

「豐管家」服務 - 條款與細則

SF Retention Service – Terms and Conditions

1. 「豐管家」服務為順豐速運（香港）有限公司（簡稱「順豐」）所提供的一項物流服務中的增值服務。在使用「豐管家」服務時，客戶同意及僅代表收件人及/或任何對托寄物有任何權益之第三方同意受本條款及細則約束。
SF Retention Service is a valued-added service provided by S.F. Express (Hong Kong) Limited (hereinafter referred to as “SF”). When using SF Retention Service, customer agrees, and on behalf of the receiver and/or any third party with an interest in the Shipment agree that these Terms and Conditions shall apply.
2. 受限於以下第 7 條，如寄方和 / 或收方選擇使用任何順豐智能櫃（簡稱「櫃機」）收取快件，但出於任何原因，寄方和 / 或收方在快件放入櫃機後的 24 小時內仍未收取快件（簡稱「智能櫃超時」），寄方和 / 或收方明確授權順豐收取（並且寄方和 / 或收方明確同意支付）其後每 24 小時為一收費段 - 港幣 10 元的「豐管家」服務費，超時未滿 24 小時亦按 24 小時計算。寄方和 / 或收方同意順豐在智能櫃超時後的 24 小時內回收快件。
Subject to Clause 7 below, if Shipper and/or Receiver chooses to use any SF Locker (hereinafter referred to as “Locker”) to receive the Shipment, but for any reason, Shipper and/or Receiver fails to pick up the Shipment within 24 hours after being placed in the Locker (hereinafter referred to as “Locker Time Out”), Shipper and/or Receiver expressly authorize SF to collect (and Shipper and/or Receiver expressly agree to pay) SF Retention Service Fees of HK\$10 for every 24 hours session thereafter, and 24 hours will nevertheless be charged as a session even for less than 24 hours. Shipper and/or Receiver agree SF to retrieve the Shipment within 24 hours after the Locker Time Out.
3. 如寄方和 / 或收方選擇使用任何順豐站或順豐營業點收取快件，但出於任何原因，寄方和 / 或收方在快件到達順豐站或順豐營業點後的 2 天(快件到達順豐站或順豐營業點當天視為 1 天)內仍未收取快件（簡稱「順豐站超時」），寄方和 / 或收方明確授權順豐收取（並且寄方和 / 或收方明確同意支付）其後每 1 個工作天(即星期一至五但星期六、日及公眾假期除外)為一收費段 - 港幣 10 元的「豐管家」服務費，超時未滿 1 個工作天亦按 1 個工作天計算。寄方和 / 或收方同意順豐在順豐站超時後的 12 個工作天內回收快件(寄方和 / 或收方同意順豐在順豐站超時後的 5 個工作天內回收代收貨款快件)。
If Shipper and/or Receiver chooses any SF Store or SF Business Station to receive the Shipment, but for any reason, Shipper and/or Receiver fails to pick up the Shipment within 2 days (the day when the Shipment arrives at SF Store or SF Business Station shall be counted as a day) after the same arrived at SF Store or SF Business Station (hereinafter referred to as “SF Store Time Out”), Shipper and/or Receiver expressly authorize SF to collect (and Shipper and/or Receiver expressly agree to pay) SF Retention Service Fees of HK\$10 for every working day (namely Monday to Friday but excluding Saturday, Sunday and public holidays) session thereafter, and one working day will nevertheless be charged as a session even for less than one working day. Shipper and/or Receiver agree SF to retrieve the Shipment within 12 working days after the SF Store Time Out (Shipper and/or Receiver agree SF to retrieve COD Shipment within 5 working days after the SF Store Time Out).
4. 若寄方和 / 或收方選擇其後再次投放至同一櫃機或轉至其他任何櫃機收取快件，寄方和 / 或收方必須在快件放入同一櫃機或其他任何櫃機後的 24 小時內收取快件，否則寄方和 / 或收方明確授權順豐進一步收取（並且寄方和 / 或收方明確同意進一步支付）其後每 24 小時為一收費段 - 港幣 10 元的「豐管家」服務費，超時未滿 24 小時亦按 24 小時計算。寄方和 / 或收方同意順豐在智能櫃超時後的 24 小時內再次回收快件，如此類推。
If Shipper and/or Receiver chooses to subsequently use the same Locker again or transfer to any other Locker to receive the Shipment, Shipper and/or Receiver shall retrieve the Shipment within 24 hours after being placed in the same Locker or any other Locker, otherwise Shipper and/or Receiver expressly authorize SF to further collect (and Shipper and/or Receiver expressly agree to further pay) SF Retention Service Fees of HK\$10 for every 24 hours session thereafter, and 24 hours will nevertheless be charged as a session even for less than 24 hours. Shipper and/or Receiver agree SF to retrieve the Shipment within 24 hours after the Locker Time Out, and so on.
5. 若寄方和 / 或收方選擇其後轉至同一順豐站或順豐營業點或轉至其他順豐站或順豐營業點收取快件，寄方和 / 或收方必須在快件到達順豐站或順豐營業點後的 2 天內收取快件(快件到達順豐站或順豐營業點當天視為 1 天)，否則寄方和 / 或收方明確授權順豐進一步收取（並且寄方和 / 或收方明確同意進一步支付）其後每 1 個工作天為一收費段 - 港幣 10 元的「豐管家」服務費，超時未滿 1 個工作天亦按 1 個工作天計算。寄方和 / 或收方同意順豐在順

豐站超時後的 12 個工作天內回收快件(寄方和 / 或收方同意順豐在順豐站超時後的 5 個工作天內回收代收貨款快件) · 如此類推。

If Shipper and/or Receiver chooses to subsequently use the same SF Store or SF Business Station again or transfer to other SF Store or SF Business Station to receive the Shipment, Shipper and/or Receiver shall retrieve the Shipment within 2 days after being placed in the same SF Store or SF Business Station or other SF Store or SF Business Station (the day when the Shipment arrives at SF Store or SF Business Station shall be counted as a day), otherwise Shipper and/or Receiver expressly authorize SF to further collect (and Shipper and/or Receiver expressly agree to further pay) SF Retention Service Fees of HK\$10 for every working day session thereafter, and one working day will nevertheless be charged as a session even for less than one working day. Shipper and/or Receiver agree SF to retrieve the Shipment within 12 working days after the SF Store Time Out (Shipper and/or Receiver agree SF to retrieve COD Shipment within 5 working days after the SF Store Time Out), and so on.

6. 客戶需於取件時支付所有「豐管家」服務費。

Customer shall pay all SF Retention Service Fees upon collecting the Shipment.

7. 部分順豐智能櫃將有較長的免費保管時間，名單均展示於順豐官方網頁，定義按實際情況釐定，順豐將適時作出更改。

Certain SF Lockers will have longer retention period, the list is displayed on the official website of SF. The definition is determined based on the actual situation. SF will make changes in due course.

8. 儘管有上述條款及細則，寄方和 / 或收方明確授權順豐自順豐接受快件之日起保留快件 3 個月。保留期間，除已衍生的「豐管家」服務費外，順豐不會收取額外服務費。如順豐不能退還快件或寄方和 / 或收方未能在順豐保留期間收取快件，寄方和 / 或收方明確授權順豐可以對快件進行放棄、處置或變賣，且無須就上述行為向寄方或收方或其他人承擔任何責任，所得收入將在扣除服務費用及相關管理費用後返還寄件人(如有)。

Notwithstanding the aforesaid terms and conditions, Shipper and/or Receiver expressly authorize SF to keep the Shipment for 3 months from the date when SF accepts the Shipment. During the keeping period, except for those SF Retention Service Fees already derived, SF shall not charge additional service fees. If SF cannot return the Shipment or Shipper and/or Receiver cannot receive the Shipment during the keeping period, Shipper and/or Receiver expressly authorize SF to release, dispose or sell the Shipment without incurring any liability whatsoever to the Shipper or the Receiver or anyone else, with the proceeds applied against service charges and related administrative costs and the balance (if any) to be returned to the Shipper.

9. 不論任何情況下，寄方和 / 或收方明確授權順豐收取（並且寄方和 / 或收方明確同意支付）已累計的「豐管家」服務費。在逾時取件的情況下，寄方和 / 或收方必須支付相關服務費才能夠成功取件；如在限時內取件，則不會產生額外服務費(已衍生的「豐管家」服務費除外)。

In any case, Shipper and/or Receiver expressly authorize SF Express to collect (and the Shipper and/or Receiver expressly agree to pay) the accumulated SF Retention Service Fees. In the case of time out pickup, Shipper and/or Receiver must pay the relevant service fees before Shipper and/or Receiver can successfully receive the Shipment; if the pickup is within the time limit, no extra service fees will be incurred (except for those SF Retention Service Fees already derived).

10. 全港順豐智能櫃、順豐站和順豐營業點的開放時間和地址均展示於順豐官方網頁，順豐將適時作出更改。

The opening hours and addresses of all Hong Kong SF Lockers, SF Stores and SF Business Stations are displayed on the official website of SF. SF will make changes in due course.

11. 一切「豐管家」服務費用按照順豐系統所紀錄的時間計算。

All SF Retention Service Fees shall be calculated based on the time recorded in the SF system.

12. 如本條款及細則的任何規定被任何法院或其他有權力機構裁定全部或部分無效或不可執行，本條款及細則的其他規定和受影響的規定的其他內容仍然有效。

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 hereof and the remaining contents of the affected provision shall remain valid.

13. 未能或延誤行使本條款及細則下任何條款亦不會構成對該條款的棄權。

Failure or delay in enforcing any provision hereunder will not constitute a waiver of such provision.

14. 本條款及細則未盡之事宜，應按照順豐運單條款和條件執行。如本條款及細則與順豐運單條款和條件有任何歧義，一概以本條款及細則為準。
With respect to any matter not covered herein, SF's Terms and Conditions of Carriage shall apply. In case of any discrepancy between these Terms and Conditions and SF's Terms and Conditions of Carriage, these Terms and Conditions shall prevail.
15. 順豐保留隨時更改本條款及細則的權利，而無須另行通知，任何修改在順豐官方網站上發佈時立即生效並具有約束力。
SF reserves the right to change these Terms and Conditions at any time without further notice and any revision shall become immediately effective and binding when such revision is published on SF's official website.
16. 本條款及細則，均根據香港特別行政區法律予以規管及解釋。所有客戶及順豐均同意遵守香港特別行政區法院的非專屬司法管轄權。
These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Hong Kong Special Administrative Region. All the customers and SF agree to submit to the non-exclusive jurisdiction of the courts of the Hong Kong Special Administrative Region.
17. 本條款及細則的中英文版本如有歧義，一概以中文版本為準。
In case of any discrepancy between the Chinese and English versions of these Terms and Conditions, the Chinese version shall prevail.
18. 如有任何爭議，順豐保留最終決定權。
In case of any dispute, SF's decision shall be final.
19. 如有任何查詢，請致電香港客戶服務熱線 (852) 2730 0273。
In case of any inquiry, please call Hong Kong Customer Service Hotline (852) 2730 0273.

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