The email with the code does not arrive at the email address

Step 1

Wait up to 5 minutes after sending the request for a code. Check the Spam folder in your email.

Step 2

If there was no email in the Spam folder, try to log in again: go back to the stage of entering the phone number and repeat the entire procedure.

Step 3

If the email with the code has not arrived, create a request to the Wildberries support service. On the WB Partners login page, click on the menu button in the upper right corner and select "Access restoration", or follow the link.

Request to restore personal account

INN *

Phone number of the account owner *

70000000000

E-mail *

example@mail.ru

Commentary *

Commentary

+

Select a file or drag it here
- Formats .PDF, .JPG
- File should not exceed 10 MB
- The total size of attachments should not exceed 50 MB

The response will be provided to the e-mail entered.
Please check your data.

Create an application

Fill in the application fields. In the "E-mail" field, specify the email address to which you want to receive a response from the support service.

In the comment, specify: "The email with the code does not arrive at the <email address> during <the time during which the code does not arrive>". Take a video of your authorization process. Upload the video to any cloud storage (for example, Yandex.Disk or Cloud Mail.ru) and attach a link to it in the comments to the application.

Step 4

The support service will try to solve the problem and within 3 business days will send a response to the email address that you specified in the application.

Done!