

Shein Terms and Conditions – Everything you need to know about the fine print terms and conditions!

Welcome to Shein Marketplace!

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

Of course, in addition to our fantastic products, we need to talk about our legal terms governing the use of the Marketplace. These terms and conditions are always very detailed, but we do our best to make them as clear as possible to you, and please let us know if you have any questions at [Customer Service](#).

Below are our Terms and Conditions:

Our Terms and Conditions (Ts&Cs) consist of:

[General Conditions of Use](#) (GCU) – which govern your use of this site and your relationship with us as the operator of the Marketplace.

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

Our Marketplace policies also form an integral part of these Terms and Conditions

- [Coupon Policy](#).

- [Bonus Points Policy](#).

- [Delivery Policy](#).

- [Return Policy](#).

- [Review Policy](#).

- [Ranking Policy](#).

Please review them carefully before using the Site and making a purchase, as use and purchase are subject to these Terms and Conditions.

We recommend that you [print](#) a version or save the applicable Terms and Conditions.

Overview of the Terms and Conditions

- This is a Marketplace, we (Infinite Style Services, Ltd) are the operator and facilitator of this 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 set out on the order summary page before the Customer confirms it.
- Therefore, your contract with us, Shein, as the operator, is governed by the [General Conditions of Use](#).
- And your contract for your purchases is entered into with the Seller(s) and is governed by the [General Conditions of Sale](#).
- Your legal consumer rights apply, as all Sellers on the Marketplace are professional traders; see the Terms and Conditions for details.
- Each Seller is responsible to you for your purchases, and we are responsible for making the Marketplace services available to you.
- You can click [here](#) for a summary version of the Terms and Conditions.

SHEIN MARKETPLACE GENERAL CONDITIONS OF USE

31 August 2026

Welcome to Shein Romania Marketplace.

Infinite Styles Services Co., Ltd operates the site ro.shein.com and/or the relevant mobile application (hereinafter referred to as the **"Site"**) which offers an online marketplace (hereinafter referred to as the **"Marketplace"**) which allows customers to purchase products (**"Products"**) from professional traders (**"Sellers"**). SHEIN provides the Marketplace and facilitates such sales and uses of the Marketplace by making the Marketplace platform available to Sellers and Customers and by carrying out the technical activities of the platform on the Site (or fulfilment services, where applicable) (**"Services"**), therefore SHEIN does not produce or modify 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 Conditions of Use (**"GCU"**) govern the contractual relationship between (a) **Infinite Styles Services Co, Ltd.** with registered office at The Sidings, 4th Floor, Grand Canal Quay, Dublin 2, D02 E7K8, Ireland (hereinafter referred to as **"SHEIN"** or **"we"**) and (b) **you** (hereinafter referred to as **"you"** or **"the Customer"**), regarding your use of the Marketplace in Romania, (hereinafter referred to as the **"Territory"**).

Before using the Marketplace, please read these GCU carefully and [print](#) them or save them electronically before accepting them. Your use of the Site implies your acceptance, without any reservation, of these GCU, except where prohibited by law. These GCU may be modified at any time by SHEIN, and the applicable GCU will be those in force at the

time the Customer uses the Marketplace. The Customer is responsible for checking these GCU for any changes whenever they use the Site.

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

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

USE OF THE SITE IMPLIES EXPRESS ACCEPTANCE OF THESE GENERAL CONDITIONS OF USE. IN THE ABSENCE OF SUCH ACCEPTANCE, YOU MUST DISCONTINUE USE OF THE SITE. VOID WHERE PROHIBITED

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

The contractual languages are Romanian.

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1. DESCRIPTION OF SERVICES: OPERATION OF THE MARKETPLACE

1.1. We operate the Marketplace on which Sellers will offer Products for purchase. Sellers may be either our affiliates (trading 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 completing the purchase.

1.2. Although Infinite Styles Services Co., Ltd – as the operator of the Marketplace – facilitates your purchases on the Marketplace and may respond to 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 Customer purchases from Sellers are governed by the [General Conditions of Sale](#) (hereinafter referred to as "GCS") which apply between the relevant Seller and the Customer. These GCS must be unconditionally accepted by the Customer before completing each purchase. The GCS together with these GCU and our policies govern your use of the Marketplace and will together be referred to as the "Terms and Conditions".

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 consult 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) In order to place an order to purchase 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 home page. The Customer will be able to create a user account by providing a valid internet address, personal details and a password defined by him/her ("User Account"). If the Customer finds 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 undertake to provide valid and accurate data and to comply with applicable laws. Therefore, the names of recipients, addresses and payment method holders must be valid. If information is missing or incorrect and prevents shipment, delivery or customs clearance, SHEIN will not be held responsible in any way. In this case, SHEIN will not offer any compensation.

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 and/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 data assigned to them. In particular, the Customer is advised not to use a password that they already use on other sites. Under no circumstances, unless proven otherwise, will SHEIN be liable in the event of loss, theft or fraudulent use of the user account. However, the Customer undertakes to immediately inform SHEIN of any unauthorized use of their password or of any identification or 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 carried out by the user themselves. SHEIN has no obligation to investigate access to user accounts.

(4) The User Account is provided for the site used for initial setup (e.g., ro.shein.com). For the Territory, the account will be administered by SHEIN. If the Customer resides in one country but orders products in another country, they may be redirected to the local site of the country to which the Products are to be shipped. The Customer will then be subject to the terms and conditions of that site, which may be administered 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 refuse temporary or permanent access to its services or to terminate the User Account if SHEIN determines, in its reasonable and justified opinion, that the Customer is in breach of the Terms and Conditions (including Marketplace policies) or any applicable laws. A reasonable and justified opinion will be considered a valid reason when there are concrete indications that a Customer is not complying with these Terms and Conditions or applicable laws. In exercising this right, SHEIN will take into account the legitimate interests of the Customer concerned, in particular whether there are indications that the Customer is not liable for such breaches or misconduct.

(7) The Customer may close 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 of the contract, all their data will be permanently deleted, in accordance with the [Marketplace Privacy Policy](#) and cannot be recovered.

(8) Closing a User Account will also result in the loss of all benefits obtained, all information provided by the Customer or Seller regarding or stored for the User Account, with the exception, of course, of claims under the legal warranty or the right of withdrawal. No damages or compensation can be obtained as a result of this termination.

(9) 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 analogous technologies. SHEIN will not be held responsible for the Customer's inability to access the site due to failure to meet the technical requirements.

(10) Accessibility: Information regarding the accessibility of the SHEIN Site and app, including information on the accessibility of the service and related support services offered to Customers, is provided in the SHEIN accessibility statement and policy, which form an integral part of these Terms and Conditions and are 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 types of content or the ability to purchase certain Marketplace products may be restricted based on minimum age requirements set by applicable law. As part of our measures to protect minors and to ensure compliance with the Digital Services Act (DSA) and applicable legislation in your jurisdiction, SHEIN may require customers to undergo an age verification process.

(2) This process uses proportionate age assurance tools designed to confirm whether the user meets the required minimum age threshold. Depending on your choice, the verification process may be carried out through official solutions, such as European Union Digital Identity Wallets, or through third-party trust service providers, subject to their terms and conditions and privacy policies.

(3) To protect your privacy, we adhere to strict data minimization principles. We will not retain your exact date of birth, as an age confirmation result (for example, a "Yes/No" response) is sufficient. If the age verification process is not successfully completed, or if the age requirement is not met, access to the relevant content or the ability to complete the transaction will be restricted or denied.

(4) We may also periodically require you to reconfirm your age, to ensure that the device or account is not being used by unauthorized persons (such as minors) who are not entitled to access restricted content or perform age-restricted transactions.

(5) The Customer warrants that all information provided as part of any age verification process is accurate, complete and truthful. Customers also undertake not to share their verified/confirmed status with third parties and not to allow unverified persons to access content or complete transactions using this status. Any attempt to circumvent, manipulate or provide false information in these verifications — including bypassing age requirements by modifying the code or interface of a tool — constitutes a serious breach of these General Terms of Use. Such breaches may lead to the immediate suspension or permanent termination of the customer's user account.

3. PRICE OF SERVICES

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

4. PERSONAL DATA

4.1. The Customer confirms that they have read and understood the [Marketplace Privacy Policy](#), which explains how the Customer's personal data is collected and processed when using the services on the site.

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

5. WALLET

5.1 The SHEIN electronic wallet ("Wallet")

Creating a User Account automatically includes the creation of a SHEIN electronic wallet (**"Wallet"**). The latter allows you to collect and view coupons, bonus points, wallet credits (offered when placing certain orders) and, where applicable, gift cards. These credits or discounts can be accessed at any time via the site in the "My Assets" section. 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 (**"Coupons"**) may be obtained from SHEIN where this service is offered or may be granted by SHEIN 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. Coupons that have been purchased may only be redeemed on the site where they were purchased or obtained. For more information about coupons, please refer to the [Coupons Policy](#) which applies to their use. Notwithstanding the foregoing, coupons that are specifically designated for the sole purpose of purchasing products distributed exclusively by Sellers may not be used for the purchase of Products sold by SHEIN and vice versa.

(2) **Bonus Points:** Bonus points (**"Points"**) can be earned and then stored in the "My Assets" section. Points are earned when placing orders or using the services offered on the website, application or social networks. Promotional Points are granted at SHEIN's sole discretion. For more information about bonus points, please refer to the [Bonus Points Policy](#) which applies to their use.

(3) **Gallery Credit:** The digital wallet (**"Wallet"**) is provided by a SHEIN affiliate, is linked to your Customer account and will be used if, for example, you return a Product and decide to receive a refund in the form of a credit, rather than a refund via the original payment method used.

(4) **Gift Cards:** Gift cards provided by a SHEIN affiliate can be stored in your wallet by entering the gift card code provided. The purchase and use of gift cards is subject to the specific terms and conditions below. Gift cards can only be used for

the purchase of SHEIN products and cannot be used for the purchase of Sellers' products.

5.2 Terms of Use for Gift Cards

(1) Purchasing a gift card

Gift cards can be purchased on the site, and 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 Customer.

It is the Customer'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 by the Customer or the Customer's chosen recipient (**"Recipient"**) to receive the gift card 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 Customer is then invited to contact [Customer Service](#) without delay to confirm and change the email address.
- The Customer's or Recipient's inbox is full. If, after ensuring that there is sufficient space in the inbox, the Customer still has not received the gift card, they are invited to immediately contact [Customer Service](#) for a new delivery.
- SHEIN emails have been blocked by the Customer's or Recipient's mailbox. The latter is then invited to check junk mail and add ro.shein.com to the list of approved senders, then contact Customer Service without delay for a new dispatch.

(2) Promotional gift cards

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

(3) Using a gift card

(a) Gift card balances and numbers can be stored in "My Assets" by entering the gift card code via the user account.

Within the territory of 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 Recipient must enter the number and PIN code of the gift card at checkout, taking care to keep them confidential.

(c) The value of the purchase 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 Recipient must choose another payment method to pay the remaining amount. Gift cards are not cumulative (the Customer cannot use another gift card to pay the remaining amount owed).

(d) In the event that an order paid for with a gift card is returned and refunded, the order amount 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 which are at SHEIN's sole discretion and will be communicated to the Customer at the appropriate time.

(f) For gift cards purchased before March 8, 2021, which can be used on any SHEIN website, the use of a portion of a gift card on a particular SHEIN website means that the balance of that gift card can only be used on that website.

(g) For gift cards purchased after March 8, 2021, they can only be used on the website where they were purchased (for example, if a gift card was purchased after March 8, 2021 on ro.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 maintain total gift card balances exceeding EUR 1,000 at any time.

b) Gift card values cannot be exchanged for cash.

c) We reserve the right, without notice, to cancel gift cards without refund if we suspect that a gift card is obtained, used or applied to an order fraudulently, illegally or otherwise in violation of these Gift Card Terms.

6. INTELLECTUAL PROPERTY

6.1 Website content.

(1) The website, including all information and content not specific to the Product, such as text, software, scripts, graphics, photos, sounds, music, videos and interactive features (collectively, the "Content"), provided on or through the website, is the property of the operator, its affiliates or third parties that have licensed it to the operator.

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

The Website, Content and Products are protected by copyright, trademark and other intellectual property rights. All rights are reserved, meaning that any rights not expressly granted to the Customer by the Terms and Conditions are expressly excluded.

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

(4) The Website, Content and 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 licensors.

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

(6) By accessing or using the Website, the Customer agrees not to carry out, facilitate, authorize or permit any form of data scraping, automated data collection, systematic data collection or any other type of data collection from the Website, except where such conduct is permitted by law (including Article 40(12) of Regulation (EU) 2022/2065) or is carried out with the prior written consent of SHEIN. This includes, without limitation, the use of automated or manual methods such as

robots, automated programs, crawlers, data extraction tools or any other devices, programs, algorithms or processes, as well as any automated analysis techniques used to process the collected data for the purpose of generating information. Note: SHEIN may implement reasonable technical measures to protect the Website against unauthorized access. Where access is permitted 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 selective access to public data available on the SHEIN interface via the "Researcher Request Form" available [here](#).

6.2 SHEIN Trademarks

(1) The "SHEIN" mark and other words and/or figurative marks, icons, graphics, designs and logos associated with it, used and displayed on the Website or Products (collectively, "**SHEIN Trademarks**") are the exclusive property of SHEIN and/or its affiliates. All other words and/or figurative signs, icons, graphics, designs and logos not covered by the SHEIN Trademarks, attached to Products or mentioned on the Website 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 trademarks or in the SHEIN Trademarks.

6.3. Seller Trademarks

(1) The trademarks and other service marks, icons, graphics, word marks, designs and logos of sellers (collectively, "**Seller Trademarks**") are owned by the seller or its affiliates. The Customer has and will acquire no right, title or interest in or to any of the Seller Trademarks. The Customer is not entitled to market or distribute products or offer services under or by reference to, or otherwise use or reproduce, the Seller Trademarks without the prior written permission of the respective Seller. All other words and/or figurative signs, icons, graphics, designs and logos that are not Seller Trademarks are the property of the Seller's licensors.

6.4 Reviews, contributions and user-generated content (UGC)

(1) In addition to our Reviews Policy, the following Section 6.4 applies. When the Customer submits, publishes or sends to the website opinions, comments, including but not limited to images, videos, ideas, know-how, techniques, questions, criticisms, reactions and suggestions ("**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 the law allows), the right to use a non-exclusive license (and, where 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 and/or integrate this content in any form, on any medium or in any technology worldwide, without any compensation being attributed to the Customer or the Customer being able to exercise any moral rights as author of the Contributions, unless prohibited by law, in accordance with applicable legislation.

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

- a) the right of reproduction and, in particular, the right to reproduce or have reproduced the Contributions in whole or in part;
- b) the right of representation and, in particular, the right to communicate or have communicated to the public the Contributions in whole or in part;
- c) the right to modify, translate and adapt the Contributions in whole or in part, where permitted by law;
- d) the right to use and exploit the Contributions or any adaptation of the Contributions in whole or in part for the purposes of the company's business or for the benefit of third parties of its choice, in any capacity, in cases permitted by law;

e) the right to assign or license, in whole or in part, the rights granted hereunder to any person, company or entity of its choice, free of charge or for a fee, in cases permitted by law;

each of the rights being assigned 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 the following with respect to contributions:

a) that they are the author and/or owner of all rights related 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-proprietary and non-confidential;

c) Their contribution is made through their own email address and that they have not impersonated anyone else or otherwise misrepresented the origin of your contribution;

d) Their contribution is sincere and honestly reflects their personal experience on the Site or with the Products;

e) the customer is at least 18 years old or has obtained prior permission from a parent or legal guardian to publish the contribution, if the law permits it;

f) the use by SHEIN and its affiliates of the contribution does not violate the terms and conditions, applicable laws, third-party rights and does not harm any person or entity;

g) any contribution complies with our Review Policy; and

h) any posted contribution is suitable for a family audience.

(3) The customer agrees that neither the use of the site nor their contributions may reasonably be considered as implying, containing, providing or promoting any of the following:

a. sexually explicit or pornographic content;

b. content that the customer is not authorized to distribute, publish or display or for which the customer has no rights;

c. derogatory, discriminatory, hateful or inciting comments against certain individuals or groups based on race or ethnicity, religion, gender, 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 improper use or sale of tobacco and/or alcohol;

i. transactions using cryptocurrencies;

j. false statements or content related to medications;

k. content that infringes intellectual property rights;

l. profanity;

m. content for which you are not authorized or for which you 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 agrees to the following:

(i) SHEIN does not control and is not responsible for contributions on the site and is not obliged to actively control, moderate or review contributions before display on the site; however, SHEIN may mitigate risks against disinformation, manipulation, content violations, cyber violence against women or minors by removing, blocking or suspending any contribution that does not comply with the terms and conditions, applicable laws or third-party rights; and

(ii) that such a violation may result in the suspension of the contributor's customer account or use of the site.

(iii) has 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) is solely responsible for their contributions, and SHEIN expressly excludes any liability for any loss or damage arising from Your Contributions and any action SHEIN may take in response to them.

(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, please refer to the [Review Policy](#).

6.5 Games

SHEIN may offer the Customer the opportunity to win vouchers, coupons or to participate in promotions through their participation in various games (**"Online Games"**) that may be offered periodically on the site. Online Games will be free and subject to additional terms of use - **"Game Rules"** specific to each game. Please read and accept these rules before starting to play an online game.

6.6. Intellectual Property Rights Infringements regarding Products and Product Content

(1) SHEIN is not responsible for possible intellectual property infringements of any Product displayed for sale by Sellers, nor is it required to actively monitor or search for illegal activities, Products or Product Content illegally uploaded to the Site by Sellers; nor to inspect Products before they are sold on the Site, notwithstanding the above, SHEIN may conduct voluntary, own investigations, aimed at detecting, identifying and removing access to illegal/dangerous content for compliance with the law. Once and when we notice or are informed that a 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 MESSAGING PROGRAM

7.1 If the Customer signs up for SHEIN's phone messaging program (SMS) (**"the Program"**), the Customer will be required to expressly consent - by providing their mobile phone number, specified keywords or an affirmative response via

SMS/MMS or other text message, as a signature - to receive recurring automated telephone marketing messages from SHEIN and/or its providers. This consent is not a condition of using 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 manner.

7.2 The Customer may choose to stop receiving text messages via SMS/MMS by replying STOP to any message received under the program, or simply by sending STOP to the number from which the customer is currently receiving messages. In both cases, the customer will receive an additional message confirming the processing of the request.

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

7.4 The Customer declares that they are the account holder or regular user of the mobile phone number provided upon registration in the program. If the Customer changes or deactivates this number, they are required to immediately inform [the Privacy Center](#).

7.5 SHEIN has the right to suspend or terminate the Customer's participation in the program if the customer does not comply with these GTCU. Receipt of these messages may also be interrupted if the Customer's mobile phone service is interrupted or expires. SHEIN reserves the right to modify or discontinue, temporarily or permanently, the entire program or a part thereof, with or without prior notice. Neither SHEIN, nor its providers, nor mobile phone operators shall be liable for delayed or undelivered messages or for the termination of the program.

8. LIABILITY

8.1 SHEIN, as the provider of the Marketplace and provider of an online intermediation service within the meaning of the applicable law, constitutes an information society service of hosting or storing data that allows Sellers to offer Products to Customers, in order to facilitate the initiation of direct transactions between Sellers and Customers, whether or not concluded.

8.2 Sellers do not act under the direction, authority or control of SHEIN as the provider of the Marketplace. Consequently, SHEIN is not a party to the contractual relationships established between Sellers and Customers, nor is it responsible for the GTC 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 regarding the supply of the Products. Any complaint related to the Products shall be directed to [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 shall be held liable in the case of improper use of the Products, use that does not comply with the contraindications mentioned on the Product page, or use made 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, which cannot be attributed to SHEIN, SHEIN shall not be liable to the customer, as title to the gift cards is transferred to the Customer or the Card Beneficiary at the time of sale. The Customer or Beneficiary shall take all necessary measures to ensure the confidentiality of the gift card number and PIN code. In the event that the customer or 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 the negligence of SHEIN or the negligence of SHEIN's employees, agents or subcontractors and for fraud or fraudulent misrepresentation. SHEIN provides the Marketplace for domestic and private use only. SHEIN assumes no liability for any loss of income, profits, data, business interruption (whether direct or indirect) and any indirect or consequential loss of any kind arising from the use of the services and/or the site.

8.7 Where the law permits, SHEIN cannot be held liable for any direct or indirect damage, whatever the cause, origin, nature or consequence, arising from the use of the site. In particular, in the event of interruption or inaccessibility of the site, the occurrence 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 permitted by law, SHEIN shall not be liable in the event that the non-performance of its obligations can be attributed either to the unforeseeable and insurmountable act of a third party to these GTC, or to an event of force majeure, as defined by the applicable law and which includes, but is not limited to:

- strikes and other forms of demonstrations or blockages 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, motorized transport or any other means of transport, whether public or private.
- inability to use public or private telecommunications systems.
- actions, decrees, laws, regulations or restrictions of any government or public authority.

SHEIN's obligations under the GTC shall be suspended for the period during which the force majeure situation remains in effect. SHEIN is 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 mitigate the impact of the force majeure situation or to find a solution that allows the operation of the site.

8.9. SHEIN implements means 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 its 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. SHEIN shall in no case be responsible for the content of such websites or links that it does not control. By mere association, SHEIN does not endorse the content of third parties.

8.11 If a provision of the GTC is found to be unenforceable, this shall not affect the validity of the other provisions of the GTC, which shall remain in full force and effect.

8.12 SHEIN's failure to exercise a right or provision under the GTC shall not constitute a waiver of that right or provision.

8.13 Disclaimer regarding disputes with Sellers. To the maximum extent permitted by applicable law, SHEIN expressly disclaims any liability that may arise between you and any Seller. The Marketplace only provides a location 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 their officers, employees, investors, agents, partners, and licensors, except for the SHEIN affiliate acting as the applicable Seller, from any claims, demands, or damages (actual or consequential) of any kind and

nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with such disputes.

9. REPORTING ILLEGAL OR NON-COMPLIANT CONTENT

9.1 Notice of Intellectual Property Infringement

(1) Notification Requirements Because SHEIN asks others to respect its intellectual property rights, SHEIN respects the intellectual property rights of others. If the customer believes that material on or linked to the Products and/or Site infringes their copyright, trademark or other intellectual property rights, they are requested to file a complaint at <https://www.shein.com/ip-complaint>. SHEIN may request the following information:

- A 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 that is being infringed, including, if applicable, the corresponding registration number and country of registration.
- Identification of the material claimed to be infringing, including information regarding the location of the infringing materials on the site or app, with sufficient detail for SHEIN to locate it.
- In the case of a design patent, to identify the design patent that the customer claims has been infringed, together with the registration number.
- In the case of a utility patent, to identify the utility patent that the customer claims has been infringed, together with a court decision or ruling supporting the claim.
- The Customer's full legal name, company affiliation (if any), postal address, telephone number and email address.
- A statement from the Customer affirming in good faith that the use of the allegedly infringing material is not authorized by the intellectual property owner, its agent, or the law.
- A statement from 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 promptly review any such notices and investigate as and where 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 who repeatedly or seriously infringes the intellectual property rights of SHEIN or others, or as provided in the Terms and Conditions (including Marketplace policies);
- Initiate legal proceedings against the party accused of infringement to recover all costs on an indemnity basis (including but not limited to reasonable administrative and legal costs) arising from the infringement;
- Initiate other legal actions against the party accused of infringement; and/or
- Disclose such information to law enforcement authorities as we reasonably deem necessary or as required by law.

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

9.2 Notification of dangerous or illegal content

(1) Notification

If you consider that any Content, Products or Product Content located on or linked to this Site is deemed dangerous or illegal, please submit the notification through the [Customer Service](#), where you will be able to report the Seller and/or their Products. We may request the following information:

- Notifications flagging allegedly illegal or dangerous content must be able to establish the illegality or danger without requiring substantial analysis or legal review.
- Clear identification of the illegal or dangerous materials.

(2)_SHEIN's Response

Upon receipt of such notifications, if the flagged Content, Products or Product Content are manifestly illegal or dangerous, and always respecting 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 implement reasonable mechanisms to prevent similar events in the future;
- Initiate legal proceedings against the accused party to recover all costs on an indemnity basis (including but not limited to reasonable administrative and legal costs) arising from the infringement;
- Initiate legal actions against the accused party and/or
- Disclose such information to law enforcement authorities as we reasonably deem necessary or as required by law.

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

9.3. Handling of removal complaints

If, due to a removal 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 possibility to challenge our decision by contacting [Customer Service](#). We will strive to promptly review any such challenges.

9.4. Measures against abuse of reporting channels

We may take action in response to a user's repeated and manifestly unfounded notifications or complaints, taking into account their frequency and proportion relative to legitimate complaints. If such abuse is identified, the user may first receive a warning. If the behavior continues, we may temporarily suspend the user's ability to submit further notifications and complaints for a certain period. For example, this may apply when a user repeatedly submits notifications or complaints consisting of random characters or unrelated texts. We encourage customers to report illegal content whenever they consider it necessary, and these measures are not intended to discourage legitimate concerns.

10. APPLICABLE LAW AND JURISDICTION

10.1 In the event of a dispute regarding the use of the Services, the Customer must first contact the SHEIN Customer Service Department through the following means via the Site, by accessing the Customer Service section. Customers may access the European Union's 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 GTCU shall be governed by and construed 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, having habitual residence in another European country, shall continue to benefit from the protection afforded by the mandatory provisions of the laws of Romania.

10.3 Any dispute arising from the drafting, interpretation or execution of these GTCU shall be subject to the exclusive jurisdiction of the courts of Romania.

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: rocsteam@shein.com

Company registration number: 732881

11.2 For matters relating to the Services, the Customer may contact SHEIN at any time by email at [Privacy Center](#) or through the [Customer Service platform](#).

GENERAL CONDITIONS OF SALE

July 1, 2026

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

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

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

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

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

(B) you (hereinafter referred to as "**You**" or "**Customer**")

through the Marketplace, in the territory of Romania (hereinafter referred to as "**Territory**").

If you wish to order from another country outside the Territory, you will be redirected to the corresponding Shein website, and your purchases through the local website will be subject to its terms and conditions.

Please note that:

- All sellers on the Marketplace are professional traders.

- In some cases, companies within the SHEIN group may act as a seller – and, as such, will be bound by these GCS – however, Infinite Styles Services Co., Ltd is the operator and is not part of the contractual relationship between you and the sellers.
- Products sold on this Marketplace may be:
- Products shipped from the EU: Products that are physically located in the European Union ("EU") at the time of your purchase (i.e. at the time payment is made). Products shipped from the EU will be identified by the "EU Warehouse" label on the product page, as well as on the order page before completing the purchase.
- Products shipped worldwide: Products that are physically located outside the EU at the time of your purchase (i.e. at the time payment is made) and which, therefore, may be subject to customs requirements, import duties, VAT, and other regulatory requirements applicable to the import of goods into the EU.
- Your legal rights as a consumer are not affected by whether a product is a Product shipped from the EU or a Product shipped worldwide.

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 household and personal use by the customer**, with no direct connection to their professional activity. The Customer undertakes not to purchase Products for the purpose of reselling them.

Before making a purchase, the Customer will be invited to carefully read these GCS in order to [print them](#) or save them electronically and to accept them. The fact that a Customer places an order implies express acceptance, without any reservation, of both these General Terms and Conditions of Sale and the General Terms and Conditions of Use applicable to the use of the Marketplace (hereinafter jointly referred to as "**Terms and Conditions**"), except where prohibited by law. The Terms and Conditions may be modified at any time by SHEIN. In any case, the applicable Terms and Conditions will be those in force at the time the customer places an order. The Customer is responsible for checking the Terms and Conditions for any changes whenever they use the Marketplace.

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

- [Coupon Policy](#)

- [Bonus Points Policy](#)

- [Delivery Policy](#)

- [Return Policy](#)

- [Review Policy](#)

- [Ranking Policy](#)

PLACING AN ORDER IMPLIES THE 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. OPERATION OF THE MARKETPLACE

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

1.2 Although the operator may facilitate the purchase of Products through the Services, carries out prior checks on sellers and will promptly remove illegal Products upon detection, 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 Sellers; the truth or accuracy of listings of Products sold by Sellers; the integrity, responsibility or any actions of Sellers; the ability of Sellers 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 is listed for sale by Sellers.

2. DIVISION OF OBLIGATIONS BETWEEN OPERATOR AND SELLER

2.1 Sales contract and product liability

(1) The Seller is the seller of the Product and is a party to the sales contract.

(2) The sales contract creates a contractual obligation between the Customer and the Seller. The Operator is not a party to the sales contract. The Seller is ultimately responsible for compliance with the sales contract.

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

2.2 Order fulfillment and delivery

Unless the Seller chooses to fulfill its orders itself, processing, shipping and delivery services are provided by an entity within the SHEIN group on behalf of the Seller.

If the Seller chooses to fulfill its orders itself, it will be responsible for processing, shipping and delivery to the Customer, including compliance with any service level standards imposed by us.

For the avoidance of doubt, when an entity within the SHEIN group provides processing, shipping or delivery services, these services are provided exclusively on behalf of the Seller and do not affect the contractual relationship between the Customer and the Seller. The Seller remains responsible for the execution of the sales contract with the Customer and remains liable for any associated risks and obligations, which will continue to be borne by the Seller until delivery to the Customer, in accordance with Section 3.3.

SHEIN collaborates with local third-party courier companies that carry out deliveries on behalf of SHEIN.

2.3 Platform-related services

The Operator administers the online marketplace and provides the following services: hosting the platform, including the provision of online services on the platform; managing your SHEIN account; processing online payments (through a third-party payment service provider) on behalf of the Seller and refunds in case of product returns; as well as providing post-sale support as the first point of contact associated with 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 and Customer Support

(1) The Operator is responsible for handling complaints, so complaints must be submitted by consumers directly to us through Customer Service, acting on behalf of the Seller.

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

(3) If no amicable solution is reached between the customer and the Seller, the Operator may intervene to propose a solution, including granting exceptional refunds for commercial reasons (goodwill gestures).

3. PRODUCT CHARACTERISTICS

3.1 To the extent permitted by law, the customer declares that they have been informed about the essential characteristics of the Products displayed 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 Product delivered due to, among other things, the calibration of the monitor used. If the Customer is not satisfied with the Product after receiving it, the Customer may return the Product in accordance with the [Return Policy](#). For the avoidance of doubt, discrepancies in colors or presentation of the Product do not imply defects or non-conformity.

3.3 Risk and title. Subject to 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 designated by them, other than the carrier.

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

3.3.2. For products shipped worldwide: Depending on the import method applicable to the respective transaction, the transfer of title may occur either (1) before importation into the country of destination, or (2) upon delivery to the Customer or to a third party designated by them, other than the carrier.

Where title is transferred prior to importation, the Customer shall act as the official importer, and the provisions set out in section 6.4 shall apply.

4. PRICES AND FEES

4.1 Product Prices

(1) The price of the Products is the one displayed on the Marketplace, excluding delivery charges and additional costs that will be added to the total amount payable (**"Price"**). This Price is the net price, including all taxes, and may be modified at any time before the customer places an order.

(2) By placing an order, to the extent permitted by law, the Customer declares that they have been informed of the Price of the Products on the Marketplace, as well as the delivery costs and any additional costs indicated in the order summary before confirming the order. The validity period of an offer and the Product price are set by its respective seller, who is free to change them at any time. Therefore, only the price of the Products indicated at the time of purchase on the Marketplace shall apply.

(3) If the price for a Product is reduced or subject to periodic discounts, this will be clearly indicated on the Marketplace.

4.2 Delivery Costs

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

(2) It is specified that, for certain Products, the choice of delivery option is not possible.

4.3 Additional Fees

For orders of products shipped worldwide, handling fees may apply. The exact amount of these handling fees will vary depending on the total value of the order. The handling fee applicable to each order will be clearly displayed at checkout before the order is placed.

4.4 General Information

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

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

5. HOW TO PLACE AN ORDER

5.1 Registration and Identification on the Marketplace

To place an order to purchase Products or to access certain features or services available on the Marketplace, the customer must create a user account through the registration form accessible on the home page. The Customer will be able to create a user account by providing a valid internet address, personal details, and a password defined by them (**"User Account"**). To learn more about registering on the Marketplace, visit the [GCU](#).

5.2. Placing Orders

(1) Once the customer has logged in to their user account, they can select the Products on the Marketplace. The selected Products are added to the shopping cart (**"Cart"**) by clicking "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. Additionally, at any time during the purchase process, before payment is made, the customer may modify the details of their order.

(2) After selecting the Products, the Customer will be asked to review their cart and validate it by clicking "Proceed to Checkout". The Customer is invited to enter a delivery address, delivery method, and payment method.

(3) There are various payment methods, 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, in accordance with the instructions in the GCU.

(4) The Customer is then invited to complete the purchase as follows:

a) First, by providing their credit card details and pressing the "Validate" button to confirm their order. The amount of information to be filled in or additional verifications required will depend on the chosen payment method.

b) Then, the Customer will be asked to finalize the order by clicking on the "Order and Pay" button, which will appear after the payment information is completed.

(5) The Customer definitively completes 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. After payment has been made, the Operator will send the Customer a confirmation and summary of the order by email to the email address associated with the customer's user account. The contract is concluded 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 occurs before the confirmation email is received by the customer.

(6) To minimize the risk of unauthorized access, credit card details are 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) If the full price of the order cannot be charged, the sale shall immediately terminate by operation of law, and the order shall be cancelled.

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

(10) The card will be charged at the time of the 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 be definitively validated only after the order has been paid, and the confirmation will be 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 order process is correct. If the customer detects an error in your order after completing the payment process, they must immediately contact [Customer Service](#) to correct the error.

(13) The contractual languages are Romanian.

6. DELIVERY

6.1 Delivery Terms

(1) Delivery options: Depending on the products ordered and, where applicable, the Delivery Option selected by the Customer, delivery will be organized either on a standard local, express local ("Quickship") or international basis, depending on where the products are located.

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

(b) Delivery address: The Customer chooses a delivery address. The Customer is solely responsible for any non-delivery due to an error in the order address.

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 public holidays) and correspond to the average time required to prepare and deliver the order to the delivery address.

(2) The delivery period starts from the moment of email confirmation of the order and its payment ("**Purchase Date**").

6.3 Late Delivery

(1) In case of late delivery, the order will not be automatically cancelled and the following provisions shall 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 to deliver the Product or to deliver within a reasonable additional period, the Seller has failed to do so. The order will be considered cancelled if the seller does not comply with this request. The Seller will then refund all amounts paid, no later than fourteen (14) days from the date of termination of the contract.

(3) If the order has not yet been shipped at the time the seller receives the cancellation notice from the customer, delivery will be blocked, and the Customer will be refunded any amount charged within fourteen (14) days of receipt of the cancellation notice.

(4) If the order has already been shipped at the time the seller receives the cancellation notice from the Customer, the customer may still cancel the order by refusing the parcel. The Seller will then refund the amounts charged and the return costs paid by the Customer within fourteen (14) days of receipt of the returned parcel (complete and in its original condition) that was refused. The Seller will make the refund using the same means of payment that the customer used for the initial transaction, unless the parties expressly agree on another means.

6.4. Customs Authorization.

For the purpose of carrying out customs formalities, the official importer (importer of record) may be the Customer, the Operator, an affiliate of the Operator, the relevant Seller or a customs representative acting on behalf of any of them, depending on the import structure applicable to the transaction in question.

The applicable import structure shall be determined by the Operator in accordance with its logistics, processing and customs compliance framework, taking into account the applicable legislation, the nature of the transaction and the

relevant cross-border shipping method.

In situations where, for customs purposes, it is necessary to identify the Customer in relation to a Product purchased through the Site, the Customer authorizes the Operator and its affiliates to take or ensure the taking of measures reasonably necessary for the import, customs clearance, delivery and compliance with the regulatory requirements applicable to the Products purchased through the Marketplace.

Such actions may include, without limitation, the preparation and filing of customs declarations, the provision of information for customs purposes, and the appointment of customs brokers, customs representatives or other service providers.

For the purposes of this Clause 6.4, "Affiliate" means any entity that directly or indirectly controls the Operator, is controlled by the Operator, 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 verify the condition of the Products upon receipt of the order.

7.2 Damaged parcel upon receipt of delivery

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

(2) It is the Customer's responsibility to refuse the parcel if it is visibly damaged or to file any complaints regarding the damaged parcel deemed necessary within 24 hours of receiving the Products. This does not affect your statutory rights. The aforementioned objections and complaints must be addressed in writing to the carrier selected by the customer when choosing the delivery method. The chosen courier will also be mentioned in the order summary sent to the Customer after placing the order. The Customer must also send a copy of this letter or document to [customer service](#) (**"Customer Service"**).

7.3 Items that do not match the order.

(1) The Customer must ensure that the Products delivered to them match the order placed. In the event of receiving incorrect products (different from those purchased by the Customer) or in the wrong quantity, the Customer must inform [Customer Services](#) in accordance with this section.

(2) The Customer must submit to the Seller, through the [Customer Service](#), any complaint regarding errors and/or delivery mistakes and/or non-conformities of the Products related to the nature or quality in relation to the order, and this does not affect the statutory rights of the Customer.

(3) The costs of returning the Products shall be borne by the Seller and/or the Operator, who will refund the Customer, through the Operator, within fourteen (14) days of receiving the returned goods.

7.4 Damaged Items

For any questions regarding damaged Products and product warranty, please refer to Section 8 below.

7.5. Fraudulent Behavior

As indicated in these GCS, any fraudulent behaviour or manoeuvres relating to complaints or objections made regarding parcels received (missing items, in particular damaged products) shall be liable to criminal prosecution or appropriate legal

action.

8. LEGAL WARRANTY OF CONFORMITY

(1) In accordance with applicable legislation, the seller is liable for conformity defects of the Products delivered and for hidden defects of the Products sold by them in accordance with statutory 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 non-conformities resulting from packaging, assembly or installation instructions, where applicable, if the latter were the responsibility of the Seller under the contract or were carried out under the Seller's responsibility, or if the incorrect installation carried out by the customer, in accordance with the contractual provisions, is due to shortcomings or errors in the installation instructions provided by the seller.

(4) In accordance with applicable legislation, the Product is in conformity with 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 characteristics provided for in the contract;
2. It is suitable for the special purpose requested by the customer, which was brought to the Seller's attention no later than at the time of the conclusion of the contract and which the latter has accepted;
3. It is delivered together 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 contractual conformity, the Product is deemed compliant if it 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 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 model prior to the conclusion of the contract and corresponds to the description of such model or sample;
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, which the consumer may legitimately expect;
5. Where applicable, updates that the customer may legitimately expect are provided;
6. It corresponds to the quantity, quality and other characteristics, including durability, functionality, compatibility and safety, which 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 on labelling.

(6) However, the seller shall not be liable for the aforementioned public statements if they demonstrate:

1. That they were unaware of them and were not legitimately in a position to know them;
2. That at the time of the conclusion of the contract, the public statements were 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 cannot contest conformity by invoking a defect of one or more particular characteristics of the Product, of which they were specifically informed that it deviates from the conformity criteria set out in this article and to which they expressly and separately consented.

(8) Any conformity defects that appear within twenty-four (24) months of delivery of the Product are, in the absence of evidence to the contrary, deemed 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, under applicable law, to enforce the legal warranty of conformity in the event of a conformity defect. During this period, the customer need only establish the existence of the lack of conformity and not the date of its occurrence. The Seller may not invoke the expiry of the period for establishing a defect if the defect was deceitfully concealed in the Product.

If the contract for the sale of the Product provides for the supply of digital content or a digital service on a continuous basis over a period of more than two (2) years, the legal warranty shall apply to such digital content or digital service throughout the supply period. During this period, the Customer need only establish the existence of the lack of conformity affecting the digital content or service and not the date of its occurrence. However, where 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 warranty of conformity creates for the seller, where applicable, an obligation to provide all updates necessary to maintain the conformity of the Product. The Seller is not liable for conformity defects if the customer, who was previously informed of the update and the consequences of not installing the update, fails to install within a reasonable time the updates provided by the seller, unless the failure to install or improper installation of the update resulted from errors in the installation instructions provided by the seller.

The legal warranty 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.

If the customer requests repair of the Product but the seller imposes replacement, the legal warranty of conformity is 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 by keeping the Product or may terminate the contract by obtaining a full refund for the return of the Product, if:

1° Repair is impossible or disproportionate.

2° The Seller has declared that they refuse to repair or replace the Product or refuses to do so within a reasonable time or without major inconvenience for 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 certainly bears the costs of collecting or removing the non-conforming Product or if they bear the costs of installing the repaired or replaced 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, if 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 first request the repair or replacement of the Product. Where legally required, the costs of repair or replacement, including shipping, transport, labour and material costs, shall be borne by the seller.

The customer has no right to cancel the sale if the lack of conformity is minor, except in cases where the customer has provided personal data in exchange.

Where a lack of conformity concerns only some Products in an order, the Customer may withdraw from the contract regarding those Products with lack of conformity, and also regarding the other Products purchased by the Customer together with the non-conforming ones, if the Customer cannot reasonably be expected to keep only the Products that conform to the contract.

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

A seller who obstructs in bad faith the enforcement of the legal warranty of conformity may be liable to a fine in accordance with applicable law, which in some cases may be up to 10% of the average annual turnover.

The Customer also benefits from the legal warranty against hidden defects for a period of up to two (2) years, as specified in applicable law, from the discovery of the defect, in accordance with applicable law. This warranty entitles the Customer to a price reduction if the Product is kept, or to a full refund in exchange for returning 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 their order, in whole or in part, without giving any reason, within fourteen (14) days after receipt of the order (the date of delivery or collection of the order, depending on the Products and the option chosen by the Customer). In case of different delivery times for the same order, the above period shall run from the day on which the customer or a third party

indicated by them, other than the carrier, takes physical possession of the last parcel of the order. Exceptions to the right of withdrawal are provided in subsection (2) below.

(2) Exceptions: Certain 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 (cases in which the protective seals have been removed) by the Customer after delivery and cannot be resold for reasons of hygiene or health protection, such as the following products, for example:

- intimate lingerie and swimwear,
- cosmetic products,
- intimate products (e.g. razors, 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 expiry of the fourteen (14) day period from receipt of the ordered Products. The Customer may inform us of their decision to exercise this right through various means:

- Through the Customer account, by clicking on "My Orders", then on "Return item".
- Informing us of their decision to withdraw from this contract by an unequivocal statement (for example, a letter sent by post to the address SHEIN-1C3TE0UNPE; Address: DC-1, Logistyczna 1A, 55-080 Kąty Wrocławskie, Poland, an e-mail sent to [eurcsteam@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 this is not mandatory.

Upon receipt of a withdrawal notice by any of the means described above, we will confirm receipt of said withdrawal on a physical medium (for example, by e-mail) without delay.

(4) Return of Products: If the customer exercises this right of withdrawal, the Products must be returned within fourteen (14) days of communicating the exercise of the right of withdrawal, properly packaged. Please note the following:

- The Customer must use the return label available in their Customer account (by accessing the "My Orders" section, clicking on "Return item" and selecting the products intended for return).
- The return label must be printed and affixed to the return parcel.
- The return parcel must be returned to the nearest return point, according to the logistics company corresponding to the return label; the Customer must send the return parcel to the address indicated on the return label.
- If the Customer chooses to exercise their right of withdrawal by postal notification to the address mentioned above (SHEIN - 1C3TE0UNPE, DC-1, Logistyczna 1A, 55-080 Kąty Wrocławskie, Poland), the Customer must return the product to the same address, at their own expense.
- The Customer bears the cost of returning the Products in the event of exercising the right of withdrawal.
- Please note that the parcel must not be returned to the sender's address, which does not correspond to the return address. Otherwise, the parcel will be lost.

- (5) Returned Products must not have been worn or used in any way, nor handled beyond what is necessary to establish their nature, characteristics and proper functioning. For example, products may be tried on, as is permitted in a physical store, but not worn for extended periods of time or used, and the label must not be removed. The Customer is informed, in this respect, that they will be liable for any diminished value of returned products that are damaged, soiled or incomplete, or generally in a condition that renders them unsellable. In such a case, the refund may be reduced by an amount corresponding to the diminished value of the product in question.
- (6) Effects of withdrawal: The Customer will be refunded all amounts paid, including the standard delivery costs paid. If the customer has expressly chosen a delivery method more expensive than the standard delivery method offered by the seller, only the standard delivery costs will be refunded, unless otherwise specified. Please note that in the event of withdrawal from only part of the order, the reimbursement of delivery costs and additional costs will be equal to the amount of costs that would not have been charged to the Customer if the said Products had not been purchased.
- (7) We will make the refund on behalf of the Seller, without undue delay, using the same means of payment used by the Customer to pay for the order, no later than fourteen (14) days from the date on which we are informed of the Customer's decision to withdraw from the contract. The Customer is informed that the refund will be withheld until receipt of the returned Products or until proof is provided that the Products have been shipped back, whichever occurs earlier.
- (8) Please note that the customer may choose to receive a refund in Wallet Credit. This credit may generate a refund of the balance through the original payment method used when placing a new order. Wallet credit granted by the operator by other means, as described in the GCU, which is not associated with a returned item, cannot however give rise to a cash refund.
- (9) In accordance with the GCU, Wallet credits can only be claimed on the website where the credit was granted (for example, if the Customer ordered and then returned a product on the ro.shein.com website and chose to receive a credit, this credit can only be claimed on the ro.shein.com website).

Model Withdrawal Form

To Infinite Styles Services Co, Ltd, (and, if sent by post, to the address SHEIN – 1C3TE0UNPE, DC-1, Logistyczna 1A, 55-080 Kąty Wrocławskie, Poland), on behalf of [INSERT SELLER'S NAME]

I/We hereby give notice of my/our withdrawal from the Contract for the sale of the following products:

Ordered on/received on:

Consumer's name:

Consumer's address:

Signature of the consumer(s) (only in case of notification of this form on paper):

Date:

10. SHEIN RETURN POLICY

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

(2) Thus, during the period between day 15 and day 30 from the receipt of the Product, the customer may also obtain a refund of the amount paid for the Products purchased, subject to the conditions set out in the Return Policy available at the following link: <https://ro.shein.com/Return-Policy-a-281.html>. In particular, the Product must be returned in its original packaging, undamaged and unused.

(3) Except where applicable law provides otherwise, the shipping fee and the processing fee are non-refundable.

11. LIABILITY

11.1 The Customer is obliged to take into account the characteristics of the Products, as they appear on the Marketplace, in order to ensure in particular that they can use or wear the Products. The Seller will make every effort to ensure that the information on the Marketplace is up to date.

11.2 The Seller shall not be held liable in the event of improper use of the Products, use that does not comply with the contraindications mentioned on the Product page, or use made by the customer that the Seller could not have reasonably foreseen.

11.3 Unless otherwise agreed, shipping will be made to the delivery address indicated by the customer. In the event that an incorrect address is indicated, the seller shall not be held liable for the loss of 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 misrepresentation. The Marketplace is provided for domestic and private use only. Where legally permitted, the Seller shall not be liable under these GCU for any loss of income, loss of profit, loss of data, business interruption (all directly or indirectly) 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 Products, or in the event of willful 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 damages resulting from fraudulent acts by third parties on the Marketplace.

11.6 Where legally permitted, the seller shall not be liable in the event that the non-performance of its obligations is attributable either to the unforeseeable and insurmountable action of a third party to the contract, or to a case of force majeure, in accordance with applicable legal provisions 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 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, motor vehicles or any other means of transport, public or private.
- inability to use public or private telecommunications systems.
- actions, decrees, laws, regulations or restrictions of any government or public authority.

The Seller's obligations under the GCS shall be suspended for 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 fulfill its contractual obligations.

11.7 Subject to compliance with the procedure set out herein, to the extent permitted by applicable law, the Seller shall provide compensation to the Customer in the event of damage or loss of the Product upon delivery of the order by the carrier to the Customer's delivery address, either by delivering a new item to the Customer, corresponding to the damaged or lost item (subject to availability and using the same shipping method, at no additional shipping cost and subject to the same terms and conditions as those applicable at the time of the original order) or by refunding the Customer the purchase price and shipping fees paid (provided that the shipping fees do not include any other item delivered undamaged), at its discretion.

11.8 Any fraudulent behavior or maneuvers in connection with claims or objections made regarding received parcels (missing items, damaged products in particular) shall be subject to criminal and/or civil prosecution.

11.9 These GCS express in full the obligations of the parties. In this respect, the customer is deemed to accept them without any reservation. Void where prohibited.

11.10 If a provision of the GCS is found to be unenforceable, this shall not affect the validity of the other provisions of the GCS, which shall remain in force and produce their full effects.

11.11 The seller's failure to exercise a right or provision under the GCS shall not constitute a waiver of that right or provision.

12. PERSONAL DATA

The Customer confirms that they have read and understood the [Marketplace 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 each Product specification on the Site before the Customer confirms the order.

13.2 **Operator:** Infinite Styles Services Co, Ltd with its registered office at 2The Sidings, 4th Floor, Grand Canal Quay, Dublin 2, D02 E7K8, Ireland.

E-mail: rocsteam@shein.com

Company registration number: 732881

13.3 For issues related to the Services, the Customer may contact SHEIN at any time by e-mail at [Privacy Center](#) or via the [Customer Service platform](#).

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

14. DISPUTE RESOLUTION

14.1 Complaints

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

The complaint will be analyzed and a response will be sent within a reasonable time from the date of its submission.

15. APPLICABLE LAW AND JURISDICTION

15.1 These GCS shall be governed by and construed 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 has habitual residence in another European country, shall continue to benefit from the protection afforded by the mandatory provisions of the laws of Romania.

15.2 Any dispute arising from the drafting, interpretation or performance of these GCS shall be settled exclusively by the courts of Romania or by the courts of the Customer's domicile, in accordance with applicable law.