

## **SFHK Membership Program Terms and Conditions**

Upon registering for S.F. Express (Hong Kong) Limited's (hereinafter referred to as "**SFHK**") SFHK Membership Program ("**Membership Program**"), you are deemed to have agreed with these terms and conditions (and our Privacy Policy) (collectively called "**T&C**").

### **1. Membership registration**

- 1.1 Membership Program is only applicable to members who have successfully registered on SFHK's SFHK APP ("**SFHK APP**"). Unregistered or unsuccessfully registered clients are unable to enjoy and participate in any rewards, promotion activities and special privileges.
- 1.2 Applicants must ensure that the information submitted for membership registration is authentic, accurate, complete, not misleading and without any elements of fraud.
- 1.3 SFHK has sole discretion to reject and/or revoke any applicants or application and terminate and/or cancel any membership.
- 1.4 SFHK reserves its rights to amend any rewards, points earning rules and promotion details of the Membership Program at any time without giving prior notice.

### **2. Earning points**

#### **2.1 New Member Welcome Reward**

- 2.1.1 Members can receive a one-time reward of 300 points upon successful member registration. Points will be automatically credited to the member's account after registration.

#### **2.2 Earning Points by Self-Dropping off/Picking up**

- 2.2.1 Members who personally visit the network points of SFHK in Hong Kong Special Administrative Region ("**SFHK Network Points**") (SF Business Stations, SF Stores (excluding SFHK's Airport Courier Service Counter and Drop Box at Departure Immigration Hall), SF Lockers and designated SF Service Partners) to ship parcels ("**Self-Drop off**") and/or collect parcels ("**Self-Pick up**") can earn 100 points for each parcel.
- 2.2.2 To earn points, the telephone number of the consignor/ receiver must be the same as the registered member's telephone number.
- 2.2.3 Points will be credited to the member's account automatically within 7 working days from the parcel shipment or collection date (depending on actual situation). Members can check the point balance and expiration date on SFHK APP.
- 2.2.4 Members cannot gain any points for Self-Drop off or Self-Pick up listed in clause 2.2.1 if freight charges of the parcel are settled on a monthly credit basis.

#### **2.3 Birthday Points Privileges**

- 2.3.1 Members can receive a one-time reward of 500 points in the birthday month. Points will be automatically credited to the member's account during the

- member's birthday month.
- 2.3.2 During the birthday month, members can enjoy double points listed in clause 2.2.1 for the first 5 parcels self-dropped off and self-picked up at SFHK Network Points.
  - 2.3.3 The birthday month of the member shall be in accordance with the month of birth set by the member on SFHK APP.
  - 2.3.4 Members can enjoy Birthday Points Privileges only once per year.
  - 2.3.5 Members cannot gain any double points listed in clause 2.3.2 if freight charges of the parcel are settled on a monthly credit basis.
  - 2.3.6 Members who obtain any double points listed in clause 2.3.2 cannot simultaneously obtain any Self-Pick up limited time reward listed in clauses 2.4.1-2.4.3.
  - 2.3.7 Birthday Points Privileges are subject to clauses 2.2.2-2.2.3.

#### **2.4 Self-Pick up Limited Time Reward**

- 2.4.1 Members can receive an additional 50 points for each parcel self-picked up at SFHK Network Points within 24 hours from the time SFHK sent the first pick-up notification; or
- 2.4.2 Members can receive an additional 100 points for each parcel weighted at or under 5kg self-picked up at SFHK Network Points within 4 hours from the time SFHK sent the first pick-up notification; or
- 2.4.3 Members can receive an additional 150 points for each parcel weighted over 5kg self-picked up at SFHK Network Points within 4 hours from the time SFHK sent the first pick-up notification.
- 2.4.4 Members cannot gain any Self-Pick up limited time reward points listed in clauses 2.4.1-2.4.3 if freight charges of the parcel are settled on a monthly credit basis.
- 2.4.5 Members who obtain any Self-Pick up limited time reward points listed in clauses 2.4.1-2.4.3 cannot simultaneously obtain any double points listed in clause 2.3.2.
- 2.4.6 Self-Pick up Limited Time Reward is subject to clauses 2.2.2-2.2.3.

### **3. Points redemption**

- 3.1 Members can redeem gifts with unexpired points on SFHK APP under applicable redemption rules. Points will be deducted on a first-in-first-out basis. After the redemption, the system will immediately deduct the points corresponding to the gifts from the members' accounts. The confirmed redemption cannot be changed or cancelled, and points will not be reissued.
- 3.2 Members are required to collect or use the redeemed gifts at the designated Gift Redemption Centers or participating merchants within the designated period in person. Otherwise, the gifts will be forfeited automatically, with no refund of gifts or points.
- 3.3 To collect or use the redeemed gifts at the designated Gift Redemption Centers or participating merchants, members must present the redemption barcode page(s) on SFHK APP. Screen shots or photocopies will not be accepted.
- 3.4 The validity period of the points is from the effective date to 30 June of the following year (i.e. points earned in 2021 will be expired on 30 June, 2022, points earned in 2022 will be expired on 30 June, 2023 and so on). All expired points will

be automatically forfeited without prior notice and will not be reissued.

- 3.5 SFHK reserves its right to adjust the validity period of points without prior notice.
- 3.6 SFHK's decision on redemption validity and member's redemption rights shall be final.

#### **4. Membership Effectiveness**

- 4.1 Membership Program is an individual membership account. Members cannot merge, assign or transfer their points, rewards and other privileges to others or gain points or rewards on behalf of others.
- 4.2 In the event members violate or SFHK reasonably believes that any member has violated this T&C, SFHK is entitled to suspend or terminate his/her membership, cancels all points gained and seek damages against such member for any loss caused to SFHK due to his/her violations.

#### **5. Other terms**

- 5.1 SFHK may terminate or vary the Membership Program without prior notice.
- 5.2 All information provided under the Membership Program is for reference only. All information and contents are provided on an "as is" basis, without any express or implied warranty of any kind and is provided for a general, indicative purpose only. In particular, SFHK does not make any express or implied warranty as to the accuracy, fitness for a particular purpose, non-infringement, reliability, security, timeliness or freedom from computer virus in relation to such contents. SFHK will not be liable for any errors in, omissions from, or misstatements or misrepresentations (whether express or implied) concerning any such information, and will not have or accept any liability, obligation or responsibility whatsoever for any loss, destruction or damage (including without limitation consequential loss, destruction or damage) however arising from or in respect of any use or misuse of or reliance on the information delivered under the Membership Program. SFHK may remove or edit any relevant information without giving any reason and prior notice.
- 5.3 To the extent that any provision of these T&C is unenforceable or is held invalid by applicable laws, such invalidity shall not affect or diminish the enforceability, legality and validity of any other provisions.
- 5.4 These T&C shall be interpreted and governed by the laws of Hong Kong SAR and both parties irrevocably submit to the exclusive jurisdiction of the courts of Hong Kong SAR.
- 5.5 SFHK reserves its rights to revise these T&C without prior notice.
- 5.6 In case of dispute, the decisions of SFHK shall be final.
- 5.7 In case of any discrepancy between the Chinese and English versions of these T&C, the Chinese version shall prevail.

#### **Contact us**

For enquiries regarding these T&C, please contact us through the following channel:  
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