



CRYSTAL JADE

CNY 2026 E-STORE FREQUENTLY ASKED QUESTIONS (FAQ)

1. ORDERS

Q: How do I place an order?

You may place an order online at estore.crystaljade.com or via the Crystal Jade SG Mobile App ([App Store](#) | [Google Play](#)). Simply select your preferred items from the 2026 CNY Takeaway Goodies category, choose a collection or delivery date, and proceed to payment. A confirmation email with your order details will be sent once the transaction is completed.

For Jadeite members, please log in using your mobile number or email as your Login ID. Your default password is your date of birth in the format DDMMYYYY.

Q: How early should I place my order?

Please place your order at least three days in advance so our team has sufficient time to prepare it for your preferred collection or delivery date. Collection begins on 26 January 2026.

Q: Why am I unable to check out my order on the E-Store?

There are two possible reasons:

1. Products from different categories cannot be combined in a single checkout. Separate orders are required for each category. For example, CNY Festive Takeaway Goodies must be ordered separately from Ready-to-Eat items, Longevity Buns, Takeaway Bentos, and JPoints.
2. CNY Takeaway Goodies are available at different collection outlets, so items with different fulfilment locations cannot be combined in a single order. **For example:**
 - a. *Items for collection only cannot be checked out together with those available for both delivery and collection.*
 - b. *Items for collection at Crystal Jade Palace, Golden Palace, or Pavilion cannot be combined with items for collection only at Crystal Jade Hong Kong Kitchen.*

Please refer to the product descriptions for details. Separate orders are required for different outlets or fulfilment methods.



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2. PAYMENT & DISCOUNTS

Q: How can I enjoy discounts as a Jadeite member?

Log in to your active Jadeite membership account, and the discount will be applied automatically at checkout. If the discount is not reflected, please check your membership status and [renew](#) to continue enjoying member benefits.

Q: How do I enjoy discounts with my OCBC bank partner card?

At the checkout page, complete the 'First 6 Digits of Credit Card' field. If your card is eligible and the items in your cart meet the discount criteria, a success message will appear, and the discount will be shown under 'Additional Discount'. Then proceed to secure payment using the same bank card.

EXCLUSIVE JADEITE & PARTNERING BANK PROMOTIONS

Enter the first 6 digits of your credit or debit card to enjoy privileges.

**Discounts for Jadeite members cannot be combined with any bank promotions.*

First 6 Digits of Credit Card

Promotion discount successfully applied.

Please note that customers can choose to enjoy either Jadeite Member or OCBC cardmember benefits, but discounts cannot be stacked. Both options provide the same benefits.

Q: How are the discounts calculated?

A detailed breakdown is available on the cart page for Jadeite members. For Bank Cardmembers, the detailed breakdown will not be shown. For more information, please refer to our Festive Takeaway Goodies 2026 brochure or contact our team.

Please note that the upgrade to replace Salmon with Baby Abalones for Reunion Prosperity Yu Sheng is fixed at an additional charge of +\$13.08 (Small) and +\$25.94 (Large) and is not subject to any discounts.

Q: Can I earn cashback in the form of JPoints for my E-Store orders?

Festive Takeaway Goodies are not eligible for earning or redeeming JPoints. Earning and redemption of JPoints do not apply to any E-Store orders.



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Q: I did not receive my order confirmation email after making payment.

Please first check your junk or spam email folder, as the Order Confirmation Email is typically sent within 15 minutes. If you still cannot locate it, verify whether the payment was successfully processed via your bank's app.

If the issue persists, please contact our customer service team at custsvc@crystaljade.com for further assistance.

Q: Can I cancel or make changes to an order after it has been placed?

We regret to inform you that once an order is placed and payment has been processed, cancellations and refunds cannot be accepted. If you wish to add items to your order, a separate new order will need to be placed.

3. SELF-COLLECTION OR DELIVERY

Q: How do I collect my order?

To collect your order, please visit the collection counter at your chosen outlet and present your order confirmation email (printed or electronic) for verification. Collection begins on 26 January 2026.

Q: What delivery options are available, and what are the shipping costs?

Delivery is available from 26 January to 3 March 2026, excluding 16 to 19 February 2026. You can select your preferred delivery date, time, and address during checkout.

1. A delivery fee of \$40 applies from 26 January to 11 February 2026 and 20 February to 3 March 2026.
2. A delivery fee of \$50 applies from 12 to 15 February 2026.



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4. OTHERS

Q: I can't log in to my Jadeite membership account.

If you've forgotten your password, click '*Forgot Password?*' to reset it. If the issue persists, please email us at jadeite@crystaljade.com for assistance.

Q: How can I update my email address or phone number on the E-Store Checkout page?

You can update your details directly on the checkout page for the current order. To make the changes permanent, update your personal information on the '[My Profile](#)' page. Your next sign-in will reflect the updated information.

Q: I forgot to log in as a member. Can I add this information after completing my payment?

We regret that once an order has been placed and payment completed, it cannot be modified, cancelled, or refunded. Please ensure you log in and review your order carefully before finalising payment to enjoy any member benefits.

For any other inquiries, please contact our customer service team at custsvc@crystaljade.com.