

# DULWICH ONLINE UNIFORM SHOP



## FREQUENTLY ASKED QUESTIONS





## CREATING AN ACCOUNT

How do I create an account?

Please visit <https://mall.cre8te.cn/#/login> to create an account. You can register using either your mobile phone number (if you are currently in China) or using your email address. The platform will then prompt you to enter a "school code", "student ID" and "family name". You should have received this information via email.

What is my "school code" and how can I obtain it?

A "school code" is used to identify our school on the platform. You need it to input it when you create an account in order to register for our online uniform shop. The school code will have been sent via email, along with your child's student ID number.

What do I do if I've forgotten my password?

On the [login page](#), click "forgot password" and then follow the instructions to resetting your password.

How do I register more than one child?

Once you've logged into your account, go to the "My Account" tab and then click the "Add a student" button. Then, enter the child's unique student ID (provided via email) to register him or her on the platform.



## ORDERING VIA THE PLATFORM

### How do I order via the platform?

Once you've logged in, choose either the "Ordering full set" or "Buying individual items" tab. Ensure that you have the right student selected before you start ordering. Then, choose the size and quantity of each item, and then input your payment and delivery information once you are satisfied with your order.

### What is the difference between "Ordering full set" and "Buying individual items"?

The full set of uniforms includes the standard uniform, optional uniform, and collaterals. The minimum quantity of the full set is fixed to meet the needs of a student without any uniform for a whole academic year. Students who already have uniform items can order on a piecemeal basis through the "buying individual items" tab.

### What if I don't know my child's size?

We will be hosting an in-person uniform try-on session on campus on the 6th and 7th of August. Please refer to the email for more information.





What is the difference between "standard uniform", "optional uniform" and "collaterals"?

The standard uniform includes compulsory uniform items that students must wear in school. The optional uniform and collaterals are school-approved uniform items that celebrate our school culture and are popular among students and parents, but are not necessary to have.

If my child is a new student, what uniform should I buy?

We suggest new students who have never purchased our uniforms before to purchase through the "Ordering full uniform", as it includes a full set of uniforms enough to meet the basic needs of a student for a whole academic year.

## **PAYMENT AND DELIVERY**

How can I pay for my order?

If available, we recommend using WeChat Pay and Alipay. Otherwise, you can also pay using VISA, MasterCard and JCB cards issued outside Mainland China.

Is there a deadline to order online?

Yes. Please complete your order and settle the payment on or before Friday 7 August.



#### When can I expect to receive my order?

After ordering online, your parcel will be shipped between 3 to 7 August, and will arrive within 3 to 5 business days. You can also choose to pick-up from the school, but please check with the uniform shop beforehand when an acceptable time and location would be.

#### Will I be charged a delivery fee?

If you choose to have your order delivered, you will be charged the basic delivery fee. Any fees incurred from returns will also be charged to the parents, unless the reason for return is due to a quality or delivery issue.

#### Can my order be delivered outside of China?

We are currently unable to deliver outside of China.

## **RETURNS AND REFUNDS**

#### How can I apply for a refund?

Apply via the "Exchanges/Refunds" tab in your account, and select the reason for return. Please allow around one day for processing. Once accepted, ship the items to the uniform shop (address found via the platform) and submit the tracking number. Your refund will then be processed in 3 to 5 business days.



Can I return my items by self drop-off instead of courier?

Yes. If you would like to return the items to the school yourself, please proceed with applying for a refund via the platform. At the "courier" stage, select any logistic company, and fill out "0000" in the "courier number" field. Your refund will be processed once you drop off your items at the school uniform shop.

How can I apply for an exchange?

As we do not currently offer item exchanges, please first apply for a return and refund, and then order a new item.

## **HAVE ADDITIONAL QUESTIONS?**

Please don't hesitate to reach out to Sunny He at Sunny.He@dulwich-suzhou.cn or 0512-62957542.