

SMS with the code does not arrive

Step 1

Request the code again. If it doesn't arrive, check to see if the Wildberries number is blacklisted on your phone. Remove it from the blacklist if it ended up there.

Step 2

Check with your mobile operator's support service if there is a communication failure or restrictions on receiving SMS messages on your number.

Step 3

If the mobile operator has not identified any communication problems, 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 *

E-mail *

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.

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.

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. Also write in the comment "SMS with the code does not arrive" and let us know:

- the phone number you are trying to use to log in to WB Partners;
- the name of your mobile operator;
- do you receive SMS messages from other senders;
- the date and time of the last SMS from Wildberries if you have received any.

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!