



Remote Surcharge - Terms and Conditions

1. Remote Area To-Door Collection and Delivery Service (hereafter referred as "**Service**") is an additional service provided by **S.F. Express (Hong Kong) Limited** (hereafter referred as "**SF**").
2. These Terms and Conditions (hereafter referred as "T&Cs") shall be the supplementary terms and conditions of [SF's Terms and Conditions of Carriage](#). If Shipper or Receiver choose to have to-door collection or to-door delivery of Shipment in remote areas by SF's courier, these T&Cs shall apply subject to [SF's Terms and Conditions of Carriage](#). Shipper agrees, and on behalf of the Receiver and/or any third party with an interest in the Shipment that these Terms and Conditions shall apply.
3. If Shipper's location is in remote area, Shipper can choose to self-drop off Shipment at a nearby SF Store, SF Business Station, SF Cooperation Point or SF Locker (if applicable). If Shipper choose to have to-door collection of Shipment in remote area by SF's courier, Shipper shall pay the Remote Surcharge for to-door collection in accordance with these T&Cs.
4. If the destination of Shipment is in remote area, the Receiver can choose to self-pick up at SF Store, SF Business Station, SF Cooperation Point or SF Locker. If Shipper and/or Receiver choose to have to-door delivery of Shipment in remote area by SF's courier, Remote Surcharge for to-door delivery shall be paid in accordance with these T&Cs.
5. If Shipper and/or Receiver choose to have to-door collection of Shipment in remote area by SF's courier, and also choose to have to-door delivery of Shipment in remote area by SF's courier, Shipper and/or Receiver shall pay a total of two (2) Remote Surcharges for the Shipment.
6. For the coverage of remote areas, please refer to information shown on SF official website. SF shall be entitled to make changes of the coverage of remote areas from time to time at its absolute discretion without prior notice to Shipper and/or Receiver.
7. The charging standards for Remote Surcharges are shown on SF official website. SF shall be entitled to make changes of the charging standards from time to time at its absolute discretion without prior notice to Shipper and/or Receiver. The Remote Surcharge standard is generally quoted in Hong Kong dollars. If Shipment is not paid in Hong Kong Special Administrative Region, the charges will be converted into the currency of the payment area according to the exchange rate shown on SF's official website.

8. The Remote Surcharge shall be paid as follows:-
- 8.1 For Hong Kong local Shipment and cross-border Shipment between Hong Kong and Mainland China/Macao/Taiwan, Shipper can choose to settle the Remote Surcharge on credit account payment by Shipper, cash payment by Shipper, credit account payment by Receiver, cash payment by Receiver, or third-party credit account payment transferred by Shipper or Receiver (PROVIDED THAT the third-party payment authority shall have been opened), but the payment method chosen shall be consistent with the payment method of the shipment charges;
- 8.2 For international Shipment sent from Hong Kong to overseas countries/regions, Shipper can choose to settle the Remote Surcharge on credit account payment by Shipper, cash payment by Shipper, third-party credit account payment transferred by Shipper (PROVIDED THAT the third-party payment authority shall have been opened), or choose to settle by Receiver by a payment method which is available in the destination country/region, but the payment method chosen shall be consistent with the payment method of the shipment charges;
- 8.3 For international Shipment sent from overseas countries/regions to Hong Kong, Shipper can only choose to settle the Remote Surcharge on credit account payment by Receiver, cash payment by Receiver, third-party credit account payment transferred by Receiver (PROVIDED THAT the third-party payment authority shall have been opened). If settled by Receiver's credit account or third-party credit account, the credit account shall be registered under SF in Hong Kong or Macau. Credit accounts registered under SF in Mainland China, Taiwan and overseas countries/regions is not currently available for this Service.
9. When placing an order, Shipper can choose to have to-door collection in remote area by SF's courier and/or to-door delivery in remote area by SF's courier, and is allowed to change the Shipment collection and delivery method under the following circumstances:-
- 9.1 Before SF's courier collecting the Shipment, if Shipper do not need to-door collection and/or to-door delivery in remote area by SF's courier, Shipper can cancel the original order and then place a new order and choose to self-drop of and/or self-pickup at SF Store, SF Business Station, SF Cooperation Point or SF Locker (if applicable);
- 9.2 After the Shipment is sent, if Shipper or Receiver needs to change the delivery method from to-door delivery in remote areas to self-pickup at SF Store, SF Business Station, SF Cooperation Point or SF Locker, Shipper or Receiver can make the change through SFHK

APP or by contacting SF Customer Service representative. If the changing is successful, SF will not provide to-door delivery services and will not charge the Remote Surcharges for to-door delivery. Under the aforesaid circumstances: a) if the Remote Surcharge of to-door delivery service has been paid by Shipper, Shipper can request for a refund of the remote surcharge of to-door delivery service by contacting the SF Customer Service representative after the to-door delivery in remote area is cancelled successfully; or b) if the charges will be settled by Receiver, SF will not charge the Receiver for this surcharge;

9.3 After the Shipment is sent, if Shipper or Receiver needs to change the delivery method from self-pickup at SF Store, SF Business Station, SF Service Partner Location or SF Locker to to-door delivery in remote area, Shipper or Receiver can make the change through SFHK APP or by contacting SF Customer Service representative. If the changing is successful, SF will provide to-door delivery services in remote areas, and will charge Shipper or Receiver a Remote Surcharge for to-door delivery and address correction service fee due to the changing of destination. If Shipper or Receiver refuses to pay the aforesaid fees, SF will not be obligated to deliver the Shipment.

10. Shipper shall provide correct and valid Shipper and Receiver addresses and contact information, and provide convenience at the delivery destination to ensure the smooth delivery of the Shipment.

11. Shipper and/or Receiver will still be required to pay the Remote Surcharge if:

11.1 the to-door collection or to-door delivery address falls within the remote area due to the incorrect address or contact information provided by Shipper or Receiver;

11.2 the Shipment is wrongly delivered to a remote area, or the Shipment is delayed or cannot be delivered due to the incorrect address or contact information provided by Shipper or Receiver;

11.3 The building on Receiver's address is forbidden or prohibited for entry or has complicated entry procedures, which makes the to-door collection service can only be completed outside the building or in nearby area;

11.4 No one answers the door on the Receiver's address, or the building on Receiver's address is forbidden or prohibited for entry or has complicated entry procedures, which makes the to-door delivery service impossible or can only be completed outside the building or in nearby area;

11.5 After the failures of the to-door delivery service by SF, Shipper and/or Receiver requests to change to self-pick up the Shipment at SF Store, SF Business Station, SF Cooperation or



SF Locker ;

- 11.6 Any circumstance beyond SF's control stipulated in Clause 12 of [SF's Terms and Conditions of Carriage](#) happens; and/or
- 11.7 Failure to deliver to the door due to other reasons not caused by SF.
12. If Shipper and/or Receiver refuses to pay the Remote Surcharge (including address correction service fee) stipulated in these T&Cs, SF will not be obligated to deliver the Shipment and it will be deemed as a to-door delivery failure. After being urged by SF, if Shipper and/or Receiver still refuses to pay the Remote Surcharge, it will be deemed as a failure of delivery. SF will have the right to deal with the Shipment in accordance with the similar measures of Shipper and/or Receiver refuses to pay for the Shipment charges or customs duties stipulated Clause 9.4 of [SF's Terms and Conditions of Carriage](#) as SF deems fit.
13. For Shipper who choose to settle the Remote Surcharge (including the delivery address change service fee) by Receiver (including credit account payment, cash payment, third-party credit account payment transferred by Receiver) but the Receiver refuses to pay the same, Shipper shall not be exempted from the payment obligation of any fees mentioned hereunder. SF shall have the right to claim Remote Surcharge and all losses there arisen from Shipper and/or Receiver at any time.
14. SF has the absolute discretion to decide whether to provide or withdraw the remote area to-door collection and/or remote area to-door delivery 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. In the event that the Service is withdraw by SF due to SF's reason, SF will refund the Remote Surcharge collected (if any) to Shipper or Receiver.
15. 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.
16. 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.
17. 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) or (853) 2873 7373 (Macau) to contact our customer service representative.

(Effective from 1 May, 2023)