

## Uniform Ordering Guidance

### 1 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://mall.cre8te.cn>



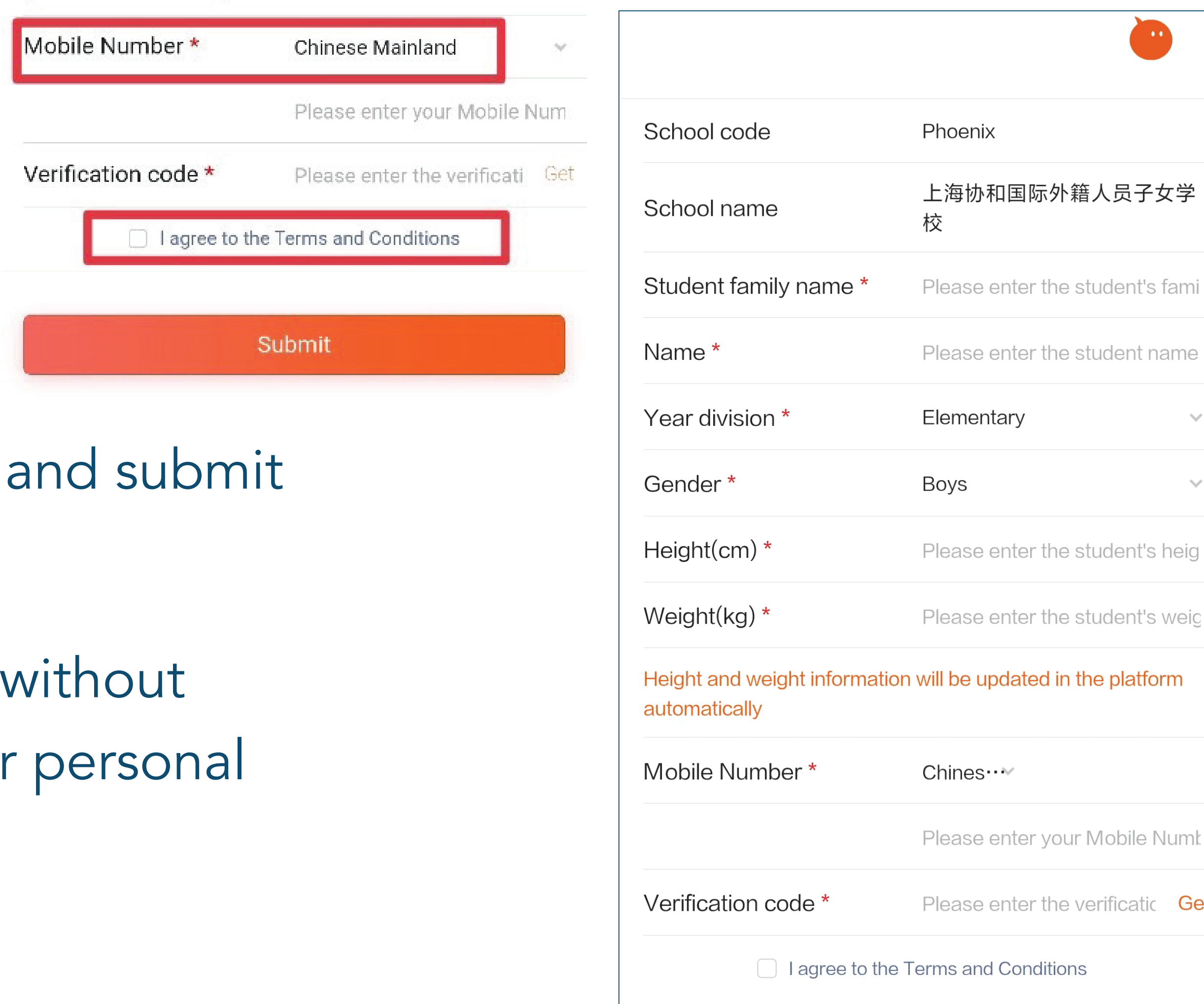
#### Note:

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

### 2 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



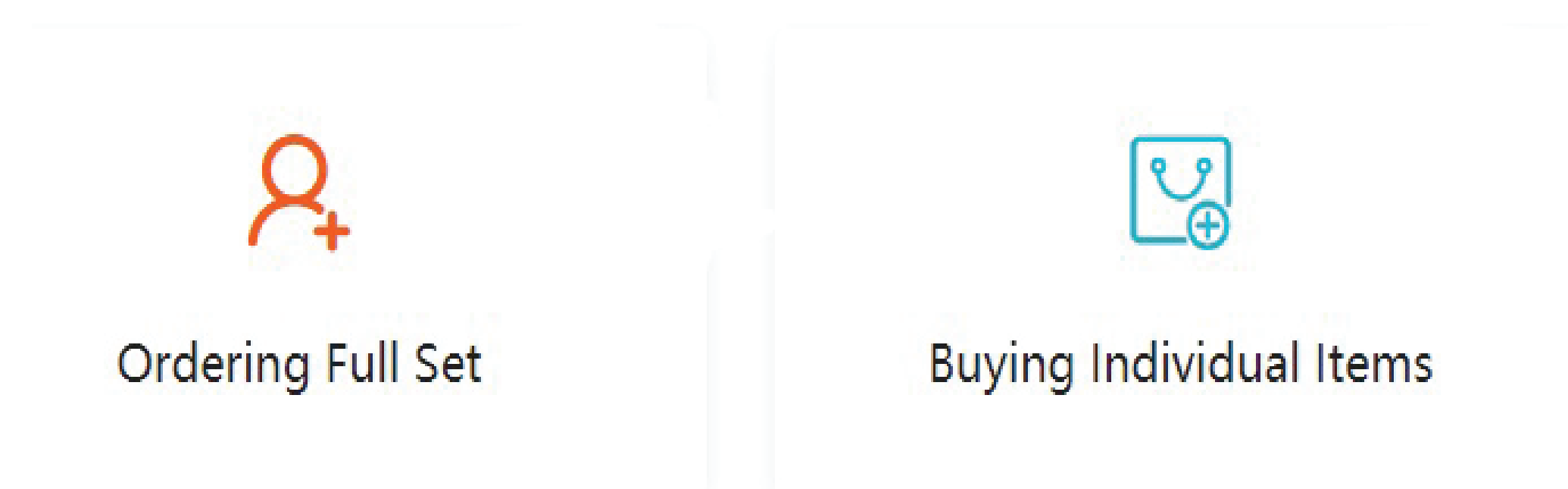
The image shows two screenshots of the registration process. The left screenshot shows a form with fields for 'Mobile Number \*' (with a dropdown for 'Chinese Mainland'), 'Verification code \*', and a 'Submit' button. Below the verification code field is a checkbox for 'I agree to the Terms and Conditions'. The right screenshot shows a form with fields for 'School code' (Phoenix), 'School name' (上海协和国际外籍人员子女学校), 'Student family name \*', 'Name \*', 'Year division \*' (Elementary), 'Gender \*' (Boys), 'Height(cm) \*', and 'Weight(kg) \*'. Below these fields is a note: 'Height and weight information will be updated in the platform automatically'. At the bottom, there are fields for 'Mobile Number \*' and 'Verification code \*', and a checkbox for 'I agree to the Terms and Conditions'.

#### Note:

If you registered before, you can order directly without registering again. You only need to update your personal information in **"My Account"**.

### 3 TO ADD A SIBLING TO YOUR ACCOUNT

1. Click on **"My Account"**
2. Click on **"Add a student"**
3. Input the School Code **"phoenix"**



### 4 ORDER

1. To get your special discount (10%) by choosing **"Ordering Full Set"**.
2. If you still wish to purchase additional pieces after ordering the full set, please continue to add individual ones 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 child(ren).

### 5 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 RMB18 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 fapiao/invoice, 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.

### 6 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 sent back to the vendor after 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/worn/damaged/without a tag may not be exchanged or refunded.

### 7 CUSTOMER SERVICE

Contact us to get online bilingual customer service.

#### Note:

- ▶ Bilingual hotline service: 400 897 0688
- ▶ Bilingual email service: [service1@cre8te.com.cn](mailto:service1@cre8te.com.cn); [service2@cre8te.com.cn](mailto: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](mailto: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:** 您可以通过使用我司官方微信公众号中的 ‘Uniform’ 订购页开启您的订单。  
请扫右侧二维码或搜索 ‘Cre8te’ 关注并链接至校服订购平台  
**途径二:** 您可使用我司官方网站在线预定 <https://mall.cre8te.cn>

**请注意:**

微信平台支持微信支付和国外信用卡支付。

网页订购支持微信支付、支付宝支付和国外信用卡支付。



### 2 注册

请输入学校代码: “phoenix”

请输入学生信息

请输入您的手机号码, 请在点击 “获取验证码” 后输入发送至您手机的数字

请仔细阅读并同意服务声明, 后点击 “提交”

### 3 继续为您其他在本校就读子女订购

1. 点击 “个人中心”
2. 点击 “添加学生”
2. 输入学校代码 “phoenix”



### 4 订购

1. 选择 “整套订购”, 立即获取您的整套校服订购优惠 (9折)。
2. 若您选择整套订购后仍需单品下订, 您可继续加购其他单品并一起下单。
3. 请选择 “单品订购”, 购买您所需要的产品。
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上 “产品指南”, 以供您参阅使用。
5. 请选择 “去支付”, 完成订单。

**请注意:** 我们没有实体零售校服店, 请使用微店或网上商城为您的孩子选购校服。

### 5 付款

付款前, 请再次确认您的孩子的年级, 校服尺码及配送信息。

提交订单并付款。

年级信息可进入 “个人中心”, 点击学生名字后进入修改。

**请注意:**

- ▶ 您的校服订单将通过快递的方式直接送达至您的家庭住址或指定地址。
- ▶ 厂家将收取18元/每单的配送费用。
- ▶ 如果您有已支付未发货的订单, 该订单的下单时间24小时之内的其他相同收件地址及收件人的订单, 将予以免邮。
- ▶ 如您需为您订购的校服开具发票, 可在订购时提交开票信息, 厂家会在次月中旬发送到指定邮箱。如有其他需求, 请联系厂家客服人员。

### 6 退换货与退款

请进入 “退换货”, 点击 “确认收货” 后, 进入 “申请售后” 链接操作并提交所需信息。

**请注意:**

- ▶ 所有退换货操作必须经由支付平台完成。
- ▶ 请在退/换货申请通过后将退换物品送还至校服供应商, 并在线上正确提交您的运单号码。
- ▶ 我们将在收到退回的校服后的3-5个工作日内退款或将更换的校服发出。
- ▶ 被洗涤、穿着、遭到人为破坏或吊牌丢失的商品不提供退换货服务, 感谢您的理解。

### 7 与校服供应商取得联系

- ▶ 在线客服, 您可以在订购平台在线沟通
- ▶ 中英文服务热线: 4008970688
- ▶ 中英文客服邮箱: [service1@cre8te.com.cn](mailto:service1@cre8te.com.cn); [service2@cre8te.com.cn](mailto:service2@cre8te.com.cn)

**咨询时间 (节假日除外)**

周一至周四 上午9:00-12:00 下午13:00-18:00

周五 上午9:00-12:00 下午13:00-17:00

如有任何其它问题, 请发邮件至: [uniforms@concordiashanghai.org](mailto:uniforms@concordiashanghai.org).