

## Secret Key Authentication Service – Terms and Conditions

1. Secret Key Authentication Service (hereinafter referred to as “**this Service**”) is a value added service provided by S.F. Express (Hong Kong) Limited (hereinafter referred to as “**SFHK**”). When using this Service, Shipper agrees, and Shipper agrees on behalf of the Receiver and/or any third party with an interest in the Shipment that these Terms and Conditions shall apply.
2. When Shipper purchases this Service and chooses to-door delivery or self-pick up at SF Business Stations or SF Stores, SFHK will send a set of 6-digit password to Receiver’s mobile phone numbers that can receive Hong Kong SMS as provided by Shipper. When collecting the Shipment, the Receiver is required to input the said 6-digit password to complete the delivery process so as to enhance Shipment security. Once this Service is purchased, Shipper is not entitled to rescind or terminate this Service during SFHK’s carriage. Any recall of Shipment, suspension or termination of express delivery service by Shipper will not result in any refund of this Service fee, and Shipper is liable to pay the fee if the said fee has not yet been paid.
3. SFHK has the absolute discretion in deciding whether to provide or withdraw this Service at any time. If SFHK decides to withdraw this Service, SFHK will refund this Service fee without interest within two (2) working days.
4. This Service is only applicable to to-door delivery or SF Business Stations or SF Stores, but not applicable to SF Lockers or SF Service Points.
5. Shipper agrees that the said 6-digit password will be received by the Receiver’s mobile phone number that can receive Hong Kong SMS as self-filled in or inputted by Shipper. If due to Shipper’s reasons the said 6-digit password falls into the hands of third party and receive the Shipment, Shipper agrees, and Shipper agrees on behalf of the Receiver and/or any third party with an interest in the Shipment that SFHK shall not be liable to anyone for the above actions.
6. If any provision of these Terms and Conditions 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.
7. SFHK 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 SFHK’s official website.
8. Once this Service is purchased, these Terms and Conditions shall become the supplementary terms

and conditions of [SF's Terms and Conditions of Carriage](#). Anything not mentioned herein shall be subject to [SF's Terms and Conditions of Carriage](#). If there is any conflict therein, these Terms and Conditions shall prevail.

9. These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Hong Kong Special Administrative Region. All customers and SFHK agree to submit to the non-exclusive jurisdiction of the courts of the Hong Kong Special Administrative Region.
10. In case of any discrepancy between the Chinese and English versions of these Terms and Conditions, the Chinese version shall prevail.
11. In case of any dispute, SFHK's decision shall be final.
12. In case of any inquiry, please call Hong Kong Customer Service Hotline (852) 2730 0273.

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