

SHEIN CLUB TERMS AND CONDITIONS

Version: August 21, 2024

Welcome to SHEIN UK's CLUB MEMBERSHIP.

The SHEIN CLUB Membership ("SHEIN Club Membership" or "Membership") is a membership program offering various benefits to its members as set out in these terms and conditions ("Club Terms"). These Club Terms constitute an agreement between you and Infinite Towers Services Limited. (trading as "SHEIN") whose registered office is at SUITE 1,7TH FLOOR 50 BROADWAY LONDON UNITED KINGDOM SW1H 0DB.

Where applicable, "we", "us" and "our" shall refer to SHEIN and "you" or "your" or the "Member" shall refer to you as the subscriber of the Membership.

By entering into this Membership, you represent and warrant that you are at least 18 years old and agree to be bound by these Club Terms. Please make sure that [save a copy of these Club Terms or print them](#) for future reference.

Please note that your use of the SHEIN UK website <https://www.shein.co.uk/> and corresponding mobile app ("Site"), is also governed by [our Website Terms and Conditions](#).

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1. MEMBERSHIP QUALIFICATION

1.1 Membership Conditions

Before you successfully subscribe to Membership (including any renewals and re-subscription), you must:

- have a registered SHEIN user account (" User Account ") in good standing. You can check whether you meet the Membership requirements through the Member-only page [here](#), and
- have paid the required fee for such Membership (" Membership Fee ").

1.2 Membership Program Acceptance

By filling in your Membership request and confirming your payment of the Membership Fee, you submit an offer to subscribe to the SHEIN Club Membership. Once we accept your offer, we will send you an email or a App Push to confirm that you have joined the Membership program.

2. SHEIN CLUB BENEFITS

2.1 General

The Membership subscription (and all associated benefits) purchased through your local SHEIN Site is only applicable to orders for products (" Products ") placed on that Site and with delivery addresses in the corresponding country/region.

During your Membership, you will benefit from the benefits and discounts set out below. In addition to these benefits, Members may receive various other discounts, the details of which we will post on our Site from time to time. Any additional benefits will take effect on the date specified in the announcement of such additional benefit. SHEIN CLUB membership benefits vary by plan. The benefits you receive depend on the plan you choose.

If you sign up for SHEIN CLUB's membership Auto-Renewal Plan, you should abide by the [SHEIN CLUB AUTO-RENEWAL PLAN CLAUSES](#) when using CLUB membership benefits.

2.2 Specific Benefits

2.2.1 Extra 5% OFF

(a) Members benefit from an exclusive 5% discount ("Extra 5% OFF") on specified items on the Site that are currently in stock. Therefore, a Product that may once have been covered by the Extra 5% OFF will no longer be subject to the Extra 5% OFF if it goes on flash sale.

All Products to which the Exclusive 5% Discount is applicable will bear an exclusive discounted price logo   . This Extra 5% OFF may be used in conjunction

with other vouchers available to you.

(b) Please note that the Extra 5% OFF:

- does not apply to:

- products from third-party sellers, virtual products (such as gift cards), taxes/shipping fees generated by the order or other additional charges;
- Products on flash sale and other targeted discounts; and

- the cumulative discount amount obtained from the use of the Extra 5% OFF shall not exceed £575 for every 31 days.

2.1.2 Shipping Vouchers

As a Member, you will receive SHEIN CLUB shipping vouchers (" Shipping Vouchers ") every 31 days. The Shipping Vouchers can be used towards specified shipping costs on purchases of physical Products from the Site. The Shipping Vouchers can be used along with other promotional vouchers or discounts.

There are two types of Shipping Vouchers:

First type can be redeemed for free shipping (" Free Shipping Vouchers "), and the **second type** can be redeemed for a discount on shipping cost (" Discounted Shipping Vouchers ").

(1) Usage rules

When the actual shipping amount to be paid for an order:

- does not meet the threshold of the regular free shipping offer, the Site's system will automatically use the available Shipping Voucher to offset all or part of the specified shipping costs incurred for the order; or
- meets the threshold of the regular free shipping promotion, the Site's system will use the free shipping offer and will not apply your Shipping Vouchers to the order.

Additional rules for Shipping Vouchers:

- Shipping Vouchers must be used:

- at the time the order is placed and cannot be redeemed towards shipping costs of a previous order;
- towards the delivery of purchased Products and **cannot be redeemed towards shipping costs of any return items**; and
- before the expiration date specified on each Shipping Voucher.

- Only one Free Shipping Voucher may be used on each order.

- Multiple Discounted Shipping Vouchers can be used in the same order until the shipping fee, if applicable, is reduced to 0. However, no change will be owed to the Member if the Discounted Shipping Vouchers' total is higher than the shipping fee.

Any additional specific conditions and/or restrictions will be posted on your Shipping Vouchers page accessed through your Membership benefits page and on the "My Vouchers" section (under "My Assets") of your SHEIN User Account. We may also send you relevant benefits information and usage restrictions by email, APP PUSH, etc.

2.1.3 SHEIN CLUB Free Gifts

As a member of SHEIN CLUB, you'll regularly receive opportunities to claim free gifts. Members can select desired Free Gifts from the Member-only page, provided they are within their membership period and the validity period of the gift quota. Free Gifts cannot be purchased separately and must be ordered and shipped with physical orders. Additionally, Free Gifts are non-returnable and non-exchangeable. If you cancel an entire order that includes Free Gifts, the corresponding Free Gifts will also be canceled.

The number of Free Gifts a member can pick within a fixed period is limited. Generally, Free Gift quotas are released every 31 days to SHEIN CLUB members (special cases excluded).

Members must pick their Free Gifts and complete the order payment before the next quota is released. Once a quota expires, it cannot be used. Specific details about Free Gift benefits are displayed on the Member-only page.

Please note that SHEIN CLUB Free Gift benefits are only available for certain membership plans. If your chosen membership plan does not include Free Gift benefits, you will not be eligible for Free Gifts as a paid member.

2.3 More Discounts and Additional Benefits

In addition to the above benefits, Members may receive various other discounts, the details of which we will post on our website from time to time. These additional discounts will only apply to your current Membership period.

SHEIN may at its sole discretion offer additional benefits for SHEIN CLUB Memberships. Any additional benefits under the Membership will take effect on the date specified in the announcement of such additional benefit. If you are already a SHEIN CLUB Member, you will be entitled to these additional benefits, if any, during the remaining period of your Membership.

3. MEMBERSHIP FEE

3.1 SHEIN CLUB 14-day Free Trial

Starting on May 11, 2023, we are providing a FREE trial membership to SHEIN CLUB for select members. To sign up for the FREE trial, you must have a registered SHEIN User Account in good standing and be a SHEIN VIP S3 level or above. You have not been a SHEIN Club member on this device in the past 365 days.

For more information about SHEIN VIP, please click [here](#).

To sign up for the SHEIN CLUB 14-day Free Trial:

-Log into your SHEIN User account.

-Go to SHEIN CLUB [Members-only page](#).

-Select SHEIN CLUB FREE trial membership and join today!

-Follow the on-screen instructions when prompted.

Note about the SHEIN CLUB 14-day Free Trial:

-No additional fees. No auto-renew.

-The range of users who can sign up for a FREE trial may be narrowed or expanded, and the details are subject to the descriptions on the official website.

-If you upgrade before the FREE trial expires, you will immediately get effective paid membership and benefits, and previously issued shipping vouchers will be retained.

-To unsubscribe from the SHEIN CLUB Free Trial membership, please contact [Customer Service](#). The corresponding benefits will expire immediately after you're successfully unsubscribed.

3.2 Price

The Membership Fee is the price displayed on the Site during your Membership registration process.

We may at our sole discretion revise the Membership pricing plans and/or fees and may also offer discounts for Membership fees from time to time.

If you are already a Member, your Membership Fee will not be affected by such revision; you will not be liable for any increase nor entitled to any refund of the Membership Fee paid if our pricing is changed after you become a Member. However, if your Membership period expires, and you would like to renew, you will then renew your Membership under the then-effective Membership pricing plan and fees.

3.3 How to Purchase and Renew Membership

You can become purchase your Membership in two ways:

(a) You can log into your User Account, and from there purchase your Membership directly on the Member-only page located [here](#).

(b) You can also request your Membership subscription whilst placing an order on the Site. In which case you will pay the Membership Fee as part of your order. If you do so, then your Membership benefit(s) will automatically apply to that order.

Once your payment has been successfully completed, we will confirm your Membership and such Membership duration by email and/or App push.

If you are unable to complete your payment for any reason, you will need to manually cancel the order on your User Account if you would like to be able to subscribe to Membership before the order is automatically cancelled.

Before your Membership period expires, we will notify you of your Membership expiration date through email and/or App push and you will be able to purchase a new Membership as set out above.

Note: The SHEIN CLUB Membership subscription purchased through a SHEIN website in any country/region is only applicable to that corresponding website and to orders with delivery addresses in the corresponding country/region.

3.4 How to Pay for Membership Fee

You can pay for your Membership Fee through the then available payment, except that you may not pay for the Membership Fee by SHEIN wallet, gift card, vouchers or SHEIN Points. Available payment methods are the existing payment methods on the Site. We reserve the right to change the payment methods.

4. TERM AND TERMINATION OF MEMBERSHIP

4.1 Membership Duration

You will become a Member immediately upon successful payment of your Membership Fee and confirmation of your Membership.

Depending on the Membership Fee package you have selected, the corresponding Membership Duration will be calculated.

For example, when you purchase a Quarterly-Membership package on 09/01/2022 at 12.00 a.m., your Membership will take effect immediately after our confirmation. Your Membership validity period will be from 09/01/2022 12:00:00 am to 12/03/2022 23:59:59 pm.

Types	Duration
Quarterly	93days

You can check your Member-only page on your User Account at any time to check the validity period of your Membership (" Membership Validity ").

Please note that only 1 stacked membership period is currently supported, i.e. you can renew your membership in 30 days before your membership expires. After successful renewal, 1 pending effective membership will be created and the corresponding membership benefits will be issued from the effective date begin.

4.2 Deletion of your User Account

Please note that if you delete your User Account, your Membership and all corresponding benefits will be automatically be terminated at the same time and you will not be able to receive any refund to which you may have been entitled under sections 4.3 or 4.4 below.

So if you plan to delete your User Account, please contact [Customer Service](#) first to apply for cancellation of your Membership, and receive confirmation of your Membership cancellation, [before](#) deleting your User Account.

4.3 Withdrawal Period

Once you have purchased a Membership, you have the right to apply for cancellation of the Membership within 14 days (the " **Withdrawal Period** ") from the day on which the Membership became effective (calculated based on the confirmation email sent to you pursuant to section 4.1 above).

You can contact our [Customer Service](#). If you apply for cancellation of your Membership within the Withdrawal Period and you have:

- not used any Membership benefits, we will refund the entire Membership Fee to you; or
- already used some of your Membership benefits, then we will withhold from your refund the value of the Membership benefits used on your User Account.

4.4 Cancellation for convenience

After the Withdrawal Period, you can still apply to cancel your Membership if you have not used any of your Membership benefits, in which case, we will refund your entire Membership Fee as long as you cancel within your Membership Validity.

Pending effective memberships can be withdrawn anytime before they become effective and we will refund your full membership fee. When you have a pending effective membership and choose to unsubscribe from a currently active membership, your pending effective membership will become effective immediately upon successful subscription and the withdrawal period will begin to run from the effective date.

If you have used any of your Membership benefits, however, you will not be able to cancel your Membership after the Withdrawal Period, and your Membership will continue until it expires.

When you apply to cancel your Membership, you must ensure that there is no pending order with the usage of Membership benefits pending payment. In order to apply to cancel your Membership, you must contact Customer Service to cancel your Membership during your Membership Validity.

If your Membership Validity has expired, you can no longer apply for a refund of Membership fee even if you did not use any of the Membership benefits.

We will process this cancellation within 1-2 weekdays of your cancellation request.

Please note that when you have placed an order using the Shipping Vouchers and the package status has been shipped, the Shipping Vouchers used cannot be refunded, and the benefit has been used by default. If you initiate a request to cancel your Membership, we will make a partial refund after deducting the amount of the Shipping Vouchers reduction from the Membership Fee.

Once your application to cancel your Membership has been approved, your Membership will be terminated immediately, the corresponding Membership benefits will be invalidated immediately.

4.5 Refund Method

Once your cancellation request has been validated and if you are entitled to a refund, your Membership Fee (in full or pro-rated) will be refunded directly to your original payment method. The refund will be reflected in your payment account according to the processing time of your payment institution.

4.6 Termination by SHEIN

We reserves the right to terminate your Membership immediately if you:

- materially breach these Club Terms or our Website Terms and Conditions;
- breach any applicable law or regulation; and/or
- commit any fraudulent or abusive use of your Membership.

If your Membership is terminated under this section 4.5:

- your Membership Fee will not be refunded; and
- we will set out in our termination notice how to contact our [Customer Service](#) if you wish to appeal this termination.

5. LIMITATION OF LIABILITY

5.1. Unless specific warranties are expressly given under our Website Terms and Conditions, we do not give any warranties or guarantees in respect of the Membership over and above those implied by applicable law (these include, for example, that the products are of satisfactory quality and reasonably fit for all the purposes for which products of that kind are commonly supplied).

5.2. We will not be liable for any non-compliance or delay in compliance with any of the obligations we assume under these Club Terms or other contracts when caused by events that are beyond our reasonable control.

5.3. Nothing in these Club Terms limit or exclude our liability for: (a) breach of statutory rights or essential contractual obligations; (b) death or personal injury by our negligence; (c) fraudulent misrepresentation; or (d) any other liability that cannot be excluded by law.

5.4. We will not be liable for loss of revenues, profits, contracts, business or anticipated savings (all whether direct or indirect) or any indirect losses suffered or incurred by you arising out of or in connection with the provisions of any matter under these Club Terms.

5.5. Subject to the above, any liability we do have for losses you suffer from the purchase of Membership is limited to the purchase price of such Membership and the losses that were foreseeable. Loss or damage is only foreseeable where they could be contemplated by you and us at the time of you agreeing to these Club Terms.

5.6. Except for liability related to the sale of the Products, we cannot be held responsible for any direct or indirect damage, whatever the cause, origin, nature or consequence, resulting from the use of the Site. In particular, in the event of interruption or inaccessibility of the Site, occurrence of viruses or errors, inaccuracies in the information contained on the Site or any damage resulting from fraudulent acts of third parties from the Site.

6. PERSONAL DATA

Please ensure that you read and understand our [Privacy Policy](#), which sets out how we collect, process and use any personal data collected during your Membership (including your application for such Membership and its termination).

7. OTHER IMPORTANT TERMS

7.1. These Club Terms, together with our Website Terms and Conditions and any legal notices published on the Site shall constitute the entire and only agreement between you and us concerning your Club Membership and use of the Site and supersedes all prior terms, agreements, discussions and writings regarding the subject matter.

7.2. If any provision of these Club Terms is found to be unenforceable, that provision shall not affect the validity of the remaining provisions of these Club Terms which shall remain in full force and effect.

7.3. No waiver of any term of these Club Terms shall be deemed a further or continuing waiver of such term or any other term. Our failure to assert any right or provision under these Terms shall not constitute a waiver of such right or provision.

7.4 We reserve the right to change, modify, add, or remove any part of these Club Terms at any time for legal, regulatory or security or operational reasons. If we make any such changes, we will send you written notice of these changes and you will be able to either (a) accept these changes and continue being part of the Membership program or (b) reject these new Club Terms and cancel your Membership. If you decide to cancel your Membership program following a change of the Club Terms we will give you a pro-rata refund of your Membership Fee.

7.5 Except to the extent permitted by these Club Terms, Members are not permitted to transfer or assign their Membership to third parties.

7.6 Membership is reserved to consumers only and Members are not permitted to purchase Products with the aim of reselling such Products.

8. GOVERNING LAW AND JURISDICTION

These Club Terms are governed by and will be construed in accordance with the laws of England and Wales. Any disputes arising under or in connection with these Club Terms shall be subject to the non-exclusive jurisdiction of the English Courts.

9. CONTACT US

We welcome your questions and comments about our Membership program, these Club Terms and/or our privacy practices.

Also if you find that circumstances such as network fluctuations or else mean that you cannot fully enjoy Membership rights and benefits please contact us and we will be happy to provide appropriate solutions to ensure that make the most out of your Membership.

We will promptly inform you of any material changes to these Terms, except the complimentary membership will remain unchanged until expiration.

You may contact us anytime at our dedicated [Privacy Center](#), legal@shein.com or through our [Customer Service Platform](#).