

SHEIN CLUB GENERAL TERMS AND CONDITIONS OF SALE AND USE

Version of July 22, 2025

Welcome to SHEIN CLUB.

These General Terms and Conditions of Sale and Use of SHEIN CLUB ("**GTCU**"), govern the contractual relationship between SHEIN (the "**Seller**" or "**SHEIN**") and any non-commercial natural person (the "**Customer**") wishing to subscribe (the "**Membership**") to SHEIN CLUB (the "**SHEIN CLUB**"), via the website <https://fr.shein.com> or the SHEIN application (the "**Site**").

To join SHEIN CLUB, the Customer declares to be at least 18 years old. It is specified that the Membership and Products purchased with the Membership are intended for the personal use of the Customer Member (the "**Member**"), without any direct connection with their professional activity. The Member is particularly prohibited from purchasing Products (the "**Products**") with the intention of reselling them.

Before making a purchase, the Customer will be invited to read these GTCU by clicking on the link "[General Terms and Conditions of Sale and Use of SHEIN CLUB](#)" , to print them, save them and accept them.

By joining SHEIN CLUB, the Member agrees to be bound without any reservation by these GTCU, which may be modified at any time by the Seller. In any event, the applicable GTCU are those in force at the time of the Member's subscription.

It is also recalled that placing an order by a Customer and the use of the Site or the Application implies unreserved acceptance of Shein's GTC, which the Customer must consult and accept beforehand: [\[Terms and Conditions\]](#).

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1. MEMBERSHIP CONDITIONS

To subscribe to SHEIN CLUB (including any renewal and re-subscription), the Customer must:

- (a) have a SHEIN user account (**"User Account"**) in good standing;
- (b) pay the membership fees (**"Membership Fees"**), as provided in Article 2 of these GTCU; and

The Membership is effective after payment is accepted by SHEIN. A message in the SHEIN application (**"App Push"**) or a confirmation email will be sent to the email address provided by the Customer.

Members are not authorized:

- to transfer or assign their Membership to third parties;
- to purchase Products for the purpose of reselling them.

2. PRICE AND DURATION OF MEMBERSHIP

2.1 Price and payment terms

The membership fees are those displayed on the Site at the time of Membership, it being specified that the SHEIN Wallet, Gift Cards, or SHEIN Bonus Points cannot be used as a means of payment.

SHEIN may, at its sole discretion, modify the membership fees and offer discounts on them.

However, the applicable rates are those in force at the time of subscription or renewal. Regarding ongoing contracts, the Member will therefore not be affected in any way by any increase in rates. Nor will they be entitled to a refund of part of the membership fees paid if these have since decreased.

2.2 Duration

Once the membership fees have been paid, the SHEIN CLUB Membership is immediate.

The duration of the Membership depends on the Membership chosen by the Customer:

*Note: cumulative membership periods are not possible. You can only purchase a new membership plan after your current membership period expires. For example, if you purchase a quarterly membership plan on 09/01/2022 at 12:00 PM, your membership will take effect immediately after successful payment. Your membership period runs from 09/01/2022 at 12:00 PM to 12/03/2022 at 11:59 PM.

Types	Duration
Quarterly	93 days

The effective date, duration and expiration date of the Membership will be specified in the membership confirmation email or by App Push.

This information can also be viewed from the [Member's User Account](#).

2.3 Purchase and renewal

The purchase of the SHEIN CLUB Membership can be done in two ways:

(a) The Customer can, from their User Account, subscribe directly via the page reserved for Members, accessible at the following link: [here](#).

(b) The Membership can also be done by placing an order on the Site, in which case the membership fees will be paid at the time of the Order. The benefits the Member enjoys will automatically apply to this order.

If you are unable to make your payment for any reason, you will need to manually cancel the order in your User Account if you wish to be able to subscribe to the membership before the order is automatically cancelled.

Before the expiration of their Membership, the Member is notified by email and/or by App Push.

Please note that only one overlapping membership period is currently supported, i.e. you can renew your membership within 30 days before its expiration. After a successful renewal, a pending effective membership will be created and the corresponding benefits will be granted from the effective start date.

3. END OF MEMBERSHIP

The end of the Membership, for whatever reason, results in the loss of the benefits associated with the Member status, as defined in Article 4 hereof.

It occurs either upon expiration of the contract term, or upon deletion of the User Account, or upon termination of the contract.

3.1 Expiration of the contract term

The SHEIN CLUB Membership ends on its expiration date, as indicated in the membership confirmation email. This information can also be viewed from the Member's User Account.

3.2 Deletion of the User Account

The deletion of the User Account automatically terminates the SHEIN CLUB Membership and all corresponding benefits. The deletion of the User Account does not give rise to any refund.

The termination of the User Account is carried out under the conditions described in Article 3.3 hereof. Please first contact [customer service](#) to request the cancellation of your membership and receive confirmation of the cancellation of your membership, before deleting your user account.

3.3 Termination of the Membership by the Member

The Member may request the termination of their Membership in the event that they have not used any of their benefits, as defined in Article 4 hereof.

Termination gives rise to a full refund of the membership fees. The Seller will proceed with the refund using the same means of payment as that used during the initial transaction, unless the parties expressly agree otherwise. The refund will be processed as soon as possible and according to the processing times of the Member's payment institution.

However, no termination or refund can be requested:

- if the Member has used one of the SHEIN CLUB benefits;
- after the expiration of the membership period.

Termination of the membership can be done:

- by contacting [customer service](#)

Termination requests are processed within 1 to 2 business days following the termination request.

Please note that when you have placed an order using Shipping Coupons and the parcel status has been shipped, the Shipping Coupons used cannot be refunded, and the benefit is deemed "used" by default. If you initiate a request to cancel your membership, we will make a partial refund after deducting the discount amount of the shipping coupons from the membership fee.

3.4 Termination by SHEIN

SHEIN reserves the right to terminate the membership agreement and revoke the Customer's Member status:

- if the Member's behavior gives it a valid reason to do so. For example, in the event of a breach of SHEIN's GTCU, applicable laws when using the Site, or other Seller policies;
- in case of fraudulent or abusive use of their Membership.

Termination of the Membership by SHEIN does not give rise to any refund.

The Customer will be informed of the termination by notice sent by email. This notice will also specify how to contact the [customer service](#), in the event that the Customer wishes to dispute the termination.

4. BENEFITS OF SHEIN CLUB MEMBERSHIP

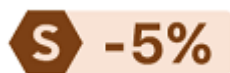
The benefits associated with the membership can only be used for the purchase of Products (the **"Products"**) from the website or Application where it was obtained (for example, if the Membership was made on the fr.shein.com site, then the benefits can only be used for purchases made on this Site and delivered in France).

The Membership allows you to enjoy the benefits and discounts set out below. At SHEIN's sole discretion, Members may benefit from other discounts, the terms of use of which will be indicated at the time these benefits are granted. The benefits of SHEIN CLUB membership vary depending on the plans. The benefits you receive depend on the plan you have chosen. SHEIN CLUB membership benefits are only available for orders placed on the SHEIN website: fr.shein.com and/or the SHEIN mobile app available on Android or iOS systems.

- Additional 5% discount:

- Members enjoy an exclusive 5% discount (**"Additional 5% off"**) on selected items on the site that are currently in stock. Consequently, a product that could have been covered by the additional 5% discount will no longer be subject to the additional 5% discount if it is put on flash sale.

- All products to which the additional 5% discount applies will bear an exclusive discounted price logo. 



- This additional 5% discount can be used with other available discount coupons.
- The cumulative amount of the discount obtained through the use of the additional 5% discount must also not exceed €745 every 31 days.

- The additional 5% discount does not apply to:

- Products sold by third-party sellers, virtual products (such as Gift Cards), taxes/shipping fees, and any other additional charges related to the Order;
- Flash sale products and other targeted discounts.

- Shipping Coupons:

Members receive SHEIN CLUB shipping coupons (the **"Shipping Coupons"**) every 31 days. Shipping Coupons can be used to cover delivery fees when purchasing Products on the Site or Application. Shipping Coupons can be combined with other promotional coupons or discounts.

There are two types of Shipping Coupons:

- - **Free Shipping Coupons** : which allow you to benefit from free delivery (**"Free Shipping Coupons"**), and
- - **Discounted Shipping Coupons** : which allow you to reduce delivery costs (**"Discounted Shipping Coupons"**).

Terms of use:

- - when the order amount does not reach the minimum threshold to qualify for free delivery, the Site will automatically use the available Shipping Coupon to offset all or part of the delivery costs of the order.
- Conversely, when the order amount reaches the minimum order to qualify for free delivery, the Site will not use Shipping Coupons.
- - Shipping Coupons can only be used for future orders (they cannot be exchanged for the delivery costs of a past order);
- - Shipping Coupons cannot be used to cover the delivery costs of Products returned by the Member;
- - Shipping Coupons must be used before the expiration date indicated on each Shipping Coupon. Shipping Coupons and their validity date can be viewed on the membership benefits page under "My Assets" and then "My Coupons" of the User Account;
- - Discounted Shipping Coupons can be combined in the same order until the delivery costs are reduced to €0 / free. If the total of Discounted Shipping Coupons exceeds the delivery costs of the order, the Member will not, however, be refunded the difference.

Any additional specific terms and/or restrictions will be available on the Shipping Coupons page, accessible via the [membership benefits page](#) and in the "My Coupons" section (under "My Assets") of the SHEIN user account.

• SHEIN CLUB Gifts

As a SHEIN CLUB member, you will regularly have the opportunity to obtain gifts. Members can select the desired gifts on the members' page, provided it is during their membership period and the validity period of the gift quota. Gifts cannot be purchased separately and must be ordered and shipped together with physical orders. In addition, gifts are neither returnable nor exchangeable. If you cancel an entire order that includes gifts, the corresponding gifts will also be cancelled. The number of gifts a member can choose within a specific period is limited. Generally, gift quotas are released every 31 days for SHEIN CLUB members (special cases excluded). Members must choose their gifts and finalize the order payment before the next quota is released. Once a quota expires, it can no longer be used. Specific details on gift benefits are displayed on the members' page.

Please note that SHEIN CLUB free gift benefits are only available for certain membership plans. If the membership plan you have chosen does not include the free gift benefits, you will not be eligible for free gifts as a paying member.

• SHEIN CLUB CREDIT REWARD

After becoming a SHEIN CLUB member, you will be entitled to earn Credit Rewards ("Credit Rewards") by making purchases of selected products sold by SHEIN. Once the earned Credit Rewards have been claimed, a corresponding amount of SHEIN promotional wallet credits will be deposited into your SHEIN user account.

The applicable thresholds for earning credit rewards with SHEIN Club can be viewed on the members-only page. The number of credits you can earn is calculated based on the monetary value of the order you placed and paid for, excluding taxes, shipping fees, SHEIN Club membership fees, other additional fees, and amounts paid with gift cards, Wallet Credits, or Bonus Points.

Note that the Credit Rewards granted to you for each order will be displayed in the "My Credit Rewards" section on your [members-only page](#). The history and balance of your credit rewards can also be viewed in this section. You can claim your Credit Rewards immediately after making the payment for an order and the corresponding amount of Wallet Promotional Credits will be placed in your Wallet in your User Account. You must claim the rewards within 31 days after paying for your order or before the end of your SHEIN CLUB membership period, whichever comes first. If you do not claim the credit rewards within the period mentioned above, the credit rewards will expire.

The maximum amount of credit rewards you can earn is capped at €50 in credit rewards per day, €500 in credit rewards per 31 days during the validity period of your SHEIN CLUB membership. The Wallet Promotional Credits granted will be valid within 31 days of being issued to your user account. You can view your promotional credits and their expiry date in the " [My Wallet](#) " section of "My Assets" in your user account.

If you return any items from your order for which you obtained Credit Rewards, the same calculation (used to grant the Credit Rewards) will be used to determine the number of Credit Rewards or unused Promotional Credits that will be removed from your "My Credit Rewards" section of the members-only page, or from your user account, respectively. If all your Credit Rewards and Wallet Promotional Credits are removed and there remains a balance, we may reduce the value of your returned purchase by €1 per €1 Credit Reward.

- **SHEIN CLUB Support**

Your satisfaction is our priority and we strive to provide you with top-quality service at all times. Thanks to support, SHEIN CLUB members can enjoy a smooth and hassle-free experience throughout their membership.

- More discounts and additional benefits:

In addition to the above benefits, members can enjoy various other discounts, details of which we will publish from time to time on our website. These additional discounts will only apply to your current membership period. SHEIN may, at its sole discretion, offer additional benefits for SHEIN CLUB memberships.

5. RIGHT OF WITHDRAWAL

In accordance with the provisions of Articles L. 221-18 et seq. of the French Consumer Code, the Customer, who is a consumer, has a right of withdrawal which expires fourteen (14) days from the conclusion of the contract (i.e. the date of SHEIN CLUB Membership).

However, in accordance with Article L. 221-28 of the Consumer Code, the right of withdrawal cannot be exercised for contracts "for the supply of services fully performed before the end of the withdrawal period and, if the contract subjects the consumer to an obligation to pay, whose performance began with his prior and express agreement and with his acknowledgement of the loss of his right of withdrawal, when the service has been fully performed by the professional".

Once you have purchased a SHEIN CLUB membership, you have the right to request cancellation of the membership within 14 days (the "withdrawal period") from the day the membership became effective (calculated based on the confirmation email sent to you in accordance with section 3.2). If you request cancellation of your membership within the withdrawal period and have not used any of the membership benefits, we will refund the full membership fee. If you request cancellation of your membership during the withdrawal period and you have used the membership benefits, then we will withhold from your refund the value of the SHEIN CLUB membership benefits used by you and your account.

Memberships in progress can be withdrawn at any time before they take effect and we will refund your full membership fee. When you have a membership in progress and choose to unsubscribe from a membership in progress, your membership in progress will take effect immediately after successful unsubscription and the withdrawal period will start from the effective date.

Please first contact [customer service](#) to exercise their right of withdrawal, the member Customer must notify the Seller of their decision to withdraw from this contract by means of an unambiguous declaration.

6. LIABILITY

Reference is made here to Shein's [GTCU](#) regarding the purchase of the Products:

In any event, Shein cannot be held liable for any loss of revenue, loss of profit, loss of contacts, loss of data or any indirect or secondary loss or damage of any kind whatsoever resulting from CLUB membership or the consequences thereof.

7. PERSONAL DATA

The Customer confirms having read and understood the Seller's [Privacy Policy](#) which explains how the Seller collects and processes personal data.

8. CONTACT

Seller's Name: Infinite Styles Services Co., Ltd

Address of the Seller's establishment: 2nd Floor, 1-2 Victoria Buildings, Haddington Road, Dublin 4, Dublin, D04 XN32, Ireland

outer email

The member Customer may contact the Seller at any time by email at frcsteam@shein.com or through our [Customer Service](#) platform.

9. DISPUTE RESOLUTION AND MEDIATION

9.1 Complaint

In the event of a dispute, the Customer must first contact the Seller's Customer Service by the following means via the website by going to the [Customer Service](#) section.

9.2 Mediation

Under Article L. 612-1 of the Consumer Code, "every consumer has the right to use, free of charge, a consumer mediator for the amicable resolution of the dispute between them and a professional."

Disputes falling within the scope of Article L. 612-1 of the Consumer Code are the disputes defined in Article L. 611-1 of the Consumer Code, namely contractual disputes concerning the performance of a sales or service supply contract, between a consumer and a professional.

If the claim request to Customer Service fails or if no response is received from this service within one (1) month, the customer may submit the dispute to the mediator within a maximum period of one (1) year from the date of the written claim. The mediator, the Paris Mediation and Arbitration Center (CMAP), will attempt, in complete independence and impartiality, to bring the parties together in order to reach an amicable solution. Its contact details are as follows:

CMAP

www.cmap.fr

consommation@cmap.fr

39 rue Avenue Franklin Delano Roosevelt – 75008 Paris

To submit a mediation request, the Client has access to a claim form available on the mediator's website.

In accordance with Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes, the Consumer Client may request the resolution of the dispute on the European online consumer dispute resolution platform, accessible at the following link: <https://ec.europa.eu/consumers/odr>.

The parties remain free to accept or refuse recourse to mediation and, in the event of recourse to mediation, to accept or refuse the solution proposed by the mediator. In the event of refusal to resort to mediation, or failure of the latter, the

parties retain the right to bring the matter before the competent court.

10. APPLICABLE LAW AND COMPETENT JURISDICTION

These SHEIN CLUB T&Cs are 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 Client, who has their habitual residence in France, additionally benefits from the protection granted by the mandatory provisions of French law.

Any dispute arising from the formation, interpretation or execution of these SHEIN CLUB T&Cs shall be subject to the exclusive jurisdiction of the French courts.

11. MODIFICATIONS TO THE CONDITIONS

We reserve the right to refuse any membership request. We may, at our discretion, modify any aspect of these conditions. We will promptly inform you of any material modification to these conditions, with the exception of free membership, which will remain unchanged until its expiration. You can contact us at any time through our [customer service](#) platform if you have any questions regarding SHEIN CLUB.