Uniform Ordering Guidance

LOG IN Please use the either option to place your uniform order:
WeChat Option: Please scan the QR code on the right side
Click “Follow”>>> Click “Cre8te Uniform” at the bottom menu bar.
Website Option: You can use the official website: https://www.cre8te.cn

Note:
WeChat Pay and payment by International Credit Card are available on the WeChat APP.
WeChat Pay, Alipay and payment by International Credit Card are all available on the Website.

REGISTRATION
1. Input the school code “phoenix”
2. Input student Information
3. Input phone number and verification code
4. Click “I agree to the terms and conditions” and submit

Note:
If you registered before, you can order directly without registering again. You only need to update your personal information in “My Account”.

ADD A SIBLING TO YOUR ACCOUNT
1. Click on “My Account”
2. Click on “Add a student”
3. Input the School Code “phoenix”

ORDER
1. To get your special discount (10% off with free shipping) by choosing “Ordering Full Set”.
2. If you still wish to purchase additional pieces after ordering the full set, please continue to add individual items then place the order together.
3. Click “Buying Individual Items” to purchase the individual pieces.
4. Click “Reserve” after you complete your size selection.
5. Click “To Pay” to complete your order.

Note:
Please note that we do not have a physical retail uniform store. Please use WeChat or our website to order an uniform for your children.

PAYMENT
Before you make payment, please confirm the grade, size and delivery information again. Submit the order and make the payment.
Grade information can be modified in “My Account” by clicking the student name.

Note:
▶ Your uniform order(s) will be sent directly to your home or appointed address via kuaidi.
▶ Please note that a delivery cost of RMB10 will be charged for each order.
▶ If you have paid but your order has not been delivered, you may add additional items to your order(s) within 24H and will not be charged another delivery fee.
▶ To request a refund, please submit your information when ordering. An electronic invoice will be sent to your email address by middle of the following month after you submit the request. If you have other requirements, please contact customer service.

EXCHANGE/REFUND
Click “Exchanges and Refunds” to find the item you wish to exchange or return. Click the “Acknowledge receipt” to confirm that you have received that item then provide the required information to apply for an exchange/refund.

Note:
▶ Please note that all refunds and exchanges must be completed online.
▶ Your items need to be returned to the vendor before the request is approved and you will need to provide your express shipping number.
▶ The refund or exchange items will be returned within 3-5 business days after we receive the returning items.
▶ Items which have been washed/soiled/damaged/without a tag may not be exchanged or refunded.

CUSTOMER SERVICE
Contact us to get online bilingual customer service.

Note:
▶ Bilingual hotline service: 400 897 0688
▶ Bilingual email service: service1@cre8te.com.cn; service2@cre8te.com.cn

Working Hours (Excluding Public Holidays)
Monday to Thursday: 9:00-12:00 and 13:00-18:00(GMT+8)
Friday: 9:00-12:00 and 13:00-17:00(GMT+8)
Any further questions, please don’t hesitate to contact us at uniforms@concordiashanghai.org
校服订购指南

1. 登录
   您可通过两种途径进行校服订购：
   途径一：您可以通过使用我校官方微信公众平台的“Uniforms”订购页面开始您的订购。
   途径二：您亦可利用我校官方网站在最新订购https://mail.crebe.cn

   请注意：
   微信平台支持微信支付和国际信用卡支付。
   网页订购支持微信支付、支付宝支付和支票和信用卡支付。

2. 注册
   请输入学校代码："phoenix"
   请输入学校信息
   请输入您的手机号码，请注意您"获取验证码"后输入验证码至您的手机号的数字
   仔细阅读并同意服务声明后点击"提交"

3. 继续为您在本校就读子女订购
   1. 点击"个人中心"
   2. 点击"增加学生"
   3. 输入学校代码"phoenix"

4. 订购
   1. 选择"普通校服"后，即可获取您的按需厂商优惠。
   2. 若要选择单件校服，请下订单后将产品加入购物车。
   3. 请确保"单件订购"，购买所需的产品。
   4. 产品数量和尺码都可根据您的需求自行调整；每款产品我们都将附有"产品指南"，以供您参考使用。
   5. 请确认"去支付"，完成订购。
   请注意：我们不接受任何学校或批发商为您的孩子订购校服。

5. 预付
   在确认您的孩子将穿的校服、校服尺寸及产品信息后，支付订单前请确认。
   预付订单分为付款。
   付款后，您将确认您的孩子将穿的校服、校服尺寸及产品信息。

6. 预付与退款
   请进入"预付"，点击"确认校服"后，进入"申请退款"进行操作并提交所需信息。
   请确认：
   所有退款申请必须由官方支付平台完成。
   请在退/换货申请通过后将退/换货物品送至教室服务部，联系人：
   我们将收到货物后对货物进行处理，加工件的5个工作日内退款或更换货物。
   若收到退款，您将收到的包裹内会有关于申请退款的说明。

7. 与校服供应商取得联系
   在线客服：您可以在官网上点击“在线客服”
   中英文服务热线：4008970048
   中英文客服邮箱：service1@crebe.cn.com.cn；service2@crebe.cn.com.cn

备注：
周一至周五，上午9:00-12:00；下午13:00-17:00
如有任何其它疑问，请发邮件至：uniforms@concordiahongkong.org