

### 《GENERAL / HOW IT WORKS》

#### 1. Q: What is S.F. Box?

**A:** S.F. Box, incorporating the concepts of mini-warehouse, storage box and delivery service, aims at solving storage troubles and creating a hassle free environment for you.

You can enjoy S.F. Box service by renting as many boxes as you want in an economical and convenient way. Simply making an order of drop-off, storage and pickup via mobile app, you can enjoy more living space while relaxing at home.

With S.F. Box, you will get rid of the below hassles:

- handling inbound and outbound logistics of your goods
- fulfilling minimum warehouse rental area requirement
- purchasing storage boxes
- visiting warehouse located in remote districts

Obviously, S.F. Box saves time, effort and money for you!

#### 2. Q: How much does it cost?

**A:** To fit different storage needs, several storage box sizes and flexible storage periods are offered. You can gain more living space at an economical price. For example, you can store seasonal clothes and beddings for half or one year and request door-to-door delivery when needed.

Cost includes both rental fee and delivery fee. During rental period, you can enjoy free delivery of empty box(es) and free pick up of packed item(s) for the first time once your order is confirmed. Within your storage period, you can easily manage your storage via the mobile app by paying the round trip delivery fee. You can also save your time and effort with our S.F. Box Service. At the end of your rental period, you just need to pay one way delivery charge to get back your belongings and enjoy empty box(es) return services for free.

To ensure the security of the items stored, free unique encoded plastic straps or label stickers will be provided to seal up the boxes.

Details of different types of storage:

##### **Document Box**

Dimensions: 36cm L \* 30cm W \* 25cm H

Volume: 0.03 CBM

Weight Limit: ≤ 20 KG

Monthly Storage Rate: HKD35 / Box

Details: Fits around 6 A4 large ring binders or 3500 A4 sheets

(#For fragile items, please properly pack and use enough packing materials to fill empty spaces.)

##### **Plastic Box**

Dimensions (Cover) : 60cm L \* 40cm W \* 30.5cm H

Dimensions (Bottom) : 52cm L \* 34cm W , inner height with 30cm

Thickness of plastic box : Around 0.5-2cm

Volume: Around 0.06 CBM

Weight Limit: ≤ 20 KG

Monthly Storage Rate: HKD49 / Box

Details: Fits around 20 pairs of shoes or 100 T-shirts or 150 DVDs or 13 coats or 4 pairs of boots  
 (#For fragile items, please properly pack and use enough packing materials to fill empty spaces.)

**Wardrobe Box**

Dimensions: 56cm L \* 56cm W \* 110cm H  
 Volume: 0.34 CBM  
 Weight Limit: ≤ 18 KG  
 Monthly Storage Rate: HKD95 / Box  
 Details: Fits around 35 button down shirts or 15 jackets  
 (#For fragile items, please properly pack and use enough packing materials to fill empty spaces.)

**Oversized Item**

Dimensions: (L + W + H) ≤ 250 cm  
 The longest side ≤ 100 cm  
 Weight Limit: ≤ 25 KG  
 Monthly Storage Rate: HKD 75 / Piece  
 Details: Fits stroller, bike, small home appliance, luggage, skis and so on  
 (#Customers need to make sure your stored Oversized Item is properly wrapped and carefully packed.)

**3. Q: I use the file box size and the new single is not the same?**

**A:** In 2017, our company has launched new carton for storage of document, details are as follows:  
 Dimensions: Length 36cm \* Width 30cm \* Height 25cm (new)  
 Volume: about 0.03 cubic meters (new)  
 Capacity: about 6 large A4 folders or 3500 sheets A4 paper (new)

**4. Q: How can I use S.F. Box service?**

**A:** It's easy! Just create an account via this mobile app and schedule a free drop-off for the first time. Then we will contact you before delivery.

When you want your box(es) or item(s) back, just log in your account and select which box(es) you want. We'll send back your box(es) on the date you choose!

**5. Q: What are your business hours and order cut-off time?**

**A:**

Service	Business Hours	
	Monday to Saturday	Sunday and Public Holidays
Order cut-off time	16:00	Service not available
Delivery arrangement	Earliest delivery: Next working day (T+1) if order <b>before</b> 16:00 (T)	
	Earliest delivery: Next second working day (T+2) if order <b>after</b> 16:00 (T)	
Customer service hours	Monday - Friday: 08:00-20:30	08:00-20:00
	Saturday: 08:00-20:00	

\*Special arrangement is subject to change with notice.

## 《PICKUP, DELIVERY & STORAGE》

### 6. Q: Do I need to pack my item(s) before storage?

**A:** Yes. Please make sure your stored goods are wrapped, filled properly and carefully packed before storage, especially for the fragile item(s) and Oversized Item(s). Regardless of how well you pack your items, they will be moved around during transportation and may be jostled at times. Once using S.F. Box service, you shall understand and agree that if you proceeded to store fragile items or Oversized Items, you waive all rights and claims against S.F. should your fragile items or Oversized Items be damaged.

### 7. Q: Are the boxes reusable / recyclable?

**A:** We provide reusable Plastic Box. Also, we ensure that every Plastic Box is thoroughly cleaned and disinfected before sending to you. And you will get free Document Box(es) or Wardrobe Box(es) if you store with it(them) at the end of the rental period.

### 8. Q: What can and cannot I store?

**A:** You can store clothes, shoes, books, vinyls, camping gear, oversized items and so on.

Items stored must not include prohibited, illegal, perishable, stolen or counterfeit items. Other prohibited items include but are not limited to chemicals, drugs, hazardous or toxic materials; flammables, firearms, weapons or explosives; liquids, compressed gases or items which emit odor or fumes; plants, creatures, food, the remains of creatures; fragile items such as glassware, crockery, light bulbs, collectables; currencies, bonds or securities, jewellery, antiques, fine art, fine wines, precious metals or other high-valued items; any personal property that would result in the violation of law or regulation of governmental authority; any items are reasonably suspected of being dangerous to the environment and the safety or health of people. If customers proceed to store any above items, customers will waive all rights and claims against S.F. S.F. shall not bear any liability in relation to any loss incurred. If S.F. suffers any loss incurred because customers proceed to store any above items, S.F. reserves all rights and claims against the customers.

S.F. strongly advises that customers should not store any original personal documents (including but not limited to passports, driving licenses, passbook and ID cards), any documents that contains personally identifiable information, including but not limited to date of birth or bank account number or documents which contain information that can be used to steal someone's identity.

Please properly pack to protect fragile items and oversized items.

### 9. Q: How should I label and distinguish my S.F. boxes?

**A:** No worries. With the help of our S.F. Box app, you can easily manage your boxes.

Via the mobile app, you can check the unique Box ID and security tag number of every box. In order to keep track of what is stored in each of your boxes, we recommend you to manage box name and add description in the app.

Moreover, you can keep checking the storage status, contract period, other order information and even request more storage box(es) or extend your contract with several simple steps via the app.

### 10. Q: Can I store my belongings by my own boxes?

**A:** We strongly recommend you to use our boxes. If you need to use your own boxes, each box will be charged HKD75 per month as an Oversized Item. Please also note that the weight of your own box(es) should be within 25kg, the sum of the length, width and height should be no more than 250cm and any sides should be within 100cm.

**11. Q: Can you pack the box(es) for me?**

**A:** Sorry. We are unable to pack boxes on behalf of you regarding the security of your personal belongings.

**12. Q: How much time do I have to pack my items after receiving the empty boxes?**

**A:** You can enjoy a free rental period which up to 7 working days after your order is confirmed. During this period, you can make a pickup appointment. The service will effect on the 8<sup>th</sup> working day.

**13. Q: Can I rent your boxes without storing them?**

**A:** Such service is not available at this stage. Once you subscribe our service, you can enjoy a free rental period which up to 7 working days. The rental period will start on the 8<sup>th</sup> working day.

**14. Q: Where is your warehouse? Can I go there to pick up or store my belongings?**

**A:** Such service is not available at this stage to ensure the security of customers' personal belongings. Our warehouse is located in Hong Kong and we provide one stop delivery and storage service to get you rid of storage hassles.

**15. Q: What is your service coverage?**

**A:** Our service covers Hong Kong Island, Kowloon and New Territories (except prohibited zones and outlying islands).

**16. Q: Can I get my stored items back in batches?**

**A:** Of course, but the delivery charges will be different.

**(1)** During rental period, you can enjoy a free round trip delivery to get empty box(es) and send the packed box(es) back to warehouse for the first time.

E.g. If you order 3 Plastic Boxes, you do not need to pay for the delivery charges of empty box(es) and enjoy free return to our warehouse for the first time.

**(2)** If you want to get back or deposit your items during the rental period, you need to pay for the round-trip delivery charge, HKD59 + HKD20/subsequent box for every trip.

E.g. If you want to get only 2 Plastic Boxes back from warehouse, the delivery charge is HKD79 (=HKD59 + HKD20 x1). If you want to collect the remaining 1 box separately, the delivery charge is HKD59.

Later, if you want to store all your 3 Plastic Boxes back in warehouse together, you just need to pay HKD99 (=HKD59+ HKD20 x2) for this trip.

**17. Q: Can I change the drop-off or pick-up time / address after my order is confirmed?**

**A:** Please note that cancellation and modification will not be accepted once confirmation is made.

**18. Q: Will you bring boxes down from and up to my flat if no lift available in my residence?**

**A:** For walk-up buildings without lift access, we are also glad to provide S.F. Box Service. We will charge an extra fee of HKD5 per floor for each order. Please provide the right floor count to arrange the special delivery. If the information does not match with the actual situation, customer needs to pay the difference in cash upon delivery.

**19. Q: Can I ask someone else to store or receive my items for me?**

**A:** Yes. S.F.'s obligation is deemed complete when the stored items are delivered and receipt has been acknowledged at the address provided by the customers, customers cannot pursue any further rights against S.F. thereafter. Customers shall provide accurate and true delivery address to S.F. in order to provide courier service for the stored items. Customers shall inform S.F. if there is any change to their addresses, otherwise, S.F. shall not be held liable for any loss caused to the stored items being delivered to a wrong address.

**《PRICING & BILLING》**

**20. Q: What is the monthly rental fee?**

**A:** Details as below:

Type	Monthly Rental Fee (Per Box)
Document Box	HKD35
Plastic Box	HKD49
Wardrobe Box*	HKD95
Oversized Item	HKD75

\*The minimum storage term of Wardrobe Box is 6 months.

**21. Q: What is the transportation fee? Are there any other surcharges or VAS charges?**

**A:** Transportation fee

Pickup charge per delivery	HKD59 + HKD20/subsequent box
Drop-off charge per delivery	HKD59 + HKD20/subsequent box
Surcharge for walk-up buildings per order (applicable for both empty and packed boxes)	HKD5/floor
Late cancellation of appointment	Delivery fee of that transportation
No show charge at appointment	Delivery fee of that transportation

Charges of other services

Disposal handling charge	HKD39/box
Overdue charge per box	HKD5/day

90 days after your payment due date or the rental period ends without outbound of stored items, our company reserves the right to take possession of the content for collecting overdue amounts, auction and disposal.

**22. Q: Can I store my items for less than 1 month?**

**A:** Yes, absolutely! The charge will be a monthly basis.

**23. Q: What is the charge for a new order if I am using your service?**

**A:** If you need more S.F. Boxes, you can order via the mobile app. Your new rental period will start on the 8<sup>th</sup> working day after your order is confirmed. The monthly storage rate varies across different storage period(s) and box type(s) chosen by you.

**24. Q: How does billing work?**

**A:** You can pay by credit card.

**25. Q: What is the minimum rental period? Do you prorate refunds if I end the contract earlier than the original stated end date?**

**A:** The minimum storage term is one month for Document Box, Plastic Box and Oversized Item and 6 months for Wardrobe Box. Storage is charged in monthly increments. You need to pay for the rental fee of that whole month even you take your goods out of storage early.

**26. Q: Are there any extra charges if I did not get back all my stored goods or return all the empty boxes before the rental period ends?**

**A:** We highly recommend our customers to reserve enough time to get your stored items back home and return all the empty boxes before the expiry date. If you fail to do so, you need to pay for the overdue fee at HKD5/day per box.

Note: If customers fail to settle any unpaid amount or/and fail to collect the stored goods 90 days after the termination date, S.F. reserves the right to dispose, take possession of the stored goods for sale, auction and recovery of rental costs during the overdue period without any notice and compensation.

**27. Q: How to calculate overdue charge?**

**A:** Overdue Charge will be counted immediately since the completion of contract (or part thereof). Please reserve enough time for pick up.

Note: Working day defines as Monday to Saturday (Sunday & Public holiday will be excluded). 5 days rental exemption will be granted for return of Plastic box(es).

**28. Q: My delivery address is located in Residential/Remote area. Do I need to pay any surcharge?**

**A:** Residential/Remote Surcharge is already exempted from S.F. Box delivery charge. You can enjoy our service in Hong Kong Island, Kowloon, New Territories except prohibited zones and outlying islands.

**29. Q: What kind of payment methods when renewal contract?**

**A:** We only accept credit card payment currently.

**30. Q: How can I get the invoice?**

**A:** Save the planet, go green and go paperless. Free e-invoice will be delivered directly to your registered email address. You may download and print the invoice whenever needed.

## 《STORAGE SECURITY&INSURANCE》

### **31. Q: Will my boxes be stored in a secure location?**

**A:** Absolutely! The warehouse is under 24-hour surveillance and the warehouse security is under monitoring and regulation. To ensure your boxes are tamper-proof, our warehouse is equipped with fire protection equipment and other facilities to protect boxes from insect and humidity.

### **32. Q: Will you open my boxes?**

**A:** For the security of your possessions, we will never open your boxes without your consent. To ensure the security of the items stored, free unique encoded plastic straps or label stickers will be provided to seal up the boxes. For special case, we may try to contact you if we open your box(es) which is reasonably believed by S.F. that items are hazardous, illegal, emitting odor or noises contained.

Under the following circumstances, S.F. has the right to open and inspect customers' stored items without prior notice:

- (1) Upon lawful inspection request with search warrant or court order of law enforcement agency or governmental authority such as the Police Force, Fire Department; or
- (2) Any items that are reasonably suspected by S.F. of being at risks of property damage, bodily injury or death.

### **33. Q: Might my boxes be damaged in transit or storage?**

**A:** We promise to handle your boxes with care and provide quality service. Still, customers shall make sure your stored items are properly wrapped, filled and carefully packed. Our company is not liable if the stored items are lost or damaged under our custody while the outer packing is not damaged and security plastic straps / labels are not destroyed by human factors. The losses or damages of items are not covered by the insurance policy and S.F. shall not bear any responsibility. However, our insurance program kicks in if your personal goods are lost or damaged while the outer packing is also damaged. We will settle your claim based on *S.F.'s waybill Terms and Conditions*.

### **34. Q: Might I can't return all the empty plastic boxes ?**

**A:** Plastic box is S.F.'s property, we highly recommend you to reserve enough time to return all the empty plastic boxes before the expiry date via our mobile app. If the plastics box(es) are damaged , lost or disposed by customers. Customers need to pay for the cost at HKD125 per plastic box.

(Remark: Document box and Wardrobe box are provided for free, no need to return at the end of rental period.)

### **35. Q: Do you offer insurance protection for my stored items?**

**A:** The maximum liability of S.F. towards each box/item of each customer shall be USD100 if it is lost or damaged under S.F.'s custody.

### **36. Q: How do I file an insurance claim if my stored items and the packing boxes are lost or damaged?**

**A:** Any claims for damage to or loss of the stored item must be submitted in written form to S.F customer service party by e-mail within 24 hours of delivery or issuance date of official damage notice, whichever

is earlier. Otherwise, customers are deemed to be regarded as waiving their rights to claim and S.F. shall bear no liability whatsoever.

When filing a claim, please include the following information:

- Full name of claimant
- Phone number
- E-mail address
- Delivery date
- Box ID
- Detailed inventory list and value of items in Hong Kong Dollar
- Photos of the items to be claimed
- S.F. Box order No.

For any enquiries, please call our Hong Kong customer service hotline: +852 2541 2542.

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