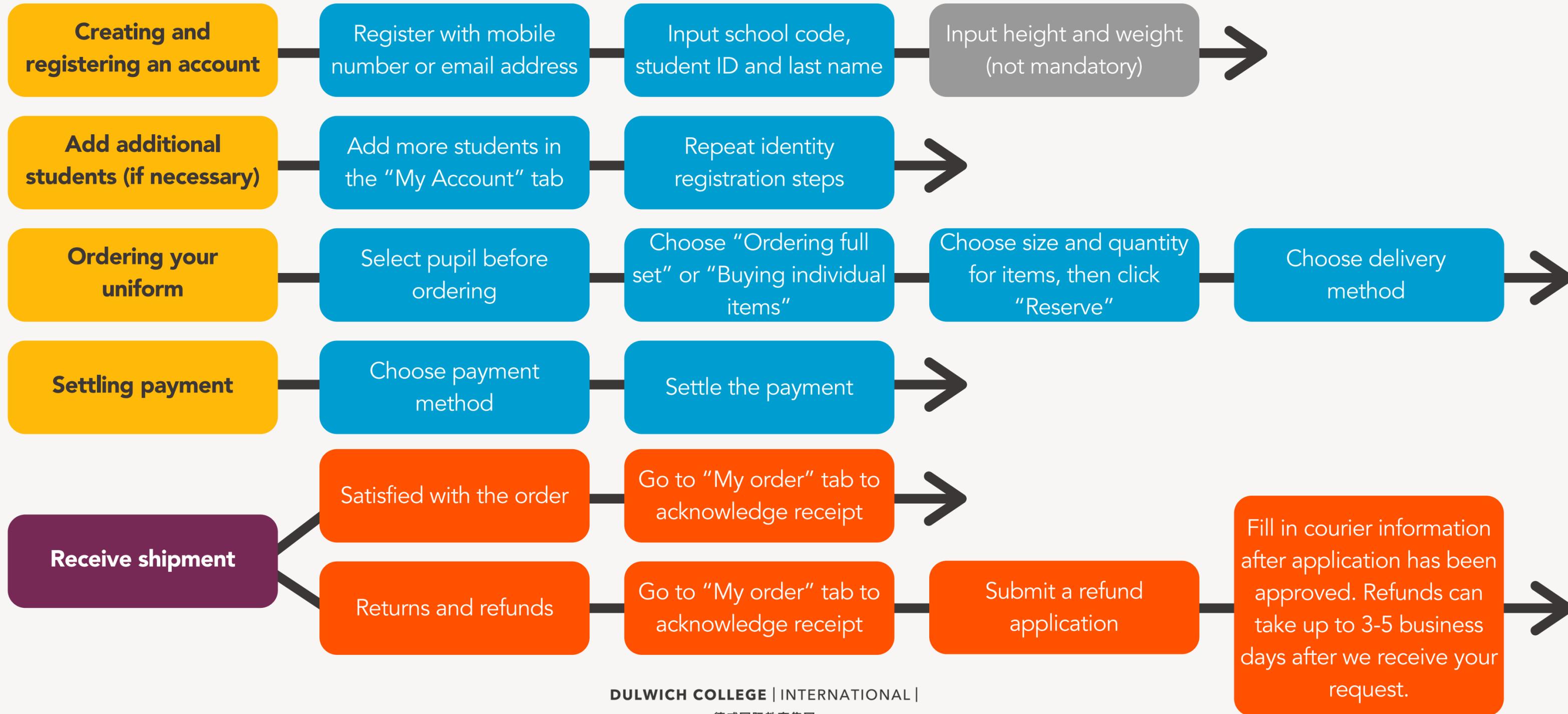


DULWICH ONLINE UNIFORM SHOP



USER MANUAL

00 OVERVIEW OF THE PLATFORM AND PROCESS



01 CREATE AN ACCOUNT



Scan QR code or access website [here](#)

A screenshot of the 'Account number login' form. It features a 'Create an account' button circled in black, a 'Sign in' button, and an 'Email login' link. The form includes fields for mobile number and password.

Click 'Create an account'

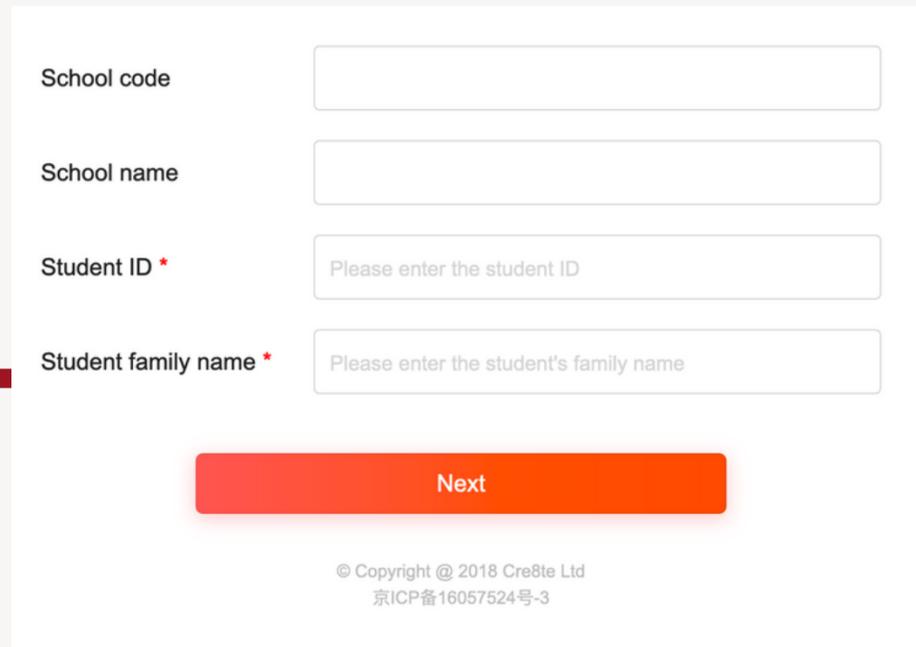
A screenshot of the registration form. It has tabs for 'Mobile number' and 'Email'. The 'Mobile number' tab is selected. Fields include Username, Set a password, Confirm password, Mobile Number (with a dropdown for 'Chinese Mainland'), and Verification code. A 'Submit' button is at the bottom.

Input your mobile or email to create an account

A screenshot of the school code input form. It has a 'School code' field and a 'Next' button. Copyright information is visible at the bottom.

Input your school code (sent via email)

02 REGISTER YOUR CHILD



School code

School name

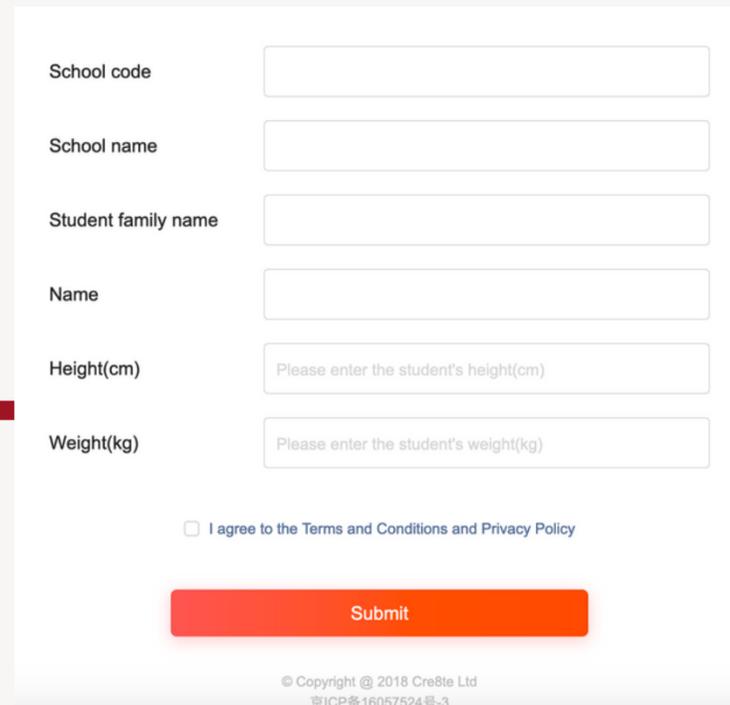
Student ID *

Student family name *

[Next](#)

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京ICP备16057524号-3

Input student ID and family name (sent via email)



School code

School name

Student family name

Name

Height(cm)

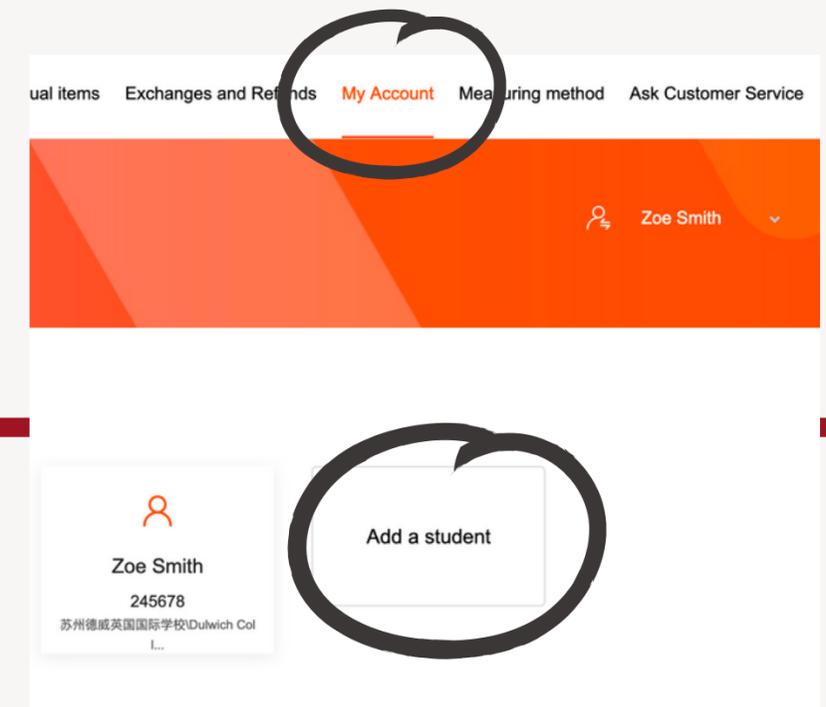
Weight(kg)

I agree to the Terms and Conditions and Privacy Policy

[Submit](#)

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Input your child's height and weight information (optional)



ual items Exchanges and Refunds **My Account** Measuring method Ask Customer Service

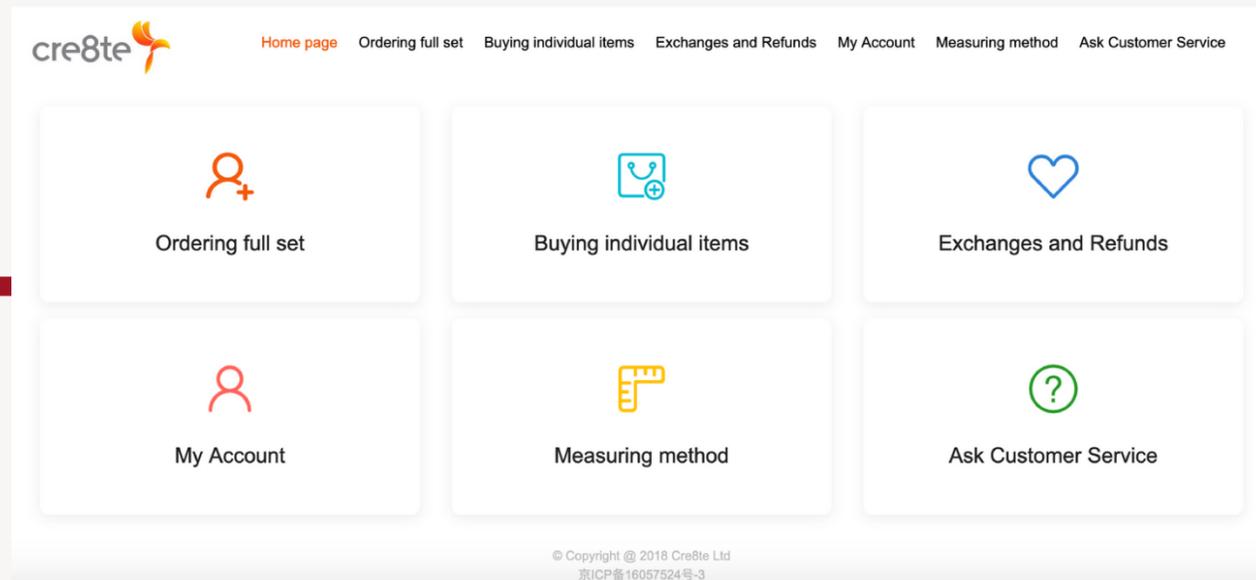
Zoe Smith

[Add a student](#)

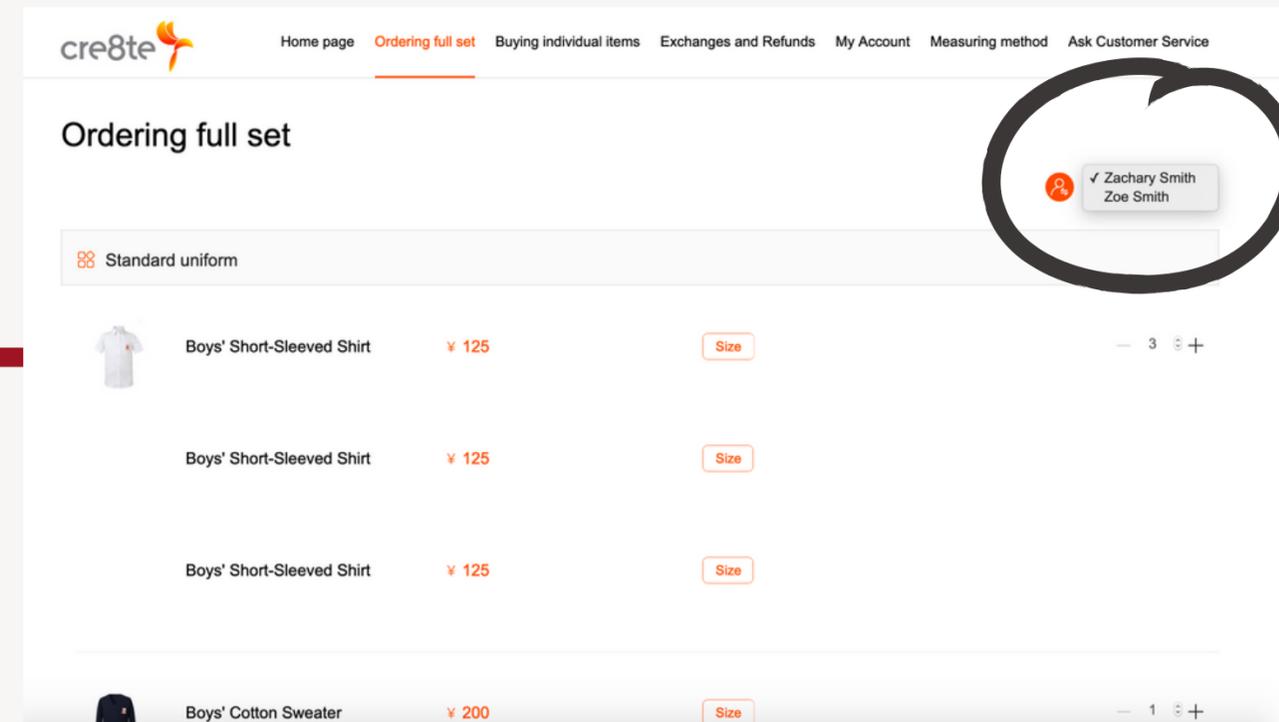
Zoe Smith
245678
苏州德威英国国际学校Dulwich Col
I...

Once logged in, you can register another child under 'My Account' tab, if necessary

03 ORDERING YOUR UNIFORM



Begin by selecting either 'Ordering full set' or 'Buying individual items'



Make sure you have the right student selected before ordering

03 ORDERING YOUR UNIFORM

Standard uniform			
	Summer Dress	¥ 105	Size
	Summer Dress	¥ 105	Size
	Girls' Cotton Cardigan	¥ 200	Size
	Red Long-Sleeved Polo	¥ 95	Size
	Red Long-Sleeved Polo	¥ 95	Size

Choose the size and quantity of each item

Product list

	Red Long-Sleeved Polo Size: 10	x 1	¥ 95.00
	Sleeveless Dress Size: 10	x 1	¥ 130.00

Order information

Email *

Delivery method *

Shipping address

Name *

Phone number *

Address *

Postage

Delivery fee includes: Delivery, Warehousing and Distribution

Once complete, fill out the order delivery information. If you prefer to pick-up, please confirm with the school about an acceptable time and location for pick-up

04 PAYMENT

The screenshot shows a payment form with the following fields and options:

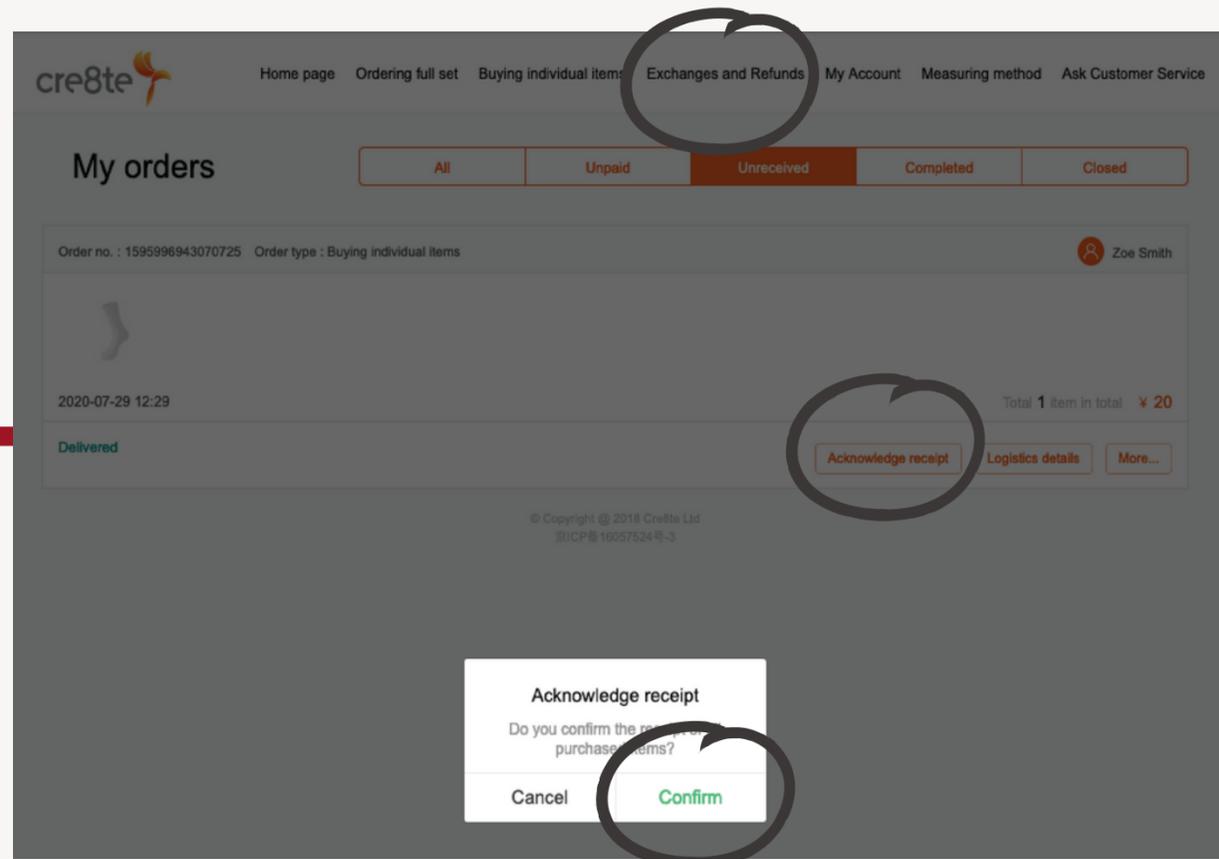
- Invoice Information** (collapsible header)
- Invoice Type ***: Dropdown menu with "Electronic Invoice" selected.
- Invoice**: Dropdown menu with "Company" selected.
- Company name ***: Text input field containing "Invoice".
- Taxpayer ID ***: Text input field containing "Taxpayer ID".
- Payment method**: Three buttons: "Alipay", "Wechat" (highlighted in orange), and "Visa/Master/JCB".

Total **2** item in total Total amount **¥ 241.00**

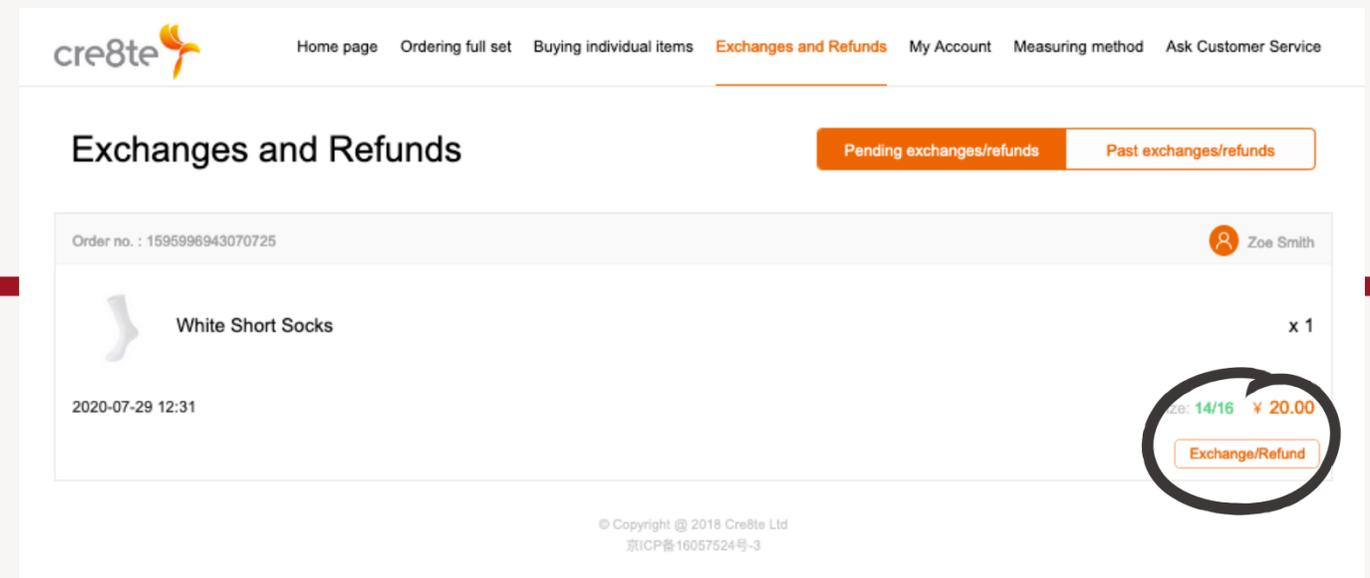


Input your payment information. We strongly recommend Alipay and/or WeChat pay. If you require a company invoice, please input the company name and tax ID. Once complete, we will send the invoice to your registered email address

05 RETURNS AND REFUNDS



Go to 'Exchanges and Refunds' tab to first acknowledge receipt of items before applying for return/refund



After confirming, click the Exchange/Refund button to start the refund process

05 RETURNS AND REFUNDS

White Short Socks x 1 ¥20.00

Reasons for exchange/refund *

Order does not match
Size problem

Problem description *

Please describe the problem you are having ...

0/100

Too big Too small Wrong clothing Discrepancy with order

* Please confirm that the returned product is consistent with the application.

Submit

Choose the reason for Exchange/refund and click the submit button

cre8te Home page Ordering full set Buying individual items Exchanges and Refunds My Account Measuring method Ask Customer Service

Exchanges and Refunds Pending exchanges/refunds Past exchanges/refunds

Order no. : 1595996943070725 Zoe Smith

White Short Socks x 1

2020-07-29 12:31

14/16 ¥ 20.00

Fill in information

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After your request was submitted successfully, you can then fill in the information on how you would like to return the item

05 RETURNS AND REFUNDS

cre8te [Home page](#) [Ordering full set](#) [Buying individual items](#) [Exchanges and Refunds](#) [My Account](#) [Measuring method](#) [Ask Customer Service](#)

* Please confirm that the returned product is consistent with the application.

* If you decide to carry return items to school by yourself, please mock up information to select any logistic company and fill out 0000 as courier number

Courier *

Courier number *

Remarks

Other approved applications for exchange/refund should be sent by the same delivery.

Recipient info This is where you return the school uniform.

Recipient name Sunny He
Recipient Mobile Number. 17801030499
Shipping address 江苏省苏州市工业园区港田路360号 苏州德威英国国际学校中学部前台 校服商店

You can choose a courier company of your preference and input the tracking code for the package.

HAVE ADDITIONAL QUESTIONS?

Please don't hesitate to reach out to our Uniform Shop
at Uniform.Shop@dulwich-beijing.cn