by applicable law.

If the Customer requests the repair of the Product, but the Seller imposes replacement, the legal guarantee of conformity shall be renewed for a period of two years from the date of replacement of the Product.

The Customer may obtain a reduction in the purchase price while keeping the Product or terminate the contract obtaining a full refund upon return of the Product, if:

1° The repair is impossible or disproportionate.

2° The Seller has declared or refuses to repair or replace the Product, or refuses to do so within a reasonable time or without major inconvenience to the Customer.

3.° The repair or replacement of the Product takes place after a period of thirty (30) days.

4.° The repair or replacement of the Product causes major inconvenience to the Customer, in particular if the Customer definitively bears the costs of return or collection of the non-compliant Product, or if they bear the costs of installation of the repaired or replacement Product.

5.° The non-conformity of the Product persists despite the Seller's unsuccessful attempt to bring it into conformity.

The Customer is also entitled to a reduction in the price of the Product or to the termination of the contract when the lack of conformity is so serious that it justifies an immediate price reduction or termination of the contract. In such cases, the Customer is not required to request the repair or replacement of the Product beforehand. Where legally required, the costs of repair or replacement, including postage, transport, labour and material costs, shall be borne by the Seller.

The Customer is not entitled to terminate the sale if the lack of conformity is minor, except in cases where the Customer has provided personal data in exchange.

Where the defect of conformity concerns only some of the Products in an order, the Customer may terminate the contract with respect to those Products with a defect of conformity, and also with respect to the other Products purchased by the Customer along with the non-compliant ones, if the Customer cannot reasonably be expected to accept keeping only the Products in conformity with the contract.

Any period during which the Product is out of service for repair or replacement shall suspend the remaining warranty period until the delivery of the repaired Product.

A Seller who, in bad faith, obstructs the application of the legal guarantee of conformity may be sanctioned with a fine in accordance with applicable law, which in some cases may reach up to 10% of the average annual turnover.

The Customer also benefits from the legal guarantee for hidden defects for a period of up to two (2) years, as specified by applicable law, from the discovery of the defect, in accordance with applicable law. This guarantee entitles the Customer to a price reduction if the Product is kept or to a full refund in exchange for the return of the Product.

9. RIGHT OF WITHDRAWAL

(1) General aspects. The Customer, who is a consumer purchasing from a professional trader, has the right to withdraw from all or part of their order, without giving any reason, within fourteen (14) days after receipt of the order (date of delivery or collection of the order, depending on the Products and the option chosen by the Customer). In the case of different delivery times for the same order, the aforementioned period shall run from the day on which the Customer or a third party indicated by them, other than the carrier, acquires physical possession of the last package of the order. The exceptions to the right of withdrawal are set out in section (2) below.

(2) Exceptions: some Products are not subject to the right of withdrawal. This is the case for Products (i) that have been personalised for the Customer or (ii) that have been unsealed (those cases in which the protective seals have been removed) by the Customer after delivery and which cannot be resold for reasons of hygiene or health protection, as is the case for the following products, among others:

- lingerie and swimwear,
- cosmetic products,
- personal hygiene products (for example, razor blades, brushes (toothbrushes, body brushes, etc.),
- piercings and non-clip earrings.

(3) Exercise of the right: for the withdrawal period to be respected, it is sufficient for the Customer to send the communication regarding the exercise of this right, as explained below, before the expiration of the fourteen (14) day period after receipt of the ordered Products. The Customer may inform us of their decision to exercise this right by various means:

- Through the Customer's account, by clicking on "My Orders" and then on "Return Item".

- Informing us of their decision to withdraw from this contract by an unequivocal statement (for example, a letter sent by postal mail to SHEIN-1C3TE0UNPE; address: DC-1, Logistyczna 1A 55-080 Kąty Wrocławskie, Poland, an email sent to [escsteam@shein.com], by phone or through our Customer Service). The Customer may use the model withdrawal form provided at the end of this section, but it is not mandatory to do so.

Once a withdrawal notification is received by any of the means described above, we will acknowledge receipt of it on a durable medium (for example, by email) as soon as possible.

(4) Return of products: if the Customer exercises this right of withdrawal, the Products must be returned within fourteen (14) days from the communication of the exercise of the right of withdrawal, duly packaged. Please note that:

- The Customer must use the return label available in the Customer's account (in the "My Orders" section, "Return Item" and by selecting the products they wish to return).

- The return label must be printed and attached to the return package.

- The return package must be returned to the nearest return point according to the logistics company corresponding to the return label. The Customer must send the return package to the address indicated on the return label.

- In the event that the Customer chooses to exercise the right of withdrawal by postal notification to the address indicated above (SHEIN-1C3TE0UNPE, DC-1, Logistyczna 1A 55-080 Kąty Wrocławskie, Poland), the Customer must return the Product to that same address at their own cost.

- - The Customer will bear the costs of returning the Products in the event of exercising the right of withdrawal.

Please note that the package must not be returned to the sender's address if it does not correspond to the return address. Otherwise, the package will be lost.

(5) The returned Products must not have been worn or used in any way or handled otherwise than to check the nature, characteristics and proper functioning of the Products. For example, the Products may be tried on, as would be permitted in a physical store, but must not be worn for extended periods or used, and the tag they bear must not be removed. In this regard, the Customer is informed that they will be responsible for any diminished value of the Products they return damaged, dirty or incomplete, or in conditions that, in general, prevent their subsequent sale. In that case, the refund may be reduced by an amount corresponding to the loss of value of said Product.

(6) Effects of withdrawal: the Customer will receive a refund of all payments made, including the standard shipping costs paid. If the Customer has expressly chosen a shipping method more expensive than the standard shipping method offered by the Seller, only the standard shipping costs will be refunded, unless otherwise indicated. It should be noted that, in the event of withdrawal of only part of the order, the refund of delivery costs and additional costs will be equal to the amount of the costs that would not have been charged to the Customer if said products had not been purchased.

(7) We will process the refund on behalf of the Seller, as soon as possible, using the same means of payment used by the Customer for payment of the order and, at the latest, within fourteen (14) days from the day the Customer communicates to us their decision to withdraw from the contract. The Customer is informed that the refund will be withheld until the Products have been received or until the Customer has provided proof of having returned the Products, whichever occurs first.

(8) Please note that the Customer may also choose to receive a refund in Wallet Credit. These credits may result in a refund of the balance through the original payment method used when placing a new order. However, a wallet credit granted by the Operator through other means, as described in the T&Cs, that is not linked to a returned item, cannot result in a cash refund.

(9) In accordance with the T&Cs, Wallet credits can only be redeemed on the website where the credit was granted (for example, if the Customer placed an order and then returned a product on the website <https://es.shein.com/> and chose to receive a credit, this can only be redeemed on the website <https://es.shein.com/>. Model withdrawal form

For the attention of Infinite Styles Services Co, Ltd, (and, if sent by postal mail, to SHEIN-1C3TE0UNPE, DC-1, Logistyczna 1A 55-080 kątý wrocławskie, Poland) on behalf of [INSERT SELLER NAME]

I/we hereby notify you of my/our withdrawal from the Sales Contract for the following items:

Order placed/received on:

Item code:

Customer name:

Customer address:

Customer(s) signature (in case of notification of this form on paper): Date:

(12) If the Customer uses the withdrawal form, the Seller, through the Marketplace, will immediately send an acknowledgment of receipt of the withdrawal on a durable medium, together with a return slip that the Customer must attach to the returned Product. Without this form, the return of the Product cannot be processed within the normal timeframe.

10. SHEIN RETURN POLICY

(1) Beyond the fourteen (14) day period during which the Customer may exercise the right of withdrawal (in accordance with section 9 above), Sellers offer the Customer the possibility to return most of the ordered Products within up to thirty (30) days, starting from the date of receipt.

(2) Thus, during the period between 15 and 30 days after receipt of the Product, the Customer may obtain a refund of the purchased Products, subject to the conditions set forth in the Return Policy available at the following link:

<https://es.shein.com/Return-Policy-a-281.html>. Specifically, the Product must be returned in its original packaging, undamaged and unused.

(3) Unless applicable law requires otherwise, shipping and handling costs are non-refundable.

11. LIABILITY

11.1 The Customer is required to take note of the characteristics of the Products, as they appear on the Marketplace, in order to ensure in particular that they are able to use or wear the Products. The Seller will endeavor to ensure that the information on the Marketplace is up to date.

11.2 The Seller shall not be liable in the event of misuse of the Products, use that does not comply with the contraindications mentioned on the Product Page or use by the Customer that the Seller could not have reasonably foreseen.

11.3 Unless otherwise agreed, delivery will be made to the delivery address indicated by the Customer. In the event that an incorrect address is provided, the Seller shall not be liable for lost parcels.

11.4 The Seller does not exclude or limit in any way its liability to the Customer where it would be unlawful to do so. This includes liability for death or personal injury caused by the Seller's negligence or the negligence of the Seller's employees, agents or subcontractors and for fraud or fraudulent misrepresentation. The Marketplace is offered for domestic and private use only. Where permitted by law, the Seller shall not be liable under these GTC for any loss of income, loss of profits, loss of data, business interruption (whether direct or indirect) or any indirect or consequential loss of any kind arising from the purchase of a Product.

11.5 Except for liability related to the sale of the Products, or in the event of wilful misconduct or gross negligence, the Seller cannot be held liable for any direct or indirect damages, whatever their cause, origin, nature or consequence, resulting from the use of the Marketplace. In particular, in the event of interruption or inaccessibility of the Marketplace, the occurrence of viruses, or inaccuracies in the information contained on the Marketplace or any damage resulting from fraudulent acts by third parties from the Marketplace.

11.6 Where permitted by law, the Seller shall not be liable in the event that the failure to fulfil its obligations is attributable to an unforeseeable and insurmountable act of a third party to the contract or to a case of force majeure as defined in the applicable legislation and which includes, among others:

- strikes and other forms of demonstrations or blockades affecting the production and delivery of the Products
- civil disturbances, riots, invasions, terrorist attacks or threats, war (declared or undeclared) or threat or preparation for war
- fire, explosion, storm, flood, earthquake, collapse, epidemic or any other natural disaster
- inability to use trains, ships, aircraft, motorised transport or any other means of transport, public or private
- inability to use public or private telecommunications systems
- acts, decrees, laws, regulations or restrictions of any government or public authority

The Seller's obligations under the GTC shall be suspended during the period during which the force majeure situation remains in force. The Seller shall be entitled to an extension of the period for fulfilling these obligations equal to the duration of the force majeure situation. However, all reasonable means shall be used to end the force majeure situation or to find a solution that allows the Seller to comply with its contractual obligations.

11.7 Subject to compliance with the procedure set out herein to the extent permitted by applicable law, the Seller will compensate the Customer in the event of damage to or loss of the product upon delivery of the order by the carrier to the Customer's delivery address, either by delivering to the Customer a new item corresponding to the damaged or lost item (subject to availability and using the same shipping method with no additional shipping costs, and subject to the same terms and conditions as those applicable at the time of the original order), or by refunding to the Customer the purchase

price and shipping costs paid (provided that the shipping costs did not include other items delivered undamaged), at its discretion.

11.8 Any fraudulent behaviour or manoeuvre in relation to claims or reservations made about parcels received (missing items, damaged products in particular) may be subject to civil and/or criminal action.

11.9 These GTC express the entirety of the parties' obligations. In this respect, the Customer is deemed to accept them without reservation. Void where prohibited.

11.10 If any provision of the GTC is deemed unenforceable, this shall not affect the validity of the remaining provisions of the GTC, which shall remain in full force and effect.

11.11 The fact that the Seller does not enforce a right or provision under the GTC shall not constitute a waiver of such right or provision.

12. PERSONAL DATA

The Customer confirms that they have read and understood the [Marketplaces Privacy Policy](#) which explains how their personal data is collected and processed.

13. CONTACT

13.1 **Sellers:** the name and details of each Seller will be displayed in the specifications of each Product on the Site before the Customer confirms their order.

13.2 **Operator:** Infinite Styles Services Co, Ltd with registered office at The Sidings, 4th Floor, Grand Canal Quay, Dublin 2, D02 E7K8, Ireland
Email: escsteam@shein.com
Company number: 732881

13.3 For any issue with the Services, the Customer may contact SHEIN at any time by email at the [Privacy Center](#) or through our [Customer Service platform](#).

13.4 For any issue with the Products, the Customer may contact the Seller through SHEIN at any time via the [Customer Service platform](#).

13.5 If the Customer has any issue that cannot be resolved by email, the Customer may ask the [customer service team](#) to schedule a call and we will call them at the agreed time.

14. DISPUTE RESOLUTION

14.1 Complaints

In the event of a dispute, the Customer shall first contact SHEIN's Customer Service by clicking on the [Customer Service](#) section.

The complaint will be analysed and responded to within a reasonable period from the date the complaint was submitted.

15. APPLICABLE LAW AND JURISDICTION

15.1 These GTC shall be governed by and construed in accordance with Irish law, expressly excluding the application of the United Nations Convention on Contracts for the International Sale of Goods. The Customer, who habitually resides in another European country, shall additionally benefit from the protection afforded by the mandatory provisions of Spanish law.

15.2 Any dispute arising from the formation, interpretation or performance of these GTC shall be under the exclusive jurisdiction of the courts of Spain or the courts of the Customer's domicile, in accordance with applicable law.