



## SF Return Service – Terms and Conditions

1. This **SF Return Service** (referred to as “**this Service**”) is a value added service provided by **S.F. Express (Hong Kong) Limited** (referred to as “**SF**”). This Service shall be governed by both **SF Return 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, SF’s liability for compensation will be governed by these T&Cs in place of Clause 13 of the [SF’s Terms and Conditions of Carriage](#), while other provisions of the [SF’s Terms and Conditions of Carriage](#) shall still apply.
2. This Service is only applicable to SF selected monthly credit account customer (referred to as “Customer”).
3. The standards and charges rate card of this Service are displayed on SF’s official website, and SF will make changes in due course.
4. SF’s responsibility for this Service shall take effect from the time when SF collects the returned Shipment, and ends when the returned Shipment delivered. Once the Customer places an order, the Customer or any third party (including the person or organization who wants to return or change the Shipment) shall not terminate this Service midway. If the Customer terminates this Service, the service charge will not be refunded; if the service charge has not been paid, the Customer still needs to pay the charge (or agree to pay by its monthly account).
5. SF has the absolute right of decision in deciding whether to provide or withdraw this Service at any time without notice.
6. The Customer agrees that the returned Shipment shall be provided by a third party (including the person or organization that wants to return the Shipment), and SF has not (and will not) participate in any preparation process before collecting the returned Shipment. SF will not assume any responsibility for the proper degree of packaging, safety specifications, applicability and/or appropriateness, and any defect or damage to the Shipment not caused by SF, etc.
7. The Customer agrees that SF will not be responsible for counting the quantity of returned Shipment for the Customer. When the receivable quantity does not match the actual quantity received, the Customer shall not regard it as a loss, nor shall SF be liable for any reason.



8. The Customer agrees that SF does not need to assume any responsibility for the returned Shipment or guarantee any timeliness for this Service. SF shall not be liable for any other losses or damages (including but not limited to the loss of profits, income, interest and future business), regardless of whether these other losses and damages are special or indirect, and regardless of whether SF is aware of any these risks of loss or damage.
9. 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.
10. SF reserves the right to change these T&Cs at any time without further notice. Any modification will take effect immediately and be binding when it is published on SF's official website.
11. These T&Cs are a supplementary agreement to the [SF's Terms and Conditions of Carriage](#). If there is any conflict, these T&Cs shall prevail; for matters not covered, the [SF's Terms and Conditions of Carriage](#) shall apply.
12. In case of any discrepancy between the Chinese and English versions of these T&Cs, the Chinese version shall prevail.
13. For any enquiries, please call (852) 2730 0273 (Hong Kong) to contact SF's customer service representative.

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