

Gift Redemption Program

Terms and Conditions

1. Before redeeming a gift on the "Gift Redemption" page in the SFHK APP Member Center, members must read and accept the details of Gift Redemption, including but not limited to the points required for gift redemption, the validity period of the gift and the redemption spots. After the redemption, the system will immediately deduct the points corresponding to the gift from the member's account. The confirmed redemption cannot be changed or cancelled, and no points will be reissued.
2. Member must go to the designated Gift Redemption Centre listed in this program to collect the gift. The confirmed gift cannot be transferred to other SF Store or delivered to the door.
3. Member must collect the gift within the validity period listed in this program, the redemption will be invalid after the expiry date. The confirmed redemption cannot be changed or cancelled, and no points will be reissued.
4. During redemption, member must present the redemption barcode page to our staffs in order to collect the gift.
5. All gifts are limited in quantity, and are subject to a first-come-first-serve basis while stocks last. The redemption quantity and redemption date of each gift will be determined according to the situation.
6. SFHK reserves the right to modify the required points for the gift redemption, the redemption quantity, the redemption date and the validity period of the gift at any time without prior notice.
7. The photos and descriptions of the gifts are for reference only, and everything in kind shall prevail. SFHK or Supplier do not warrant the accuracy of the descriptions of all goods on the Website. You warrant that you have not relied on any such descriptions (including but not limited to the wordings, pictures, photos, specifications, videos, or audios) made by or on behalf of SFHK or Supplier on the Website and you agree that SFHK or Supplier shall have no liability over such descriptions. All gifts cannot be returned, transferred, resold, or exchanged for cash. Member is required to check the gift when they collect the same. Under no circumstances will the gift be returned, replaced or reissued points.
8. SFHK do not guarantee the gifts or their quality, and SFHK shall not bear any related legal liabilities for the consequences or losses caused by the use of the gifts. SFHK do not accept any liability relating to them and is not responsible for lost, damaged or stolen gifts under the Gift Redemption Program.
9. If member has any dispute about gift redemption, SFHK reserves the right of final decision.
10. The Chinese version of these Terms and Conditions prevails to the extent of any inconsistency between the English and the Chinese versions. English version of these Terms and Conditions is for reference only.