

Lane Crawford

When will I be able to shop with staff discount online?

We're currently in testing phase and will roll out to various departments during May and early June.

All staff will receive an activation invitation email during this period.

Which brands do I get a discount on?

The discount structure is the same as in stores. Once the staffs' online discount is activated, you will be able to see the staff discount price on the website as well.

How come I don't see the discount online?

Your staff discount will appear once you've received the email invitation to activate your staff online discount.

As this is a phased roll out, you'll need to wait until you receive an invitation to activate your discount online. Once you receive the email, you will be guided through the activation and log-in process.

Can I use my P-Card?

No, as with in-store discount, the Privilege Card program is not applicable to staff discounts. Once your staff online discount function is activated, all related Privilege Cards associated with the email address will be removed.

Can I pick up my orders from a store?

Yes, you can pick-up at the below locations. This service is free of charge.

In Hong Kong: One Island South Home Store, ifc Concierge counter or Canton Road Concierge counter

In Beijing: Season's Place Concierge counter or Yintai store

Can I have my order delivered?

Yes, standard shipping charges apply. Shipping charges will be waived for orders over HK\$1,000.

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Do I have to click on the same email link every time I want to shop online with my staff discount?

No. Once your staff online discount function is activated, simply log in with the registered email address you supplied at registration on the home page of lanecrawford.com.

Can I return / exchange my orders?

Yes, the same return and exchange policy exists as with regular online purchases. This service is free of charge. Please refer to the website for full Terms and Conditions on returns and exchanges.

What's my staff purchase limit?

For each staff member the limit is different. The staff purchase limit is applies to combined purchases across in-store and online. Please contact Human Resources to obtain your exact staff purchase limit.

Why has my discount privilege been blocked?

If your discount privilege has been blocked, it is likely this is due to internal staff purchase reviews and audit. Reasons for blocking the privilege vary; below are some examples:

- Your monthly staff purchase limit has been exceeded
- Your shipping address has changed too many times
- There has been an inconsistent purchase pattern

If for any reason your discount privilege has been stopped, Sales Audit and Human Resources will contact you directly.