

Terms and Conditions for FTL Direct Delivery (Hong Kong Domestic Flow)

1. These terms and conditions are applicable for the FTL Direct Delivery service (Hong Kong Domestic Flow) offered by S.F. Express (Hong Kong) Limited ("SF"). Matters not mentioned herein shall be in accordance with the terms and conditions of carriage specified on SF's waybill. In case of any conflict between the terms and conditions herein and terms and conditions of carriage, the terms and conditions herein shall prevail.
2. FTL Direct Delivery Service only provides courier service for pallets. Client shall use SF's other courier services for shipments packed in separate boxes, or requires packing, assembling, disassembling, exchanging, or returning of pallets or other procedures.
3. In accordance with the actual unit, weight and dimension of your shipment, suitable vehicles at a corresponding service fee shall be arranged to complete the courier service.
4. Shipper agrees that his/her shipment may be consigned together with other shippers' shipments.
5. In any event, each pallet shall not weigh over 500kg, and its dimension including the pallet, shall not exceed L1.2*W1.2*H1.8M.
6. FTL Direct Delivery Service provides courier service within Hong Kong territory, but is limited to locations which can be reached directly by road, such service does not cover Cheung Chau, Lamma Island, Peng Chau and other islands.
7. If the pick-up/delivery address does not provide the necessary support to facilitate the handling of the pallets, including but not limited to cargo lift, inclined plane and etc., SF is deemed to have satisfied all of its obligation by unloading the shipment at a nearby location of the delivery address.
8. If the pick-up/delivery address is a warehouse, SF is entitled to a special warehousing service charge (please visit SF's official website for details).
9. Courier service fee can be waived if shipper cancels the delivery order at least one business day before the scheduled pick-up date, otherwise, shipper shall bear the full courier service fee amount and other fees incurred by the delivery order.
10. The waiting time at the designated location for each pick-up/delivery shall not exceed 30 minutes (the "Time Limit"). In the event the waiting time for pick-up exceeds the Time Limit due to shippers' reason, the delivery order is deemed to be cancelled and shall be treated as cancelled less than one business day as stipulated in clause 9 hereinabove and the shipper shall bear the full courier service fee amount. In the event the waiting time for delivery exceeds the Time Limit due to the receivers' reason, the shipments shall be delivered back to SF's logistics hub and delivery shall be rearranged. Shipper/receiver shall bear all additional costs incurred, including but not limited to

shipment storage surcharge (please visit SF official website for details).

11. If shipper wishes to change the pick-up/delivery address, the date for pick-up/delivery shall be postponed to the next working day.

12. All pick-up/delivery time estimates are for reference only, SF shall not be held liable for any delay in pick-up/delivery times.

13. This Terms and Conditions and the relationship between SF and shipper/receiver shall be construed and governed by the laws of Hong Kong SAR. The shipper/receiver and SF submit to the exclusive jurisdiction of the courts of Hong Kong SAR.

14. SF reserves its right to revise this Terms and Conditions and the relevant service charge without notice.

15. In case of discrepancy between the English and Chinese versions of this Terms and Conditions, the former shall prevail.

16. Should any dispute arise, the decision of SF shall be final.

(Version of December, 2020)

整車直達（香港本地流向）服務條款和條件

1. 此條款及細則為順豐速運（香港）有限公司（簡稱“順豐”）提供的整車直達（香港本地流向）服務的條款，本條款及細則有未盡之事宜應依據運單條款和條件執行。如本條款及細則與運單條款和條件有任何衝突，應以本條款及細則為準。
2. 整車直達只提供整板的託寄物裝卸服務；如託寄物為散箱貨物，或需進行砌貨/裝卡板/拆卡板/更換卡板/歸還卡板等程序，客戶需使用本公司之其它物流產品。
3. 整車直達服務是根據客戶託運的貨物實際數量、重量及尺寸提供合適運輸的車輛型號並作相應收費，收費標準應按順豐官網為準。
4. 寄件方同意其貨物有機會與其它客戶之託寄物一起運送。
5. 在任何情況下，整板的託寄物的重量不可超過 500kg，體積連卡板不可大於長 1.2*闊 1.2*高 1.8 米。
6. 整車直達提供香港境內的託運服務，但只限於陸路可直達的範圍，故不包括長洲、南丫島、坪洲等離島地點。
7. 如收/派件地點未能提供所需的整板搬運配套，包括但不限於貨用升降機及搬運斜台等，順豐在該地址附近卸貨後則代表完成其派件責任。
8. 如收/派件地址為倉庫，順豐會對應收取特殊入倉服務費(詳情請到順豐官網查閱)。
9. 客戶在已預約收件日的最少 1 個工作天前提出取消訂單可豁免收費；否則客戶需支付全數運費以及訂單已產生的其他費用。
10. 每個收/派件地點最長等候時間為 30 分鐘（“最長等候時間”）；若因寄件方原因導致我司貨車於收件地點超出最長等候時間，會視作客戶取消訂單，並按以上第 9 點中「收件當日取消訂單」的情況處理及收取全數運費。若因客戶原因導致我司貨車於派件地點超出最長等候時間，貨物會被發回順豐中轉場，並安排另日再派；客戶需承擔所產生的額外費用，包括但不限於貨物保管附加費(詳情請到順豐官網查閱)。
11. 若客戶需更改收/派件地址，貨物的收件/派件日期將按訂單日順延 1 個工作天。
12. 所有收件/派件時效僅供參考，順豐速運不會因任何收件/派送延誤而承擔任何責任。
13. 本條款及細則，以及順豐速運及所有客戶之間的關係，均根據香港特別行政區法律予以規管及解釋。客戶及順豐速運均同意遵守香港特別行政區法院的專屬司法管轄權。
14. 順豐速運保留更改本服務的條款及細則及有關服務費的權利，而毋須另行通知。
15. 該服務內容與條款及細則的中英文版本如有歧義，一概以英文版本為準。
16. 如有任何爭議，順豐速運保留最終決定權。

(2020 年 12 月版本)