

CNY 2022 Estore Frequently Asked Questions (FAQ)

1. Ordering and Collection/Shipment

Q: Why can't I choose a shipping method to check out on Estore?

A: There are 2 scenarios where shipping option is unavailable.

- 1) Products from different categories cannot be checked out together. You will need to make separate orders.
- 2) CNY Festive Goodies have different collection outlets available and they cannot be checked out together. Details and availability of items at which outlets are indicated under description of products.

Q: Can I cancel my order?

A: No. We regret to inform you that once orders are placed, cancellation and refunds are not allowed.

Q: Can I edit my order after I have placed it?

A: No. We regret to inform you that once orders are placed and payment is made, cancellation and refunds are not allowed. You may need to place an additional order if you wish to add to your order.

Q: I have not received my confirmation email after making payment.

A: Please verify if payment has been made and check if the email had ended up in your junk mail or spam folder. Confirmation emails are auto-generated upon successful payment and usually sent real time, but a time lapse may be expected. It is best to check your email after 15 minutes.

Q: Do I earn cashback for my orders?

A: No. Cashback cannot be earned for all Estore orders placed online.

Q: How do I collect my order?

A: Please proceed to the cashier/ collection counter and approach our staff for assistance. You may need to show them your confirmation email for verification purposes.

Q: How early should I place my order?

A: Orders should be placed at least 3 working days before desired collection timing. This allows our outlet staff to facilitate the preparation of your order.

Q: How do I redeem a Promo Code?

A: Enter your Promo Code in the "HAVE A VOUCHER?" field and click Apply.

Q: How do I enjoy discounts off for Citibank/UOB bank partner cards?

A: Enter your first 6 digits card number in the "First 6 Digits of Credit Card" field.

Q: How do I enjoy discounts off for Jadeite members?

A: Once you are logged in as a member on our Estore page, the discount will be automatically reflected for all items on the products page.

Q: I have forgotten to add a Promo Code/log in as a member/key in my first 6 digits card number to my order. Can this be added after I have received my order confirmation?

A: No. We regret to inform you that once orders are placed and payment is made, cancellation and refunds are not allowed.

2. My Jadeite Account

Q: How do I place an order?

A: Download the Crystal Jade SG Mobile App and select "E-store". Login with your Mobile Number/Email Address and password. Select the items to order and check them out, making sure to select your preferred date, time and collection outlet. Check out using a valid credit/ debit card and await your confirmation email.

Q: If I have forgotten my password, how could I retrieve it?

A: If you have forgotten your password, click on 'Forget Password' on our website www.crystaljade.com/jadeite and you will be directed to a reset password page. If you are still facing other issues, you may email us at jadeite@crystaljade.com and we will assist you as soon as we can.

Q: How do I update my email address at the E-store Checkout page?

A: To update your personal particulars, simply log in to your account and update under "MY PROFILE".

All other enquiries can be sent to custsvc@crystaljade.com.