



## SF Locker Self-Drop Delivery Service – Terms and Conditions

1. **SF Locker Self-Drop Delivery Service** (referred to as “**this Service**”) is a value added service provided by **S.F. Express (Hong Kong) Limited** (referred to as “**SFHK**”). This Service shall be governed by these **SF Locker Self-Drop Delivery Service -Terms and Conditions** herein contained (referred to as “**these “T&Cs**”) and [SF’s Terms and Conditions of Carriage](#) simultaneously. For Shipments that apply to this Service, SFHK’s liability for compensation before accepting the Shipments will be governed by these T&Cs, while SFHK’s liability for compensation after accepting the Shipments shall be governed by provisions of Clause 13 of [SF’s Terms and Conditions of Carriage](#), while other provisions of [SF’s Terms and Conditions of Carriage](#) shall apply.
2. This Service is applicable to SFHK’s monthly credit account customers and non-monthly credit account customers (referred to as “**Customer**”).
3. The accepting standards and charges of this Service are displayed on the official website of SFHK, and SFHK will make changes in due course.
4. **The Customer agrees and voluntarily put the Shipment into SF Locker without anyone to take over the Shipment. The Customer undertakes and guarantees that the Shipment fully complies with all laws and regulations of Hong Kong Special Administrative Region. If there is any violation, the Customer undertakes and guarantees that Customer shall personally bear all responsibilities, Customer agrees that SFHK shall not bear any responsibility.**
5. The Customer agrees that the Customer shall fully assume the risks and responsibilities in all aspects regarding storage of Shipment (or the Shipment itself) before SFHK accepts the Shipment, and SFHK shall not bear any responsibility (including but not limited to the loss or damage of the Shipment) before SFHK accepts the Shipment. For the avoidance of doubt, the Shipment being placed at locker does not mean that SFHK has accepted the Shipment. Customer shall agree to be bound by [Disclaimer Agreement for Loss and Damage of Goods \(Applicable for SF Locker Self-Drop Delivery Service\)](#) before the Shipment is being placed at locker.
6. If any information provided by the Customer (including but not limited to information about the



Shipment) is incorrect, the Customer agrees that SFHK shall not assume any liability. In such case, the Customer agrees that SFHK will use reasonable efforts to verify any information with the Customer, otherwise, the Customer agrees that SFHK has the absolute discretion to accept or refuse to accept any Shipment without any prior notice. If SFHK decides to refuse accepting the Shipment, SFHK will contact the Customer and the Customer must retrieve the Shipment from SFHK within two working days, otherwise SFHK may release, dispose of or sell the Shipment in accordance with Clause 9.4 of [SF's Terms and Conditions of Carriage](#), without incurring any liability whatsoever to the Customer or anyone else, with the proceeds applied against service charges and related administrative costs and the balance (if any) to be returned to the Customer.

7. If the Shipment violates the provisions of [SF's Terms and Conditions of Carriage](#), these T&Cs and/or [Disclaimer Agreement for Loss and Damage of Goods \(Applicable for SF Locker Self-Drop Delivery Service\)](#), the Customer agrees that SFHK has the absolute discretion to accept or refuse to accept or immediately determine to refuse to continue delivering the Shipment without any prior notice. In such case, the Customer agrees that SFHK will report to any government agency and cooperate with relevant investigations and will not be liable to the Customer or anyone else for the aforesaid actions, and the Customer shall compensate SFHK for all losses. In addition, the Customer agrees that SFHK or any government agency has the right to inspect the Shipment without prior notice, and SFHK will not be responsible for any losses caused by any delay or damage caused by the aforesaid inspection.
8. If the Receiver refuses delivery for any reason, in such case, the Customer agrees that SFHK will use reasonable efforts to return the Shipment to the Customer at the Customer's additional costs, otherwise SFHK may release, dispose of or sell the Shipment in accordance with Clause 9.4 of [SF's Terms and Conditions of Carriage](#), without incurring any liability whatsoever to the Customer or anyone else, with the proceeds applied against service charges and related administrative costs and the balance (if any) to be returned to the Customer.
9. SFHK's liability for compensation for this Service shall take effect from the time SFHK accepts the Shipment. Once the Customer places an order, the Customer shall not terminate this Service midway. If the Customer terminates this Service, the fees for this Service shall not be refunded; if the fees for this Service have not been paid, the Customer still needs to pay the fees (or agree to pay via its monthly account).



SFHK has the absolute discretion in deciding whether to provide or withdraw this Service at any time without any prior notice.

10. The Customer agrees that SFHK does not need to guarantee any timeliness of Shipment for this Service. SFHK shall not be liable for any other loss or damage (including but not limited to the loss of profits, income, interest and future business), regardless of whether these other loss and damage are special or indirect, and regardless of whether SFHK is aware of any these risks of loss or damage before or after accepting the Shipment.
11. If any provision of these T&Cs 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.
12. SFHK 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 SFHK.
13. These T&Cs are supplementary to the [SF's Terms and Conditions of Carriage](#). If there is any conflict, these T&Cs shall prevail; for matters not covered, [SF's Terms and Conditions of Carriage](#) shall apply.
14. In case of any discrepancy between the Chinese and English versions of these T&Cs, the Chinese version shall prevail.
15. For any enquiries, please call (852) 2730 0273 (Hong Kong) to contact SFHK's customer service representative.

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