

## **Terms and Conditions for FTL Direct Delivery (Hong Kong to Mainland China Flow)**

1. These terms and conditions are applicable for the FTL Direct Delivery service (Hong Kong to the Chinese Mainland 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. Loading, unloading and handling services are not available for FTL Direct Delivery. If the consignments are bulk cargoes, or procedures like loading/handling/unloading/loading pallet/unloading pallet/returning pallet are required, customers shall use SF's other logistics products or request additional quotation from SF.
3. SF charges corresponding fees and arrange suitable vehicle models based on the actual quantity, weight and dimension of the consignment. The fee and tax quotation provided by SF during the placement of order are estimations only, the actual service fees and all other fees specified on the waybill provided by SF shall be final.
4. Customers shall provide accurate weight and volume of the consignments when submitting a service order, otherwise, customers shall bear additional expenses or other losses if the vehicles arranged by SF fail to load all the consignments due to incorrect data provided by customers. SF also has the right to refuse to provide the requested services without incurring any liability.
5. SF can require customers to reinforce or replace the external packaging of the consignment when picking up the consignments; if customer refuses to do so, SF has the right to refuse to provide the requested services without incurring any liability. In the event that the outer packaging of the consignment is intact but the consignment is damaged when the consignment has arrived at its destination, SF shall not be responsible for such damage. In any event, SF's liability shall be in accordance with the terms and conditions of carriage specified on the waybill. Customer shall make its own insurance arrangement.
6. FTL Direct Delivery offers consignment services from Hong Kong to designated areas in Mainland China, but it shall be limited to areas which are directly reachable by road.
7. If the designated pick-up/delivery locations do not provide suitable parking space for vehicles, SF is deemed to have completed its obligations by loading/unloading the consignments at a location near the designated locations.
8. If the designated pick-up/delivery locations are warehouses, SF is entitled to a special warehousing service fees. (For details, please refer to SF's official website).
9. Once the quotation is signed and confirmed, customers cannot cancel or modify the

order.

10. If customer causes failure for SF's vehicle to finish loading/unloading or requires SF to provide special operations, customer shall bear all additional fees incurred, including but not limited to overnight fees, return fees, overtime unloading fees, special operation fees and etc. (For details, please refer to SF's official website).

11. If the receiver fails to collect the consignment on or before the date specified in the consignment collection notification, SF is entitled to custody fees based on the number of days of delay. If SF is unable to contact the receiver or the receiver refuses to pay the custody fees, or the receiver expressly declines to collect the shipment or the shipment are not collected for 7 days, if customer requests to return the consignment, customer shall bear all freight charges, custody fees and other value-added service fees, otherwise, SF is entitled to dispose the consignments at its sole discretion without incurring any liability whatsoever.

12. The transit time for pickup/delivery is for reference only; SF shall not incur any liability for any delay in pickup/delivery.

13. These terms and conditions, and the relationship between SF and all its customers shall be construed and interpreted in accordance with the laws of Hong Kong Special Administrative Region. SF and its customers both agree to submit to the exclusive jurisdiction of the courts of Hong Kong Special Administrative Region.

14. SF reserves the right to modify the terms and conditions of this service and the related service fees without further notice.

15. In case of discrepancy between the Chinese and English versions of these terms and conditions, the English version shall prevail.

16. In case of any dispute, SF's decisions shall be final.

(Version of December, 2020)

## 整车直达（香港至中国流向）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（香港至中国流向）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. 顺丰就整车直达服务不提供装卸/搬运服务；如托寄物为散箱货物，或需进行装卸/搬运/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或经由我司作额外报价。
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，客户在提交服务订单时，顺丰提供的初步费用及税金的报价仅属预估金额，实际的服务费及所有其他的费用按顺丰提供的运单上注明的费用为准。
4. 客户应在提交服务订单时如实告知托运货物重量、体积，否则造成顺丰因应客户提供的数据安排之车辆无法承载所有托运货物而导致的额外支出或其他损失由客户承担且顺丰有权拒绝承运该货物而不需承担任何责任。
5. 顺丰可在收件时要求客户将托运货物加固或更换外包装，如客户拒绝，顺丰有权在没有任何赔偿责任下拒绝提供服务。托寄物送至目的地时，外包装完好但托寄物损坏的，顺丰不承担任何赔偿责任。在任何情况下，顺丰的赔偿责任按照运单条款和条件执行，客户可自行对托寄物购买保险。
6. 整车直达服务提供香港至指定中国大陆地点的托运服务，但只限于陆路可直达的范围。
7. 如收/派件地点未能提供适当的车辆停泊位置，顺丰在该地址附近停泊予客户进行装/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. 报价单一经签署确认，客户将不能就订单提出取消及进行任何更改。
10. 若因客户原因导致中港车无法于指定时间内完成装卸或需要我司提供异常操作，客户需承担所产生的额外费用，包括但不限于押夜费、返空费、卸货超时费，及异常操作费等（详情请到顺丰官网查阅）。
11. 收件人在收到收件通知后逾期取件的，顺丰有权按天数收取保管费。顺丰联络不到收件人或收件人拒绝支付保管费或收件人明确表示拒绝取件或逾期 7 日不取件的，顺丰通知客户后，客户要求退回的，应当承担相关的运费、保管费及其他增值服务费用，否则顺丰有权在没有任何赔偿责任下自行处置托寄物。
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。

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