

## **Terms and Conditions for FTL Direct Delivery (Hong Kong Domestic Flow)**

1. These terms and conditions are applicable for the FTL Direct Delivery service (Hong Kong Domestic Flow) offered by S.F. Express (Hong Kong) Limited ("SF"). Matters not mentioned herein shall be in accordance with the terms and conditions of carriage specified on SF's waybill. In case of any conflict between the terms and conditions herein and terms and conditions of carriage, the terms and conditions herein shall prevail.
2. FTL Direct Delivery Service only provides courier service for pallets. Client shall use SF's other courier services for shipments packed in separate boxes, or requires packing, assembling, disassembling, exchanging, or returning of pallets or other procedures.
3. In accordance with the actual unit, weight and dimension of your shipment, suitable vehicles at a corresponding service fee shall be arranged to complete the courier service.
4. Shipper agrees that his/her shipment may be consigned together with other shippers' shipments.
5. In any event, each pallet shall not weigh over 500kg, and its dimension including the pallet, shall not exceed L1.2\*W1.2\*H1.8M.
6. FTL Direct Delivery Service provides courier service within Hong Kong territory, but is limited to locations which can be reached directly by road, such service does not cover Cheung Chau, Lamma Island, Peng Chau and other islands.
7. If the pick-up/delivery address does not provide the necessary support to facilitate the handling of the pallets, including but not limited to cargo lift, inclined plane and etc., SF is deemed to have satisfied all of its obligation by unloading the shipment at a nearby location of the delivery address.
8. If the pick-up/delivery address is a warehouse, SF is entitled to a special warehousing service charge (please visit SF's official website for details).
9. Courier service fee can be waived if shipper cancels the delivery order at least one business day before the scheduled pick-up date, otherwise, shipper shall bear the full courier service fee amount and other fees incurred by the delivery order.
10. The waiting time at the designated location for each pick-up/delivery shall not exceed 30 minutes (the "Time Limit"). In the event the waiting time for pick-up exceeds the Time Limit due to shippers' reason, the delivery order is deemed to be cancelled and shall be treated as cancelled less than one business day as stipulated in clause 9 hereinabove and the shipper shall bear the full courier service fee amount. In the event the waiting time for delivery exceeds the Time Limit due to the receivers' reason, the shipments shall be delivered back to SF's logistics hub and delivery shall be rearranged. Shipper/receiver shall bear all additional costs incurred, including but not limited to

shipment storage surcharge (please visit SF official website for details).

11. If shipper wishes to change the pick-up/delivery address, the date for pick-up/delivery shall be postponed to the next working day.

12. All pick-up/delivery time estimates are for reference only, SF shall not be held liable for any delay in pick-up/delivery times.

13. This Terms and Conditions and the relationship between SF and shipper/receiver shall be construed and governed by the laws of Hong Kong SAR. The shipper/receiver and SF submit to the exclusive jurisdiction of the courts of Hong Kong SAR.

14. SF reserves its right to revise this Terms and Conditions and the relevant service charge without notice.

15. In case of discrepancy between the English and Chinese versions of this Terms and Conditions, the former shall prevail.

16. Should any dispute arise, the decision of SF shall be final.

(Version of December, 2020)

## 整车直达（香港本地流向）服务条款和条件

1. 此条款及细则为顺丰速运（香港）有限公司（简称“顺丰”）提供的整车直达（香港本地流向）服务的条款，本条款及细则有未尽之事宜应依据运单条款和条件执行。如本条款及细则与运单条款和条件有任何冲突，应以本条款及细则为准。
2. 整车直达只提供整板的托寄物装卸服务；如托寄物为散箱货物，或需进行砌货/装卡板/拆卡板/更换卡板/归还卡板等程序，客户需使用本公司之其它物流产品。
3. 整车直达服务是根据客户托运的货物实际数量、重量及尺寸提供合适运输的车辆型号并作相应收费，收费标准应按顺丰官网为准。
4. 寄件方同意其货物有机会与其它客户之托寄物一起运送。
5. 在任何情况下，整板的托寄物的重量不可超过 500kg，体积连卡板不可大于长 1.2\*阔 1.2\*高 1.8 米。
6. 整车直达提供香港境内的托运服务，但只限于陆路可直达的范围，故不包括长洲、南丫岛、坪洲等离岛地点。
7. 如收/派件地点未能提供所需的整板搬运配套，包括但不限于货用升降机及搬运斜台等，顺丰在该地址附近卸货后则代表完成其派件责任。
8. 如收/派件地址为仓库，顺丰会对应收取特殊入仓服务费(详情请到顺丰官网查阅)。
9. 客户在已预约收件日的最少 1 个工作天前提出取消订单可豁免收费；否则客户需支付全数运费以及订单已产生的其他费用。
10. 每个收/派件地点最长等候时间为 30 分钟（“最长等候时间”）；若因寄件方原因导致我司货车于收件地点超出最长等候时间，会视作客户取消订单，并按以上第 9 点中「收件当日取消订单」的情况处理及收取全数运费。若因客户原因导致我司货车于派件地点超出最长等候时间，货物会被发回顺丰中转场，并安排另日再派；客户需承担所产生的额外费用，包括但不限于货物保管附加费(详情请到顺丰官网查阅)。
11. 若客户需更改收/派件地址，货物的收件/派件日期将按订单日顺延 1 个工作日。
12. 所有收件/派件时效仅供参考，顺丰速运不会因任何收件/派送延误而承担任何责任。
13. 本条款及细则，以及顺丰速运及所有客户之间的关系，均根据香港特别行政区法律予以规管及解释。客户及顺丰速运均同意遵守香港特别行政区法院的专属司法管辖权。
14. 顺丰速运保留更改本服务的条款及细则及有关服务费的权利，而毋须另行通知。
15. 该服务内容与条款及细则的中英文版本如有歧义，一概以英文版本为准。
16. 如有任何争议，顺丰速运保留最终决定权。

(2020 年 12 月版本)