

SHEIN takes product safety very seriously and is committed to offering safe and reliable products to customers. All of the products tested were offered for sale on the SHEIN Marketplace by independent third-party vendors. Both our manufacturing suppliers as well as all third-party SHEIN Marketplace sellers must comply with the code of conduct that we have put in place in the relevant SHEIN agreements and policies and must also abide by the relevant laws and regulations in the countries we operate in.

As soon as we were informed of these findings, out of an abundance of caution, we immediately initiated our standard protocol to ensure that these items were removed from sale globally while we investigated. SHEIN endeavours to work closely with local product safety agencies, monitoring changes and developments of product safety compliance laws and regulations, and continuously invests and optimizes our product compliance processes.

Some of the affected products had already been removed from sale earlier this year as a result of our own safety screening efforts.

Earning and maintaining the trust of our consumers is paramount, and we are fully committed to ensuring the products we offer are safe and compliant. All of our vendors are required to comply with SHEIN's code of conduct and safety standards, and must also abide by the relevant laws and regulations of the markets where we operate.

As a matter of protocol, SHEIN acts immediately to remove products that are suspected of non-compliance while we conduct an investigation. SHEIN also partners with internationally-recognized product safety and quality testing agencies, including Bureau Veritas, Intertek, QIMA, SGS, and TÜV SÜD to support our efforts to keep non-compliant products off our sites. Where instances of non-compliance are identified we take immediate action to protect our customers, which can include removing the vendor from our platform.