Uniform Ordering Guidance

1. LOG IN: Please use either option to place your uniform order:
   - WeChat Option: Please scan the QR code on the right side
   - Website Option: You can use the official website: https://www.concordia.com.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 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 “Agree to the terms and conditions” and submit

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

3. 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 items into the order.
   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 making 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 your appointed address via courier.
   - Please note that a delivery cost of RMB 10 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 be charged another delivery fee.
   - To request a refund, please submit your request 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 “Exchange and Refunds” to find the item you wish to exchange or return. Click the “Acknowledgement receipt” to confirm that you have received the item then provide the required information to apply for an exchange/refund.

   Note:
   - Please note 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; 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@concordia.com.cn

校服订购指南

1. 登录：您可以通过使用微信公众号中的“Uniforms”功能或邮寄到校服订购地址。
   请参照二维码或截图“Cre8te”关注微信公众号后选择“校服订购”或“登记”功能。

   2. 注册：您也可以通过微信公众号直接购买。
   购买时请注意微信支付及国际信用卡付款。
   3. 继续为您推荐在本校就读子女订购
   1. 点击“立即订购”，选择合适的校服尺寸及登记信息。
   2. 输入学号代码“Phoenix”

4. 订购
   1. 选择“单件订购”，立即获取您的校服定销优惠价。
   2. 若有其他单件订购，则可单独订购并填写尺寸。
   3. 选择“整件订购”，可单独选择速度包产品。
   4. 产品数量和尺寸均取决于您所选择的尺寸。
   5. 请在订单中填写您的信息，以便安排配送。

5. 支付
   在确认无误后，您将收到确认信息的邮件。请通过微信支付或邮寄到校服订购地址。
   6. 退换货与退款
   如需退换，请在收到校服后7个工作日内，直接与客服联系。
   7. 校服供应商联系方式
   - 在线客服：您可以在微信公众号上咨询。
   - 中英文客服热线：400 897 0688
   - 中英文客服邮箱：service@cre8te.com.cn; service2@cre8te.com.cn
   - 咨询时间（节假日除外）
   周一至周五 上午9:00-12:00；下午13:00-18:00
   周六、周日 上午9:00-12:00；下午13:00-17:00
   有任何其他问题，请联系我们： uniforms@concordia.com.cn