



## Local Delivery Speed Up Service - Terms and Conditions

1. This Local Delivery Speed Up Service (referred to as "**this Service**") is a free automatic upgrade service provided by **S.F. Express (Hong Kong) Limited** (referred to as "**SF**"). This Service shall be governed by both Terms and Conditions herein contained (referred to as "**T&Cs**") and [SF's Terms and Conditions of Carriage](#) simultaneously.
2. Subject to the requirements and limitations of Shipment of SF Standard Express, Shipment which meets all requirements herein below will be automatically upgraded to this Service: -
  - (1) Shipper place the order before the specified time and the Shipment is successfully received by SF before the specified time;
  - (2) The origin and the destination are within the designated service range of SF;
  - (3) Way of sending shall limit to door collection by SF's staff, self-sending at SF Store or self-sending at SF Business Station;
  - (4) Way of delivery shall limit to door delivery by SF's staff, self-collecting from SF Store or self-collecting from SF Business Station (not applicable to shipment delivered to EF locker, or SF Cooperation Point, and/or Shipment involving special warehousing procedure or any changing of delivery); and
  - (5) Weight per Shipment shall not exceed (including) 80 kg.

\* The specified time of placing order and/or self-sending stipulated in Clause 2(1) and designated service range stipulated in Clause 2(2) are shown on SF official website and SF shall be entitled to make changes from time to time at its absolute discretion.
3. For Shipment that meets all requirements under Clause 2 hereinabove, SF will automatically upgrade the Shipment to this Service free of charge, and will try its best endeavors to deliver the Shipment before the specified time on the same day of sending, failing which Shipper can contact SF customer service to apply for refund of the basic shipment charges. The application submitted by the Shipper will be reviewed by SF according to these T&C and if such application can meet the refund requirements after verification by SF, the basic shipment charges (exclusive of value-added service fee, packaging fee or any other additional charges) will be refunded by SF. SF has the absolute right of decision and final interpretation for the audit results.

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4. **Basic shipment charges refund is a right to be chosen by Shipper while it shall not be or be deemed as an obligation of SF. In any case, SF will not automatically initiate the refund process or voluntarily refund any charges without Shipper's application for refund.**
5. Shipper who does not require this Service can cancel this Service or vary the deliver time by contacting SF's customer service.
6. Shipper shall provide correct and valid address and contact information and provide convenience at the destination to ensure the smooth delivery of the Shipment.
7. **a) The time of the first delivery by SF's staff; or b) the time when Receiver collects the Shipment at SF Store or SF Business Station will be the sole standard to decide whether Shipment is delivered before the specified time on the same day of sending. However, if Shipment is delayed or unable to be delivered on time due to any of the following circumstances, Shipper will have no rights to apply for any refund of the**



**basic shipment charges:**

- (1) **The address or contact information on the waybill is invalid or incorrect;**
  - (2) **No one answered the door on the Receiver's address;**
  - (3) **The building on Receiver's address is forbidden or prohibited for entry or has complicated entry procedures;**
  - (4) **Receiver is unable to self-collect and sign for the Shipment at SF Store or SF Business Station before the specified time of delivery;**
  - (5) **Shipper modifies the contact information (such as changing the Receiver's address, Receiver's information, etc.), suspends or terminates the delivery or this Service;**
  - (6) **Any event of Force Majeure stipulated in Clause 12 of [SF's Terms and Conditions of Carriage](#) happens; and / or**
  - (7) **Any other delayed or unsuccessful delivery not caused by SF.**
8. **This Service is a free upgrade service intending to improve the service experience of Shipper, it shall not represent or be deemed as SF's commitment or guarantee on the timeliness of delivery. SF shall not be liable for any direct or indirect losses or damages whatsoever arising as a result of delay caused by SF. Provisions of Clause 8 of [SF's Terms and Conditions of Carriage](#) shall continue to apply. Shipper or Receiver shall reasonably arrange the delivery time and reserve sufficient time for receiving the Shipment, so as to avoid losses and damages caused by the failure of the Shipment to be delivered on time.**
9. SF has the absolute discretion to decide whether to provide or withdraw this Service at any time, and reserves the right to change any provisions of these T&Cs at any time without any prior notice. Any modification will take effect immediately and be binding when it is published on the official website of SF.
10. If any provision hereof is held by any court or other authority to be invalid or unenforceable in whole or in part, the remaining provisions of these T&Cs and the remaining contents of the affected provision shall remain valid. Failure or delay in enforcing any provision under these T&Cs will not constitute a waiver of such provision.
11. These T&Cs shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region. Shipper and SF agree to submit to the exclusive jurisdiction of the courts of the Hong Kong Special Administrative Region.
12. In case of any discrepancy between the Chinese and English versions of these T&Cs, the Chinese version shall prevail.

\*For any enquiries, please call (852) 2730 0273 (Hong Kong) to contact our customer service representative.

(Effective from 1 February 2023)



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