BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Temu & Shein Shopping Smart and Safe

How they work, paying safely, returns, notifications and scams — explained in plain English, one step at a time

A plain-English guide for anyone tempted by a bargain

Take your time — you're in charge of what you buy

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For the Temu and Shein apps and websites (U.S.) · facts current November 2026

What's Inside

This is your guide to Temu and Shein, the two bargain shopping apps that seem to be on every phone. It explains how they work and why prices are so low, how the 2025 tariff changes affected them, how to pay safely, how returns and refunds work, how to quiet the constant notifications, and how to spot the scams that borrow their names. It doesn't tell you whether to shop there; it helps you decide. Read it in any order and at your own pace. If a screen looks a little different on your phone, the idea is still the same.

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PART 1

Getting to Know Temu & Shein

What these two shopping apps are, why prices are so low, how the 2025 tariff changes affected them, and an honest look at whether they're right for you.

CHAPTER 1

A Note from Bill

Hello, and welcome. I'm Bill, and for more than 30 years I've helped people make technology work for them instead of the other way around. Here in Portage County, Temu and Shein come up again and again. Sometimes it's a question about a return. Sometimes it's a phone that won't stop buzzing with "deals." And sometimes it's a worried call about a text that said "You've won a free Temu gift!"

This guide is **neutral**. I'm not here to tell you to shop on Temu or Shein, and I'm not here to tell you never to. Plenty of people buy inexpensive things there and are happy. Others have had headaches. My job is to explain how these apps really work, so you can make your own choice with your eyes open, and so you know exactly what to do when something goes sideways.

WHAT THIS DOES FOR YOU

What this guide does for you

It explains in plain English how Temu and Shein work and why their prices are so low, what changed with tariffs and "import charges," how to pay in the safest way, how returns and refunds work on each app, how to turn off the flood of notifications, emails and texts, and how to recognize the fake websites and "free gift" texts that use these names to trick people. It also shows you how to delete your account if you decide you're done.

Who this guide is for

- Anyone who has heard of Temu or Shein and wonders what the fuss is about.
- Anyone who already shops there and wants fewer surprises.
- Anyone whose phone buzzes all day with shopping alerts.
- Family members helping a parent who loves a bargain, and wants to keep them safe.

The big promise: you're in charge

Looking around these apps costs nothing. You can browse, read, and close the app without buying a thing. Nothing gets charged until you press the final button to place an order. The places where it pays to slow down are clearly marked in this guide: how you pay, which links you tap, and which games you play for "free" rewards.

You're never stuck alone

Take this at your own pace and in any order. If something doesn't look right, or you think you may have fallen for a scam, call or text me at **(330) 200-8042**. Sometimes ten minutes with someone beside you is all it takes.

— Bill

CHAPTER 2

What Temu and Shein Are

Temu and Shein are online stores you use through a phone app or a website, much like Amazon or Walmart. You scroll through pictures, tap what you like, pay, and the items arrive by mail. What makes them different is the **very low prices** and the sheer number of items, most of them made in China.

Temu in a sentence

Temu (say it "TEE-moo") sells almost everything: kitchen gadgets, tools, phone cases, crafts, toys, clothing, garden items and home goods. Thousands of separate sellers list their products, and Temu runs the store, the app, payments and customer service. Temu is owned by PDD Holdings, a company with roots in China.

Shein in a sentence

Shein (say it "SHE-in") started as a clothing store and is still best known for inexpensive, trendy fashion: dresses, tops, shoes, swimwear and accessories. It has added home goods, beauty items and a marketplace of outside sellers too. Like Temu, Shein was founded in China.

	Temu	Shein
Best known for	Almost everything, very cheap	Inexpensive clothing and fashion
How you shop	App or temu.com	App or shein.com
Who sells	Many separate sellers; Temu runs the store	Shein's own brands plus outside sellers
Return window (U.S.)	Generally 90 days; see Chapter 18, *Returns and Refunds on Temu*	Generally 30 days from delivery; see Chapter 19, *Returns and Refunds on Shein*

GOOD TO KNOW

Same idea, different shelves

If you think of Temu as a giant dollar-store-meets-hardware-aisle and Shein as a huge discount clothing rack, you won't be far off. Both now carry some of what the other sells.

HEADS UP

They are not Amazon

On Amazon or at Walmart, you can often return things at a store down the road. Temu and Shein have no stores. Every return goes back by mail, so it takes longer, and the rules are different. That's why this guide gives each app its own returns chapter.

CHAPTER 3

Why Everything Is So Cheap

A five-piece kitchen set for less than a sandwich, or a summer dress for less than a movie ticket. It's natural to wonder how that's possible. There's no single trick. It's a mix of several things, and knowing them helps you set honest expectations.

The main reasons

- **Straight from the factory.** Many items come from manufacturers with few or no middlemen in between, so fewer companies take a cut.
- **Huge volume.** These companies sell enormous quantities, which lowers the cost of each item.
- **Simple materials and packaging.** Many items are made as cheaply as possible. Some are fine; some don't last.
- **Slower shipping.** Items often travel a long way, and cheap shipping is usually slow shipping.
- **Heavy discounts to win you over.** Big "first order" deals and free-gift games are marketing. The companies hope you'll keep coming back.

What "cheap" can mean for you

Kind of item	What to expect
Great value	Simple items where quality matters less: storage bins, craft supplies, phone stands, party decorations.
Hit or miss	Clothing sizes, fabric feel, colors that look different from the photo.
Think twice	Anything that plugs in or gets hot, children's toys, things that touch food or skin, safety gear. See Chapter 30, *Product Safety: What to Think Twice About*.

TIP

The two-photo test

Before you buy, look at the photos that **customers** posted with their reviews, not just the seller's glossy pictures. If the real photos look nothing like the ad, believe the real photos.

GOOD TO KNOW

Prices went up in 2025

The super-low prices of a few years ago aren't quite what you'll see now. Tariff changes in 2025 pushed many prices up. Chapter 4, *Tariffs, Import Charges and the 2025 Changes* explains what happened.

CHAPTER 4

Tariffs, Import Charges and the 2025 Changes

If you shopped on Temu or Shein before 2025 and then again later, you may have noticed higher prices, or a line on your receipt called **"import charges."** Here's what happened, in plain English.

The old "under $800" rule

For years, a U.S. rule called **de minimis** (Latin for "too small to matter") let packages worth $800 or less come into the country without paying import duties. Temu and Shein shipped millions of small, individual packages straight to shoppers, and most of them came in duty-free. That was one big reason prices could be so low.

What changed

- **May 2, 2025:** the duty-free treatment ended for low-value packages from China and Hong Kong.
- **Late April 2025:** Temu and Shein both announced price increases for U.S. shoppers, citing higher costs from tariffs.
- **Early May 2025:** Temu said its U.S. sales would be handled by local sellers shipping from inside the country, instead of shipping orders directly from China.
- **August 29, 2025:** the duty-free treatment for low-value packages ended for **every** country, not just China.

Where things stand in November 2026

In February 2026, the U.S. Supreme Court ruled that a set of tariffs imposed under an emergency-powers law was unlawful. That ruling did **not** bring back duty-free small packages: on the same day, the President issued a proclamation keeping the de minimis suspension in place. In August 2026, the U.S. Court of International Trade upheld ending the exemption. So as of November 2026, low-value packages coming into the U.S. are still subject to duties.

What it means when you shop

- **Look for "local warehouse" items on Temu.** Temu labels items that ship from inside the U.S. and has said these carry no import charges and no extra charges on delivery.
- **Read the total before you pay.** The checkout screen shows the final amount, including any import charges, shipping and tax. That number is the real price.

- **A cheap price isn't the whole story.** Compare the full total with what the item costs at a store you already trust.

HEADS UP

Rules can change again

Trade rules have changed several times since 2025 and court cases are still moving. If a price or fee looks surprising, trust the checkout screen, not an old news story or a social media post.

SCAM ALERT

Nobody calls you to collect "customs fees"

Scammers use tariff news as cover. A call, text or email saying you owe a customs fee before a package can be delivered, with a link to pay, is very likely a scam. Real charges show up in the app at checkout. See Chapter 29, *Free Gift Texts and Fake Delivery Messages*.

CHAPTER 5

Is It Right for You? An Honest Look

There's no right or wrong answer here. Some people enjoy treasure-hunting for inexpensive things. Others would rather pay a bit more for a familiar store, faster delivery and easy returns. Here's a fair side-by-side so you can decide.

Things people like	Things to weigh
Low prices on simple items	Quality varies a lot from item to item
Huge selection	Mail-only returns; no store counter
Free returns on the first return of an order (both apps)	Later returns from the same order can cost you
Price adjustments if the price drops (Temu)	Lots of notifications, emails and texts by default
Pay with PayPal or Apple Pay (Temu)	Privacy concerns raised by several state attorneys general (see Chapter 26, *Privacy: What the Lawsuits Say*)

Questions to ask yourself

1. Do I need this item soon? If yes, a local store may be faster.
2. Would I be upset if it were lower quality than the picture?
3. Is it something that plugs in, heats up, or goes near a child or food? If so, see Chapter 30, *Product Safety: What to Think Twice About*.
4. Am I buying it because I need it, or because a timer said "only 3 minutes left"? See Chapter 25, *Keeping Spending in Check*.
5. Have I compared the full price, with any fees, to a store I trust?

TIP

Try one small order first

If you're curious, start with one inexpensive thing you won't mind if it disappoints. You'll learn how the app, shipping and returns feel before you spend more.

FROM BILL

My honest take

I don't sell anything from either company and earn nothing if you shop there. My only goal is that you shop safely, pay safely, and never get fooled by a fake.

PART 2

Setting Up Safely

Getting the real app, creating an account the careful way, choosing which permissions to allow, and protecting your sign-in.

CHAPTER 6

Getting the Real App — Not a Fake

The safest way to use Temu or Shein is through the official app from your phone's own app store, or by typing the web address yourself. Fake shopping sites and lookalike ads are common, and they're designed to look just like the real thing.

On an iPhone or iPad

1. Open the **App Store** (the blue icon with a white "A").
2. Tap **Search** at the bottom and type **Temu** or **Shein**.
3. Look closely at the result. The developer name under the app should be the company, not a stranger's name.
4. Tap **Get**, then confirm with Face ID, Touch ID or your password.

On an Android phone

1. Open the **Play Store** (the colorful triangle).
2. Tap the search bar and type **Temu** or **Shein**.
3. Check that it's the official app, with a very large number of downloads and the company as the developer.
4. Tap **Install**.

On a computer

Type **temu.com** or **shein.com** into the address bar yourself. Don't trust the first search result blindly; sponsored ads at the top can occasionally point to lookalike sites. Chapter 28, *Fake Temu and Shein Websites* shows how to tell the difference.

SCAM ALERT

Never install from a link in a text

If a text or email says "Download Temu here" or "Claim your Shein reward in our app," don't tap it. Get the app only from the App Store or Play Store.

TIP

Already have it?

Look at the app's icon on your home screen. If you aren't sure where it came from, delete it and reinstall it from the official store. Your account stays safe on the company's side; you just sign in again.

CHAPTER 7

Creating an Account the Careful Way

Both apps let you browse without an account, but you need one to buy. A few careful choices now save you a lot of unwanted messages and worry later.

Your sign-in choices

Option	What to know
Email address	Simple and familiar. Expect lots of marketing email unless you turn it off (see Chapter 23, *Stopping Emails and Texts*).
Phone number	Easy, but invites marketing texts. Think twice before using it.
Sign in with Apple	On iPhone, Apple can hide your real email address from the store if you choose that option.
Sign in with Google	Quick if you already use a Google account; it shares your Google email.

Setting it up

1. Open the app and tap the person icon for your account (on Temu it's labeled **You**), or tap the sign-in prompt.
2. Choose how to sign in. If you use email, consider a separate email address you use only for shopping.
3. Create a strong password you don't use anywhere else (see Chapter 9, *Passwords and Sign-In Safety*).
4. When the app asks to send notifications, it's fine to tap **Don't Allow**. You'll still see your orders in the app.
5. Skip any offer to "connect contacts" or "find friends."

TIP

A shopping-only email

A free second email address used just for online shopping keeps sales emails out of your main inbox. If you ever get a "Temu" or "Shein" message in your main inbox, you'll know right away it's suspicious.

HEADS UP

The first-order rush

New accounts usually see big welcome discounts and countdown timers. They're designed to get you to buy fast. Close the app, think it over, and come back later. The deal or something like it will usually still be there.

CHAPTER 8

App Permissions: What to Allow

When you first open a shopping app, your phone may ask whether to allow notifications, location, tracking, photos or contacts. You can say no to almost all of them and the app still works for shopping. Saying no shares less about you.

Permission	My suggestion
Notifications	Not needed. Order updates also appear inside the app. See Chapter 22, *Turning Off Push Notifications*.
Location	Not needed. You type in your shipping address yourself.
Allow tracking (iPhone)	Tap **Ask App Not to Track**. It limits tracking across other companies' apps and websites.
Contacts	Not needed. Only used for referral games that message your friends.
Photos / camera	Only if you want to search by picture or post a review photo. "Selected photos only" is a good middle ground.

Changing permissions later on iPhone

1. Open **Settings**.
2. Scroll down to **Apps** and tap it (on older iPhones, the app list is right in Settings).
3. Tap **Temu** or **Shein**.
4. Turn off anything you don't want, such as **Location**, **Contacts** or **Allow Tracking**.

Changing permissions later on Android

1. Open **Settings**, then **Apps**.
2. Tap **Temu** or **Shein** (you may need to tap **See all apps** first).
3. Tap **Permissions**.
4. Tap each permission and choose **Don't allow**.

GOOD TO KNOW

Why this matters here

Several state attorneys general have sued Temu claiming its app collected more data than people realized. Temu denies those claims. Whatever the outcome, sharing less is a simple, sensible habit. See Chapter 26, *Privacy: What the Lawsuits Say*.

CHAPTER 9

Passwords and Sign-In Safety

Your shopping account holds your address, order history and often a saved payment method. Protecting it is just as important as protecting your email.

Three habits that do most of the work

1. **Use a unique password.** Never reuse your email or bank password on a shopping site.
2. **Let your phone remember it.** iPhone's Passwords app and Google Password Manager can create and store strong passwords for you.
3. **Sign in only from the app or a site you typed yourself.** Never from a link in a text or email.

If you forgot your password

1. Open the app's sign-in screen.
2. Tap **Forgot password** or **Reset password**.
3. Enter the email or phone number on the account.
4. Use the code or link the company sends to set a new password.

SCAM ALERT

"Your account is locked" messages

A text or email saying your Temu or Shein account is locked or suspended, with a link to "verify," is a classic phishing trick. Open the app yourself instead. If there's a real problem, you'll see it there.

STAY SAFE

If someone else got in

If you see orders you didn't place, change your password right away from inside the app, remove any saved cards, and call your card company. Then contact the store's customer service through the app.

TIP

Write it down safely

If you keep passwords on paper, keep the list somewhere private at home, not in your wallet or purse. The cheat-sheet at the end of this guide has a spot for your account email, but not the password.

PART 3

Shopping and Paying

Finding your way around the apps, reading a listing with a sharp eye, choosing sizes, and paying in the safest way.

CHAPTER 10

Finding Your Way Around the App

Both apps are busy, colorful and full of moving banners. Underneath all of that, they work like any store: you search, you look, you add to a cart, you check out. Once you know where the few important buttons are, the noise is easier to ignore.

The buttons that matter

Button	What it's for
Search bar (top)	Type exactly what you want, like "large print wall calendar." Faster than scrolling.
Home	The busy front page full of deals. Fine to skip.
Categories	Browse by department, like a store aisle.
Cart	What you've picked but not yet bought. Nothing is charged here.
You / your account	Your orders, returns, messages, settings and sign-out.

Shopping calmly

1. Tap the **search bar** and type the item you came for.
2. Use **Sort** or **Filter** to narrow results, for example by rating or price.
3. Tap an item to see its details, photos and reviews.
4. If you like it, tap **Add to cart**. You can still change your mind later.
5. When you're done, close the app and come back later before you buy. A little time cools down impulse buys.

TIP

Make it bigger

If the text is tiny, turn up your phone's text size in **Settings > Display & Brightness > Text Size** on iPhone, or **Settings > Display > Font size** on most Android phones. Both apps follow your phone's text size in most places.

HEADS UP

Pop-ups are part of the design

Spinning wheels, "you've unlocked a coupon" boxes and countdown clocks appear constantly. They're marketing. Tap the small **X** to close them. See Chapter 24, *Spin-the-Wheel, Free Gifts and Referral Games*.

CHAPTER 11

Reading a Listing Like a Pro

Every item has a page with photos, a price, a description and reviews. Learning to read that page carefully is the single best way to avoid disappointment.

Check these five things

1. **The real size.** Scroll to the details and look for measurements in inches. Photos can make tiny things look big.
2. **What's actually included.** "1 pc" versus "set of 4" matters. Make sure the option you picked is the one in the photo.
3. **Customer photos.** Open the reviews and look at pictures people took themselves.
4. **Low-star reviews.** Read a few 1- and 2-star reviews. They tell you what goes wrong.
5. **Delivery estimate and total.** The estimated delivery window and final total, with any fees, show up before you pay.

Red flags on a listing

- A famous brand name at a price far too good to be true. It may be a counterfeit.
- Photos that look like they came from a different, more expensive product.
- A description full of unrelated keywords instead of real details.
- Reviews that all sound alike, or that talk about a different product.

GOOD TO KNOW

Who you're buying from

Both apps are marketplaces. On the listing you'll usually see a store or seller name. A federal law called the INFORM Consumers Act requires big online marketplaces to share certain information about high-volume sellers and give shoppers a way to report suspicious listings. See Chapter 27, *What Regulators Have Done*.

TIP

Save it for later

Tap the heart or "save" icon on an item instead of buying right away. Look at your saved list in a day or two. You'll often find you don't want half of it.

CHAPTER 12

Clothing Sizes and Fit

Clothing is where most returns happen, especially on Shein. Sizes are often smaller than American brands you're used to, and the same size can fit differently from one seller to another. A few minutes with a tape measure helps a lot.

Getting the size right

1. Measure yourself with a soft tape measure: bust or chest, waist and hips, in inches.
2. On the item's page, tap **Size Guide** or **Size Chart**.
3. Switch the chart to **inches** if it shows centimeters.
4. Compare your measurements to the **product** measurements, not just the letter size.
5. Read reviews for notes like "runs small" or "order a size up." Many reviewers list their height and usual size.

Situation	A good rule
Between two sizes	Usually pick the larger one; returns cost time and sometimes money.
Stretchy fabric	Closer to your measurements is usually fine.
Woven, no stretch	Leave a little room.
Shoes	Check the length in inches, and read reviews about width.

HEADS UP

Some clothing can't be returned

Shein's U.S. return policy excludes items like bodysuits, lingerie, sleepwear, swimwear, and most jewelry and accessories. Temu excludes worn or damaged clothing and some underwear. Check before you buy. See Chapter 19, *Returns and Refunds on Shein* and Chapter 18, *Returns and Refunds on Temu*.

TIP

Colors can differ

Screens and studio lighting change how colors look. If an exact color matters, like for a wedding or a matching set, read reviews about color first.

CHAPTER 13

Paying Safely

How you pay matters more than almost anything else in online shopping. The right choice gives you a safety net if an order never arrives or isn't what was promised.

What each app accepts (U.S.)

Payment type	Temu	Shein
Credit and debit cards	Yes (Visa, Mastercard, Discover, American Express and more)	Yes
PayPal	Yes	Yes
Apple Pay	Yes	Not listed (U.S. page)
Google Pay	Yes	Not listed (U.S. page)
Venmo / Cash App Pay	Not listed (U.S. page)	Yes
Pay later (Klarna, Afterpay, Affirm)	Klarna	Klarna, Afterpay, Affirm, Zip
Store gift card	Temu credit	Shein e-gift card

The safest choices, in order

1. **PayPal, Apple Pay or Google Pay.** The store doesn't see your actual card number, and these services have their own dispute processes.
2. **A credit card.** Credit cards generally offer strong protection for disputing charges, and the money isn't drawn from your bank account.
3. **A debit card**, only if you have no other choice. If something goes wrong, it's your checking account money that's tied up while it's sorted out.

SCAM ALERT

Never pay by gift card, wire or Zelle

Temu and Shein take payment inside their app or website at checkout. Anyone asking you to pay for an order, a "customs fee" or a "prize" with a gift card, wire transfer, Zelle, cryptocurrency or a money app sent to a person is a scammer.

TIP

One card for online shopping

Some people keep one credit card with a modest limit just for online shopping. If that number is ever misused, your everyday card stays safe.

GOOD TO KNOW

Saved cards

The apps may offer to save your card for next time. It's convenient, but it also makes impulse buying easier. If you prefer, don't save it, or remove it later under your account's payment settings.

CHAPTER 14

Buy Now, Pay Later: Klarna, Afterpay and Friends

At checkout you may see options to split your purchase into smaller payments. These are services like **Klarna**, **Afterpay** and **Affirm**. They sound gentle on the wallet, and they can be, but it's worth understanding them before you tap.

How they work

- You buy now and pay over a few weeks or months.
- A common plan is four payments, with the first due at checkout.
- Payments are usually taken automatically from a card or bank account you choose.
- Missed payments can bring late fees, depending on the service.

Questions to ask before you use one

1. Could I simply pay for this today? If yes, do that; it's simpler.
2. Do I already have other pay-later plans running? They add up quickly.
3. Do I know the exact dates the payments come out?
4. If I return the item, do I know how the refund reaches the pay-later plan?

HEADS UP

Small amounts stack up

Splitting a $40.00 order into four payments feels painless. Doing that on six orders means 24 payments to track. Keep pay-later plans for bigger purchases you've thought about, if you use them at all.

TIP

Returns and pay-later plans

If you return something bought with a pay-later service, the refund normally goes back to that plan. Keep making any payments that are due until you see the refund applied, so you don't get a late fee.

CHAPTER 15

Checking Out Step by Step

Checkout is the one moment that costs money, so slow down here. The steps are nearly the same on both apps.

1. Tap the **Cart** icon.
2. Look at each item: the right size, color and quantity? Remove anything you've changed your mind about.
3. Tap **Checkout**.
4. Check your **shipping address**, including apartment number and ZIP code.
5. Choose your **payment method** (see Chapter 13, *Paying Safely*).
6. Read the **order total**: items, shipping, tax and any import charges.
7. Look at the **estimated delivery dates**.
8. Only when everything looks right, tap the final button to place your order.

After you place the order

- You'll see a confirmation screen, and usually a confirmation email.
- The order appears under **Your orders** (Temu) or **My Orders** in your account (Shein).
- Orders that haven't shipped yet can often be canceled from the order page.

HEADS UP

"Add one more to get free shipping"

Both apps nudge you to add items to reach a minimum or unlock a discount. Ask yourself whether you'd buy that extra item on its own. If not, paying a small shipping fee may cost less than the extra item.

TIP

Screenshot the confirmation

Take a screenshot of the order confirmation with the order number and total. It's handy if you ever need to dispute a charge.

PART 4

After You Order

Tracking packages, handling late or missing orders, returns and refunds on each app, price adjustments and credits, and what to do when the item is wrong.

CHAPTER 16

Tracking Your Order

Once an order ships, you can follow it right in the app. That's also the safest place to check, because fake "delivery problem" texts are everywhere.

To track an order

1. Open the Temu or Shein app and sign in.
2. Tap the account icon (**You** on Temu), then **Your orders** or **My Orders**.
3. Tap the order you want.
4. Tap **Track** or look at the shipping status to see where it is and the estimated delivery date.

What the stages usually mean

Status	What it means
Processing	The seller is getting it ready. You can often still cancel.
Shipped	It's on the way. A tracking number appears.
In transit	Moving between facilities. It can sit in one place for days; that's normal.
Out for delivery	Your local carrier has it today.
Delivered	The carrier marked it delivered. If you don't have it, see Chapter 17, *Late, Lost or Missing Packages*.

TIP

One order, several boxes

Items from different sellers or warehouses may arrive separately, on different days, by different carriers. The order page shows each package.

SCAM ALERT

Check in the app, not in a text

If you get a text saying your Temu or Shein package is held, needs an address update or a fee, don't tap the link. Open the app yourself and look at the order. See Chapter 29, *Free Gift Texts and Fake Delivery Messages*.

GOOD TO KNOW

USPS Informed Delivery

The U.S. Postal Service offers a free service called Informed Delivery that shows you packages headed to your address. Bill's guide on package tracking explains how to sign up safely.

CHAPTER 17

Late, Lost or Missing Packages

Most orders arrive. When one doesn't, there's a calm, step-by-step way to sort it out, and you don't need to call anyone except through the official app.

If it's running late

1. Open the order in the app and check the **estimated delivery** window.
2. If today is still within that window, wait. Packages often sit in transit for several days.
3. Temu's help center says that if an order misses its latest promised delivery date, Temu adds a credit to your Temu balance within 48 hours. The amount appears in the order details.
4. If it's well past the window, contact customer service from the order page.

If it says delivered but you don't have it

1. Look around: porch, side doors, behind planters, with neighbors, in the mailbox or parcel locker.
2. Wait until the next day; carriers sometimes mark packages delivered early.
3. In the app, open the order and choose the option to report a problem, such as **package not received**.
4. Follow the prompts. Refunds normally go back to your original payment method or store balance.

TIP

Keep everything in the app

Use the app's own help and chat for order problems. That keeps a record, and it means you're talking to the real company.

SCAM ALERT

Fake customer service numbers

Searching the web for a Temu or Shein phone number can turn up fake "support" lines run by scammers. Start from the app's help or the official website you typed yourself.

CHAPTER 18

Returns and Refunds on Temu

Temu's return rules are generous by online standards, but they have a few quirks. Knowing them before you buy saves money and frustration.

The rules in brief

Rule	What it means
How long	Generally 90 days. Some electronics and large appliances have 45 or 60 days, shown on the item page.
Cost	The first return on each order is free. Later returns from the same order may have a fee.
Not returnable	Worn or damaged clothing, groceries and food, some health and personal-care items, some free gifts, some custom items and some underwear.
Where refunds go	Your original payment method, or your Temu balance if you choose.

To start a return

1. Open the Temu app and tap **You**, then **Your orders**.
2. Find the order and tap the return or refund option.
3. Choose the item or items and the reason.
4. Pick how you'd like your refund.
5. Follow the instructions for the free return label and drop-off, and pack the items securely.
6. Watch the order page for updates until your refund shows as complete.

TIP

Return everything at once

Because only the first return on an order is free, gather everything you want to send back from that order into **one** return request.

HEADS UP

Check the deadline, don't guess it

Don't assume you have 90 days from the day the box arrived. Open the order and look at the return option and item page for the exact window, especially for electronics, which can be shorter.

CHAPTER 19

Returns and Refunds on Shein

Shein's window is shorter than Temu's, and the clock starts on delivery day. If you think you might return something, try it on the day it arrives.

The rules in brief

Rule	What it means
How long	Most items within 30 days from the delivery date.
Cost	Your first return from an order is free. For a second or later return from the same order, Shein's U.S. policy deducts a return shipping fee of $6.99 from the refund.
Not returnable	Bodysuits, lingerie, sleepwear, swimwear, jewelry and most accessories (scarves and bags are exceptions), plus other items marked non-returnable.
Faulty or damaged	Contact customer service; the U.S. policy gives up to 90 days from the order date.
Where refunds go	Your Shein Wallet by default, unless you choose your original payment method.

To start a return

1. Open the Shein app and tap your account icon, then **My Orders**.
2. Find the order and tap the return option.
3. Choose the items and a reason.
4. Choose your refund method. If you want money back on your card or PayPal instead of Shein Wallet credit, pick that here.
5. Choose a drop-off or pickup option and follow the label instructions.
6. Keep your drop-off receipt until the refund appears.

HEADS UP

Wallet credit versus real money

Shein Wallet credit can only be spent at Shein. If you'd rather have your money back, choose the original payment method when you set up the return.

GOOD TO KNOW

The "fair use" fee

Shein's U.S. Fair Use Policy says customers with unusually high return activity may be charged a return shipping fee of $6.99 per return, and that you'll be told in advance. Returns of wrong, defective or damaged items are exempt.

CHAPTER 20

Price Adjustments, Credits and Balances

Both apps use store credit in different ways. Some of it is genuinely useful; some is mainly there to keep you shopping. Here's how to tell the difference.

Temu's price adjustment

If the price of an item you bought drops within **30 days** of your payment, Temu says it will pay you the difference, as long as it's the same item, size and color from the same seller. Shipping fees aren't included, and promotional or sold-out items may not qualify.

1. Open **Your orders**.
2. Select the order.
3. Tap **Price adjustment** in the order details and follow the prompts.

The kinds of credit you may see

Credit	What it is
Temu balance / Temu credit	Refunds or compensation stored with Temu, such as a late-delivery credit. Only spendable at Temu.
Shein Wallet	Refunds stored with Shein by default. Only spendable at Shein.
Coupons	Discounts with conditions, often a minimum order or an expiration date.
Points or coins	Rewards from games and check-ins. Read the conditions; see Chapter 24, *Spin-the-Wheel, Free Gifts and Referral Games*.

TIP

Use it or ask for money

Store credit is real money only if you'll shop there again. If you're done with an app, choose refunds to your original payment method, and use up or empty any balance before deleting the account (see Chapter 31, *Deleting Your Account*).

HEADS UP

Coupons that make you spend more

A "$25 off $80" coupon only saves money if you were going to spend $80 anyway.

CHAPTER 21

When the Item Is Wrong, Broken or Fake

Sometimes what arrives is the wrong item, broken, missing pieces or very different from the photos. You have options, and the first one is usually enough.

Step 1: use the app

1. Take clear photos of the item, the packaging and the shipping label.
2. Open the order in the app and choose the return or refund option, or **report a problem**.
3. Pick the reason that fits, such as wrong item, damaged or not as described, and add your photos.
4. Save any messages or reference numbers the app gives you.

Step 2: if the app doesn't fix it

- **Paid with PayPal?** You can open a dispute in your PayPal account under the transaction.
- **Paid with a credit card?** Call the number on the back of your card and ask to dispute the charge. Have your photos and order number ready.
- **Think it's a counterfeit or unsafe product?** You can report it in the app; marketplaces are required to give shoppers a way to report suspicious listings. See Chapter 27, *What Regulators Have Done*.

TIP

Act promptly

Card and PayPal disputes have time limits. Don't wait months; start within a few weeks of noticing a problem.

STAY SAFE

Unsafe items

If something you bought overheats, sparks, smells of burning plastic, or breaks into small sharp pieces, stop using it right away and keep it away from children. You can report unsafe products to the U.S. Consumer Product Safety Commission at **SaferProducts.gov**.

PART 5

Taming the App

Turning off push notifications, emails and texts, understanding the free-gift games, and keeping your spending where you want it.

CHAPTER 22

Turning Off Push Notifications

Push notifications are the alerts that pop up on your phone's screen, often several times a day: flash sales, "your cart misses you," coins waiting to be collected. You can quiet them completely without missing anything important. Your order details stay inside the app whenever you want to look.

The sure way on iPhone or iPad

1. Open **Settings**.
2. Tap **Notifications**.
3. Scroll down the list of apps and tap **Temu** or **Shein**.
4. Turn off **Allow Notifications**.

The sure way on Android

1. Open **Settings**.
2. Tap **Notifications**, then **App notifications** (on some phones: **Apps**, then the app, then **Notifications**).
3. Find **Temu** or **Shein**.
4. Turn the switch off.

> TIP
> **A faster way on Android**
> When a Temu or Shein alert appears, press and hold it. You'll usually see a choice to turn off notifications from that app, or to make them silent.

The in-app way

Both apps also have their own notification settings, which let you keep order updates while turning off promotions. On Temu, these are usually under **You**, then the gear icon for **Settings**, then **Notifications**. On Shein, look in your account's **Settings**. Menu names change with app updates, so if you don't see them, the phone-level switch above always works.

WHAT THIS DOES FOR YOU

Why this helps

Fewer alerts means fewer impulse buys, a quieter day, and less chance of confusing a real alert with a fake one. If you see a "Temu" pop-up after turning these off, you'll know it's not from the app.

CHAPTER 23

Stopping Emails and Texts

Turning off phone alerts doesn't stop marketing emails and text messages. Those are separate, and you handle them separately. Order and shipping messages may keep coming while you have open orders; that's expected.

Marketing emails

1. Open one of the store's promotional emails **that you're sure is real** (it arrived at the address you signed up with, and you have an account).
2. Scroll to the very bottom and tap **Unsubscribe**.
3. Follow the prompts. You may need to repeat this for different kinds of promotional emails.
4. Also check the app's notification settings for email choices, and turn off promotional email there.

Marketing texts

1. Reply **STOP** to a marketing text that you're sure came from the store's usual short code.
2. In the app's notification settings, turn off SMS or text promotions if you see that option.
3. If the text came from an unknown regular phone number or has a strange link, don't reply at all. Delete it and report it as junk. See Chapter 29, *Free Gift Texts and Fake Delivery Messages*.

HEADS UP

When not to unsubscribe

If you **don't** have an account with the store, a "Temu" or "Shein" email or text is likely a scam. Don't tap its unsubscribe link or reply; that only confirms your address or number is active. Just delete it.

TIP

Let your email do the sorting

Gmail, Outlook and Apple Mail let you move messages from a sender to a folder automatically, or mark them as spam. That keeps your inbox calm even if a few promotions slip through.

GOOD TO KNOW

Reporting junk texts

On most phones you can forward a spam text to **7726** (it spells SPAM) to report it to your carrier, then delete it.

CHAPTER 24

Spin-the-Wheel, Free Gifts and Referral Games

Both apps are full of games: spinning wheels, "free gift" challenges, coins to collect, farms to grow and invitations to send to friends. They're designed to be fun and to keep you opening the app. It helps to see them for what they are.

How these games usually work

- You're promised a prize, credit or "free" item.
- To get it, you must take more steps: check in every day, buy something, or get friends to sign up.
- The goal often gets harder the closer you get.
- The "free" prize may come with conditions, such as a minimum purchase or a short deadline.

The referral catch

Many offers ask you to invite friends and family. That usually means sharing your contacts or sending them a link with your code. Your friends then start receiving messages too, and some may wonder whether your message is a scam, because scammers copy these exact invitations.

HEADS UP

Read the rules first

Every game has terms, usually behind a small "Rules" or "i" link. If you can't find them, or they're confusing, skip the game. A real discount at checkout is simpler.

SCAM ALERT

Copies of these games are a common trick

Scammers send texts and social media posts that look like Temu or Shein games: "Spin to win a free gift," "You've been selected." These lead to fake sites that ask for card details or a small "shipping fee." Real games live only inside the real app. See Chapter 29, *Free Gift Texts and Fake Delivery Messages*.

TIP

A simple house rule

Never give an app access to your contacts to win something. Your friends' phone numbers aren't yours to trade.

CHAPTER 25

Keeping Spending in Check

Low prices make it easy to buy "just one more thing," many times over. The apps are built to encourage that, with timers, flash sales and "almost sold out" warnings. A few simple habits keep you in control.

Habits that help

1. **Make a list first.** Open the app to buy what's on the list, then close it.
2. **Wait a day.** Put items in your cart or saved list and look again tomorrow.
3. **Ignore countdown clocks.** Similar deals come around again and again.
4. **Turn off notifications** (see Chapter 22, *Turning Off Push Notifications*), so the app doesn't call you back.
5. **Check your totals.** Look at your past orders once a month and add them up.

TIP

A monthly fun budget

Pick a modest amount you're comfortable spending on fun finds each month. When it's used up, the cart waits until next month.

WHAT THIS DOES FOR YOU

What you gain

Less clutter in the house, fewer returns to manage, and more money for the things that matter to you.

GOOD TO KNOW

For families

If a loved one is buying more than they can afford, or seems confused about orders, gently look at the order history together. See Chapter 32, *Helping a Parent Who Shops on Temu or Shein* for ways to help without taking over.

HEADS UP

Pay-later adds up

If you notice several Klarna, Afterpay or Affirm plans running at once, pause and review them. See Chapter 14, *Buy Now, Pay Later: Klarna, Afterpay and Friends*.

PART 6

Privacy, Safety and Scams

What the lawsuits and regulators have said, how to spot fake sites and free-gift texts, which products to think twice about, and how to delete your account.

CHAPTER 26

Privacy: What the Lawsuits Say

You may have heard that Temu "spies" on phones. Here are the facts as reported, without exaggeration. Several state attorneys general have sued Temu over its data practices. These are allegations in lawsuits; Temu denies them, and as of November 2026 I found no court ruling that settled the claims.

State lawsuits against Temu

State	What the complaint alleges
Arkansas (June 2024)	The first state lawsuit. It alleges the app was built to gain broad access to phone data.
Nebraska (June 2025)	Alleges the app collects data without adequate disclosure, and raises deceptive marketing and counterfeit listings.
Kentucky (July 2025)	Alleges collection of sensitive data such as precise location, and the sale of counterfeit Kentucky-brand products.
Arizona (December 2025)	The attorney general sued Temu and its parent company, PDD Holdings, over data claims.

What Temu says

Temu has denied the allegations, saying they rely on misinformation, and has said it will defend itself. Courts, not news headlines, will decide these cases.

Sensible steps, whatever you decide

1. Allow as few permissions as possible (see Chapter 8, *App Permissions: What to Allow*).
2. On iPhone, choose **Ask App Not to Track**.
3. Keep your phone's software up to date.
4. Don't link your contacts or social media accounts.
5. If you're no longer using the app, delete the app and your account (see Chapter 31, *Deleting Your Account*).

GOOD TO KNOW

Shopping on the website instead

If the app worries you, you can shop at temu.com or shein.com in your web browser instead. A website generally has less access to your phone than an installed app.

CHAPTER 27

What Regulators Have Done

Beyond state lawsuits, federal regulators have also acted. Knowing this helps you understand your rights as a shopper on any big online marketplace.

The FTC and the INFORM Consumers Act

The **INFORM Consumers Act**, in effect since 2023, requires large online marketplaces to collect and share certain information about high-volume sellers and to give shoppers a clear way to report suspicious listings. In September 2025, the Federal Trade Commission announced that the company that operates Temu agreed to pay a **two million dollar** civil penalty in the first case brought under this law. The FTC alleged gaps including the lack of a working phone channel for reporting. Temu did not admit or deny the allegations, and the order requires it to provide a phone-based reporting option and better seller disclosures.

What this means for you

- On a big marketplace, you should be able to find basic information about high-volume sellers.
- You should have a way to report a suspicious or counterfeit listing.
- If something seems wrong, you can also report it to the FTC at **ReportFraud.ftc.gov**.

TIP

Report, then move on

Reporting a fake or unsafe listing takes a minute and helps the next shopper. You don't need to win an argument; just report it and choose another item.

GOOD TO KNOW

Tariffs are a separate matter

Trade rules, like the de minimis changes in Chapter 4, *Tariffs, Import Charges and the 2025 Changes*, affect prices and shipping. They're separate from consumer-protection rules like INFORM.

CHAPTER 28

Fake Temu and Shein Websites

Because these names are so well known, scammers build lookalike websites and run ads that copy their colors and logos. The fake site takes your card number and ships nothing, or something worthless.

How fakes usually find you

- Social media ads with unbelievable prices, like a big-brand item for almost nothing.
- Texts and emails with links to "claim" a reward or finish an order.
- Search results and pop-ups that lead to an address that's almost right.

How to check a website

1. Look at the address bar carefully. The real sites are **temu.com** and **shein.com** (Shein also uses addresses like **us.shein.com**).
2. Watch for extra words, dashes or odd endings, such as "temu-gifts-online.shop" or "shein-clearance.store."
3. Be suspicious of any site that asks for payment by gift card, Zelle, wire or crypto.
4. When in doubt, close the page and open the official app instead.

SCAM ALERT

Clearance and "closing down" sales

"Shein is closing, everything 90% off" or "Temu warehouse liquidation" ads are classic fakes. Real deals appear inside the real app.

STAY SAFE

If you already entered your card

Call the number on the back of your card right away and tell them you may have entered it on a fake site. Ask them to block the card and send a new one. Watch your statements for the next few months. If you used a password, change it everywhere you used it.

CHAPTER 29

Free Gift Texts and Fake Delivery Messages

Scam text messages are often called **smishing** (SMS plus phishing). Temu and Shein are popular disguises because so many people shop there and expect messages from them. The good news: these scams follow a few patterns you can learn to recognize.

Common versions

Message says	What it really wants
"You won a free gift"	A prize, gift card or free product, if you tap a link and pay a small shipping fee or fill in a survey.
"Package on hold"	Your Temu or Shein package can't be delivered until you update your address or pay a fee.
"Customs fee due"	A fee to release a package, often blamed on new tariffs.
"Refund waiting"	Money owed to you, if you enter your card or bank details.
"Job offer"	Paid to like products or write reviews. These end with you sending money.

What to do with one

1. Don't tap the link, and don't reply, not even STOP.
2. Open the real app yourself and look at your orders. If nothing's wrong there, nothing's wrong.
3. Report the text as junk in your Messages app, or forward it to **7726**.
4. Delete it.

SCAM ALERT

The giveaway

Real stores don't charge you to receive a prize, and they don't ask you to pay a fee through a link in a text. Any "small fee to claim" is the scam.

STAY SAFE

If you clicked a link

Don't panic. Just tapping a link usually isn't the main danger; entering information is. If you typed in a card number, call your card company. If you typed a password, change it in the real app. If you installed something, call me.

TIP

For family members

Tell parents and grandparents one simple rule: "Real Temu and Shein messages never need you to pay anything through a text link."

CHAPTER 30

Product Safety: What to Think Twice About

Cheap is fine for a plastic storage bin. It's a different story for things that plug in, heat up, or end up in a child's mouth. This chapter isn't about any one store; it applies anywhere you buy very inexpensive goods online.

Items to think twice about

- **Chargers, power strips, extension cords and batteries.** Poorly made electrical items can overheat.
- **Space heaters, heating pads and anything that gets hot.**
- **Smoke and carbon monoxide alarms.** Buy these from a trusted store.
- **Toys for young children.** Small parts and unknown materials are a concern.
- **Items that touch food, skin or medicine.** Cookware, cosmetics, supplements.
- **Safety gear.** Helmets, car seats, life jackets.

What to look for

1. For anything that plugs in, look for a safety certification mark from a recognized lab, such as **UL**, **ETL** or **CSA**, on the product itself.
2. Read reviews that mention heat, smell, sparks or breaking.
3. If the listing is vague about what something is made of, skip it for items that touch food or skin.
4. When it really matters, pay more at a store you trust.

STAY SAFE

Never leave cheap chargers unattended

Don't charge phones or batteries overnight on a bed or couch with an inexpensive, unknown charger. Use a hard surface, and replace any charger that gets very hot.

GOOD TO KNOW

Checking for recalls

The Consumer Product Safety Commission lists recalls at **CPSC.gov**, and you can report unsafe products at **SaferProducts.gov**.

CHAPTER 31

Deleting Your Account

Deleting the app from your phone does **not** delete your account. Your account, order history, address and saved payment details stay with the company until you ask for them to be deleted. If you're done with Temu or Shein, here's how to close the account properly.

Before you delete

1. Wait until all orders have arrived and any returns or refunds are complete.
2. Spend or withdraw any store credit or balance. Shein requires your wallet to be empty first.
3. Remove saved cards if you want to, for peace of mind.
4. Make sure you can get into the email or phone number on the account; you may need a verification code.

Deleting a Temu account

1. In the app, tap **You**, then the gear icon for **Settings**. On the website, open **Orders & Account**.
2. Tap **Account security**.
3. Scroll down and tap **Delete your Temu account**.
4. Follow the prompts to confirm. You'll be signed out.

Temu says the account is deleted within **7 business days**. If you change your mind, sign in again before then to cancel the deletion. If you can't get into your account, Temu's privacy policy lists **privacy@temu.com** for privacy requests.

Deleting a Shein account

1. In the app or on the website, go to **My Account**.
2. Open **Account Security**.
3. Tap **Delete Account** and follow the verification steps.

Shein's help center says the self-service option is available to U.S. customers once the request is verified, there are no pending orders, and there's no remaining wallet balance. Deletion is permanent; if you want to shop there again later, you'd create a new account.

TIP

Then delete the app

Once the account deletion is underway, remove the app from your phone. On iPhone, touch and hold the icon and tap **Remove App**, then **Delete App**. On Android, touch and hold the icon and tap **Uninstall**.

HEADS UP

Unsubscribe from emails too

Marketing emails may take a little while to stop after deletion. Use the unsubscribe steps in Chapter 23, *Stopping Emails and Texts* on any real ones that still arrive.

CHAPTER 32

Helping a Parent Who Shops on Temu or Shein

If you're an adult child or caregiver, you may be worried about a parent's shopping habits, or the stream of texts on their phone. The goal is to keep them safe without making them feel watched or foolish. A gentle, side-by-side approach works best.

A friendly safety check-up

1. Sit together and ask them to show you how they shop. Let them drive.
2. Check that the app came from the App Store or Play Store (see Chapter 6, *Getting the Real App — Not a Fake*).
3. Turn off push notifications together (see Chapter 22, *Turning Off Push Notifications*).
4. Look at the payment method. Suggest PayPal, Apple Pay or a credit card instead of a debit card (see Chapter 13, *Paying Safely*).
5. Review app permissions, especially contacts and location (see Chapter 8, *App Permissions: What to Allow*).
6. Look through recent orders for anything unexpected.
7. Practice the one rule for texts: never pay through a link.

Warning signs to watch for

- Lots of packages they don't remember ordering.
- Several pay-later plans running at once.
- Talk of a "prize," "gift" or "refund" that requires paying a fee.
- Requests to buy gift cards for any reason connected to shopping.

WHAT THIS DOES FOR YOU

What a check-up gives them

Confidence. Most people want to keep shopping independently; they just want to know what's safe. A quiet phone and one clear rule go a long way.

FROM BILL

This is what my Digital Safety Check-Up covers

If you'd like a neutral person to do this with your parent, my **Digital Safety Check-Up** looks at shopping apps, payment settings, notifications, passwords and scam awareness in one visit. See Chapter 34, *When to Call Bill*.

PART 7

Help and Reference

Plain-English definitions, when to call for help, and a one-page cheat-sheet.

CHAPTER 33

Words You'll Hear

Online shopping comes with its own vocabulary. Here's a plain-English dictionary so none of it can make you feel left out.

Word	What it means in plain English
Marketplace	A website or app where many separate sellers list products, and the company runs the store.
De minimis	The former rule that let packages worth $800 or less into the U.S. duty-free. Suspended since 2025.
Tariff / duty	A tax on goods coming into the country.
Import charges	A line at checkout for duties on items shipped from abroad.
Local warehouse	A Temu label for items shipped from inside the U.S.
Price adjustment	Temu paying you the difference if the price drops within 30 days.
Temu balance / credit	Store money you can only spend at Temu.
Shein Wallet	Store money you can only spend at Shein.
Buy now, pay later	Splitting a purchase into installments: Klarna, Afterpay, Affirm, Zip.
Push notification	An alert that pops up on your phone's screen from an app.
Smishing	A scam carried out by text message.
Phishing	A scam carried out by email or fake website, trying to steal passwords or card numbers.
Chargeback / dispute	Asking your card company or PayPal to reverse a charge.
INFORM Consumers Act	A federal law requiring big marketplaces to share seller information and offer a way to report listings.

TIP

A dictionary, not a quiz

Nobody expects you to memorize these. Come back whenever a word trips you up.

Two names, said out loud

Temu is usually said "TEE-moo." **Shein** is usually said "SHE-in." If you say them differently, everyone will still know what you mean.

GOOD TO KNOW

Related guides

Bill's guides on spotting and avoiding scams, PayPal, package tracking and subscriptions go deeper on several topics in this guide.

CHAPTER 34

When to Call Bill

Most of what's in this guide you can absolutely do yourself. But some situations go faster with someone beside you, and there's no shame in that.

Good reasons to call

- You think you entered card details on a fake Temu or Shein site, or after a "free gift" text.
- You can't tell whether a text, email or website is real.
- Your phone won't stop buzzing and you'd like it quiet for good.
- You'd like help choosing safer payment settings, or removing saved cards.
- You want to delete your account and the app completely.
- A loved one is shopping a lot and you'd like a neutral person to help check things over.

WHAT THIS DOES FOR YOU

Digital Safety Check-Up

My **Digital Safety Check-Up** is made for exactly this. We go through your phone together: shopping apps, permissions, notifications, payment methods, passwords and the scams going around right now. You walk away with a calmer phone and the confidence to spot a fake.

SCAM ALERT

A real technician never cold-calls you

If someone calls out of the blue saying they're from Temu, Shein, your bank or "tech support" and need remote access to your phone or a payment, hang up. I'll never call you unasked to "fix" something.

How to reach me

Call or text **(330) 200-8042**, or book online at **billshometech.com/book**. Bill's Home Tech serves **Portage County, Ohio**, and I bring more than 30 years of professional experience to every visit. If you reach my assistant **Sophie** on the main line, she can answer simple questions and get you on my schedule.

FROM BILL

What it costs

My help is **$49 remote · $99 in your home**. The guides themselves, like this one, are free to read and share.

— Bill

CHAPTER 35

Your Temu & Shein Cheat-Sheet

The most-used steps in one place. Keep it handy, save it, or print it for the fridge.

Where to find things

I want to…	Do this
Track an order	Account icon > Your orders / My Orders > the order
Start a return (Temu)	You > Your orders > the order > return or refund option
Start a return (Shein)	Account > My Orders > the order > return option
Price adjustment (Temu)	Your orders > the order > Price adjustment
Stop alerts (iPhone)	Settings > Notifications > Temu or Shein > Allow Notifications off
Stop alerts (Android)	Settings > Notifications > App notifications > Temu or Shein off
Delete account (Temu)	You > Settings > Account security > Delete your Temu account
Delete account (Shein)	My Account > Account Security > Delete Account

Return rules at a glance

	Temu	Shein
Window	Generally 90 days (some electronics 45 or 60)	30 days from delivery
First return on an order	Free	Free
Later returns, same order	May have a fee	$6.99 deducted
Refund goes to	Original payment or Temu balance	Shein Wallet unless you choose otherwise

Safety in six

1. Use only the official app, or type temu.com or shein.com yourself.
2. Pay with PayPal, Apple Pay, Google Pay or a credit card.
3. Never pay anything through a link in a text.
4. Never pay with gift cards, wire, Zelle or crypto.
5. Check orders in the app, not in a message.
6. Say no to contacts and location permissions.

Keep this handy

What	Notes
Email on my Temu account	_____
Email on my Shein account	_____
Card or PayPal I use	_____
Card company phone number	_____
Open returns and deadlines	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

FROM BILL

Shop with your eyes open

You now know how these apps work, how to pay safely, how to send things back, and how to spot a fake. That's more than most shoppers know. If anything ever feels off, call or text me at (330) 200-8042.