



SF Retention Service – Terms and Conditions

1. 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. 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. 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. 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. 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. Customer shall pay all SF Retention Service Fees upon collecting the Shipment.
7. 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. 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. 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. 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. All SF Retention Service Fees shall be calculated based on the time recorded in the SF system.
12. 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. Failure or delay in enforcing any provision hereunder will not constitute a waiver of such provision.
14. 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. 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. 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. In case of any discrepancy between the Chinese and English versions of these Terms and Conditions, the Chinese version shall prevail.
18. In case of any dispute, SF's decision shall be final.
19. In case of any inquiry, please call Hong Kong Customer Service Hotline (852) 2730 0273.

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