

Terms and Conditions for FTL Direct Delivery (Hong Kong to Mainland China Flow)

1. These terms and conditions are applicable for the FTL Direct Delivery service (Hong Kong to the Chinese Mainland 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. Loading, unloading and handling services are not available for FTL Direct Delivery. If the consignments are bulk cargoes, or procedures like loading/handling/unloading/loading pallet/unloading pallet/returning pallet are required, customers shall use SF's other logistics products or request additional quotation from SF.
3. SF charges corresponding fees and arrange suitable vehicle models based on the actual quantity, weight and dimension of the consignment. The fee and tax quotation provided by SF during the placement of order are estimations only, the actual service fees and all other fees specified on the waybill provided by SF shall be final.
4. Customers shall provide accurate weight and volume of the consignments when submitting a service order, otherwise, customers shall bear additional expenses or other losses if the vehicles arranged by SF fail to load all the consignments due to incorrect data provided by customers. SF also has the right to refuse to provide the requested services without incurring any liability.
5. SF can require customers to reinforce or replace the external packaging of the consignment when picking up the consignments; if customer refuses to do so, SF has the right to refuse to provide the requested services without incurring any liability. In the event that the outer packaging of the consignment is intact but the consignment is damaged when the consignment has arrived at its destination, SF shall not be responsible for such damage. In any event, SF's liability shall be in accordance with the terms and conditions of carriage specified on the waybill. Customer shall make its own insurance arrangement.
6. FTL Direct Delivery offers consignment services from Hong Kong to designated areas in Mainland China, but it shall be limited to areas which are directly reachable by road.
7. If the designated pick-up/delivery locations do not provide suitable parking space for vehicles, SF is deemed to have completed its obligations by loading/unloading the consignments at a location near the designated locations.
8. If the designated pick-up/delivery locations are warehouses, SF is entitled to a special warehousing service fees. (For details, please refer to SF's official website).
9. Once the quotation is signed and confirmed, customers cannot cancel or modify the

order.

10. If customer causes failure for SF's vehicle to finish loading/unloading or requires SF to provide special operations, customer shall bear all additional fees incurred, including but not limited to overnight fees, return fees, overtime unloading fees, special operation fees and etc. (For details, please refer to SF's official website).

11. If the receiver fails to collect the consignment on or before the date specified in the consignment collection notification, SF is entitled to custody fees based on the number of days of delay. If SF is unable to contact the receiver or the receiver refuses to pay the custody fees, or the receiver expressly declines to collect the shipment or the shipment are not collected for 7 days, if customer requests to return the consignment, customer shall bear all freight charges, custody fees and other value-added service fees, otherwise, SF is entitled to dispose the consignments at its sole discretion without incurring any liability whatsoever.

12. The transit time for pickup/delivery is for reference only; SF shall not incur any liability for any delay in pickup/delivery.

13. These terms and conditions, and the relationship between SF and all its customers shall be construed and interpreted in accordance with the laws of Hong Kong Special Administrative Region. SF and its customers both agree to submit to the exclusive jurisdiction of the courts of Hong Kong Special Administrative Region.

14. SF reserves the right to modify the terms and conditions of this service and the related service fees without further notice.

15. In case of discrepancy between the Chinese and English versions of these terms and conditions, the English version shall prevail.

16. In case of any dispute, SF's decisions shall be final.

(Version of December, 2020)

整車直達（香港至中國流向）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（香港至中國流向）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. 順豐就整車直達服務不提供裝卸/搬運服務；如託寄物為散箱貨物，或需進行裝卸/搬運/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或經由我司作額外報價。
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，客戶在提交服務訂單時，順豐提供的初步費用及稅金的報價僅屬預估金額，實際的服務費及所有其他的費用按順豐提供的運單上註明的費用為準。
4. 客戶應在提交服務訂單時如實告知託運貨物重量、體積，否則造成順豐因應客戶提供的資料安排之車輛無法承載所有託運貨物而導致的額外支出或其他損失由客戶承擔且順豐有權拒絕承運該貨物而不需承擔任何責任。
5. 順豐可在收件時要求客戶將託運貨物加固或更換外包裝，如客戶拒絕，順豐有權在沒有任何賠償責任下拒絕提供服務。託寄物送至目的地時，外包裝完好但託寄物損壞的，順豐不承擔任何賠償責任。在任何情況下，順豐的賠償責任按照運單條款和條件執行，客戶可自行對託寄物購買保險。
6. 整車直達服務提供香港至指定中國大陸地點的託運服務，但只限於陸路可直達的範圍。
7. 如收/派件地點未能提供適當的車輛停泊位置，順豐在該地址附近停泊予客戶進行裝/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. 報價單一經簽署確認，客戶將不能就訂單提出取消及進行任何更改。
10. 若因客戶原因導致中港車無法於指定時間內完成裝卸或需要我司提供異常操作，客戶需承擔所產生的額外費用，包括但不限於押夜費、返空費、卸貨超時費，及異常操作費等（詳情請到順豐官網查閱）。
11. 收件人在收到收件通知後逾期取件的，順豐有權按天數收取保管費。順豐聯絡不到收件人或收件人拒絕支付保管費或收件人明確表示拒絕取件或逾期 7 日不取件的，順豐通知客戶後，客戶要求退回的，應當承擔相關的運費、保管費及其他增值服務費用，否則順豐有權在沒有任何賠償責任下自行處置託寄物。
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。

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