

ONLINE ORDERING FAQs

I'm a new customer, where do I start?

Please refer to the 'How to order online instructions' pdf.

What to do if you can't register in the online shop?

Usually, this is because the form of communication you have listed as your identity correspondence has already been used. Try using another form of identity communication. If the problem continues, please contact K12 Customer Services.

Why do I have to provide the information about my child?

Your orders are sent to the school, whereby the administration will then deliver them to your child. To ensure the items are correctly passed to your child, we need to provide detail information of who is to receive each delivery. We have worked with the schools to carefully structure the required child's information as to ensure the correct order is passed to your child.

Can I modify my child's information? Eg. new class/grade/year level

You are able to edit your child's information at any time, by simply clicking on your child's name at the top of the online shop webpage, and selecting edit next to his/her name in the popup name selector. We recommend this to be done at the start of each school year.

What if I have more than one child?

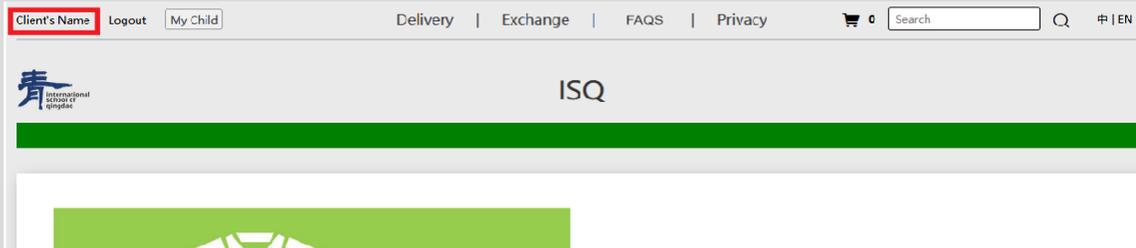
The system has been designed to allow you to register more than one child. By clicking on your child's name at the top of the page, you will be taken to the child selection landing page. You can register another child or select from your pre-registered children.

How can I retrieve a lost or forgotten password?

If you have lost or forgotten your password, log on to 'Forgotten Password' on the log in page: after entering your email address, you will receive an automatic message in your email inbox with instructions to reset your password. If the problem persists, please contact K12 Customer service.

How can I change my registration information?

Access your personal Dashboard. Select your name on the top of the page. You will be redirected to your personal dashboard section.



In this section you can see the information provided during registration and you can change it at any time.

How do I purchase products in the online shop?

Please refer to the 'How to order online instructions' pdf.

How to choose the correct size uniform for your son/daughter?

Once you have entered the product detail page, you will find all the specifications for the chosen garment. You will also find a size guide table that will give you the anatomical indications, so that you can identify the most suitable size for your son/daughter. We suggest consulting the table to be sure about the measurements.

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Once I have chosen the products, how can I finalize the purchase?

In order to finalize your purchase, you have to click on the button, "Pay now", or the shopping cart image.

You will automatically be redirected to the cart landing page where you can decide whether to proceed to check out or continue shopping for other items.

While on the initial shopping cart page, you can either change the number of items you wish to purchase or remove them from the cart.

Once I have chosen the products, how can I finalize the purchase? (Continued)

You will then be prompted to provide a shipping and billing address. The listed default shipping address is the school. As this is where all deliveries will be sent.

In the next step you must choose from the various payment methods available.

Does adding products to my cart commit me to purchasing them?

No. You can add as many items to your cart as you like and you will have the option to delete any of them on your shopping cart page.

When is the purchase procedure concluded?

After entering the information necessary for payment, you are redirected to the confirmation page containing the order number and date. After completing the procedure, you will receive an order confirmation email containing a summary of all the details.

If you do not receive any message within 36 hours, please contact K12's Customer Service.

How can I be sure that I have carried out an order correctly?

You will view a message that confirms your order has been successfully placed. Shortly afterwards, you will receive an order confirmation email.

You can also enter your personal dashboard section and check the status of all your orders.

How can I check the order status?

By accessing your personal dashboard section and clicking on "My Orders" you will be able to see a list of all your orders. Click on the order that you want to check to view specific details. The Customer Services Team is always available to provide additional support.

How long will it take to receive my order?

Processing and shipping times will fluctuate based on the time of year you order. We dispatch most products within 1 business day from payment. Your order should be delivered within 3 days.

How will my order be delivered?

Your order will be delivered to your child at school.

What Payment methods can I use?

We accept Wechat pay, Alipay, most Chinese bank cards and credit cards. Please note, that if you access the online shop through Wechat, you will only be offered Wechat pay as your payment option.

How do I change or cancel my order?

We aim to send your orders out as quickly as possible, so unfortunately, we can't guarantee that we will be able to change or cancel your order before it is despatched.

If you do wish to change or cancel your order, please contact K12 Customer Services and we'll do our best to accommodate your request.

Exchange

Please check the full Exchange policy that can be accessed from the Exchange button at the top of the online shop homepage, or along the bottom of any page.

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I purchased the wrong size, can I exchange it for another size?

Not a problem, we will happily arrange an exchange for you. Please carefully read the full Returns policy that can be accessed from the Exchange button at the top of the schools online shop homepage.

All exchanges must be sent with a Returns form that can be downloaded from the link within the returns policy.

I received the wrong item. What do I need to do?

If you receive the wrong item/items, please contact K12 Customer Services with the following information:

- * Your order number
- * What you have received

Please do not return any wrong items until advised to do so by a member of our K12 Customer Services. We will work with you to exchange as quickly as possible.

Something is missing from my order?

We may have removed the item from your order due to it being out of stock, so please check your email as we will have notified you.

Your order may also have been sent in separate parcels, however we will have notified you via email if this is the case.

If you haven't received an email notification about any changes to your order, but you are still missing an item, please contact us immediately with the following information:

- * Your order number
- * Missing item(s)

Our support team will look into the matter and will resolve the issue for you as quickly as possible.

All claims for missing items must be made within 3 days of the delivery date.