

Terms and Conditions on SF Express SFHK APP Membership Program

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

1. Membership registration

- 1.1 Membership Program is only applicable for members who have successfully registered on SF Express's SFHK APP ("**SFHK APP**"). Unregistered or unsuccessfully registered clients are unable to enjoy and participate in any reward, promotion activities and special privileges.
- 1.2 Applicants warrant that their personal data provided in SFHK APP for the Membership Program registration and application process is accurate, true and complete.
- 1.3 SF Express has sole discretion to reject and/or revoke any applicants or application and terminate and/or cancel any membership.
- 1.4 SF Express reserves its rights to amend any rewards, points earning, rules about points earning and promotion details of the Membership Program at any time without giving prior notice.

2. Earning points

2.1 Earning Points by Self-Drop Off/Pick Up

- 2.1.1 Members attending the self-operated network points of SF Express in Hong Kong Special Administrative Region ("**SFHK Network Points**") (SF Business Stations, SF Stores and EF Lockers) to ship parcels (hereinbelow referred to as "**Self-Drop Off**") and/or collect parcels (hereinbelow referred to as "**Self-Pick Up**") can earn the corresponding points for such SFHK Network Points at that time (SF Express' Airport Courier Service Counter and DropBox at Departure Immigration Hall are excepted)
- 2.1.2 Both Self-Drop Off and Self-Pick Up are calculated according to the date of successful delivery of parcels (date of waybill signed), and entered into the corresponding month.
- 2.1.3 Members must insert their registered member mobile numbers in the sender/receiver section of the waybills before using the membership account to earn points.
- 2.1.4 Points will be updated within 7 working days after signature upon successful delivery (depend on actual circumstances). Members can check the total points and their validity date through the SFHK APP.
- 2.1.5 Points will not be rewarded to shipments dropped off/picked up at SFHK service partners locations.
- 2.1.6 Members cannot gain any points listed in clause 2.1.1 if freight charges are settled on a monthly credit basis.

2.2 Birthday Privileges

- 2.2.1 Members can receive a one-time reward of 500 points in the birthday month. Points will be automatically deposited into the membership account during the member's birthday month.
- 2.2.2 During the birthday month, members can double the points for the first 5 Self-Drop Off parcels and the first 5 Self-Pick Up parcels corresponding to such SFHK Network Points at that time (hereinbelow referred to as "**Birthday 2X Bonus Points on Self-Drop off/Pick up**").
- 2.2.3 The birthday month of the member shall be in accordance with the month of birth as set by the member in the SFHK APP.
- 2.2.4 Members can only enjoy Birthday Points Privileges once a year.
- 2.2.5 Members cannot gain any points listed in clause 2.2.2 if freight charges are settled on a monthly credit basis.
- 2.2.6 Birthday 2X Bonus Points on Self-Drop Off/Pick up is subject to clause 2.1.1-2.1.6.

2.3 Self-Drop off/Pick up Extra Reward

- 2.3.1 Members can receive an additional 300 points for each 10 Self-Drop Off parcels or Self-Pick Up parcels each month, with a maximum of 3 rewards per month, totaling 900 points. All subsequent Self-Drop off and Self-Pick up will no longer be counted (hereinafter referred to as "**Self-Drop off/Pick up Extra Reward**").
- 2.3.2 The number of Self-Drop off/Pick up will be cleared on the first day of each month, and the number of Self-Drop off/Pick up that fails to reach a reward level in the current month will not be transferred to the next month.
- 2.3.3 Members cannot gain any points listed in clause 2.3.1 if freight charges are settled on a monthly credit basis.
- 2.3.4 Self-Drop off/Pick up Extra Reward is subject to clause 2.1.1-2.1.6.

3. Points redemption

- 3.1 Members can redeem awards with their effective points on SFHK APP under applicable redemption rules.
- 3.2 All unredeemed points gained within 1 year preceding to 30th June of each year shall be cancelled on 30th June of each year. All redeemed points shall not be reissued.
- 3.3 SF Express reserves its right to adjust the effective date of any points without prior notice.
- 3.4 All confirmed redeemed awards cannot be returned, all deducted points cannot be reissued.
- 3.5 SF Express's decision on the effectiveness of the redemption and member's redemption rights shall be final.

4. Membership Effectiveness

- 4.1 Membership Program is a personal membership, 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 SF Express reasonably believes that any member has violated this T&C, SF Express is entitled to suspend or terminate his/her membership, cancels all points gained and seek damages against such member for any loss caused to SF Express due to his/her violations.

5. Other terms

- 5.1 SF Express 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, SF Express 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. SF Express 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. SF Express 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 SF Express reserves its rights to revise these T&C without prior notice.
- 5.6 In case of dispute, the decisions of SF Express shall be final.

Contact us

For enquiries regarding these T&C, please contact us with the following details:

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