

丰管家服务 - 条款与细则
SF Retention Service – Terms and Conditions

1. 丰管家服务为顺丰速运（香港）有限公司（简称「**顺丰**」）所提供的一项物流服务中的增值服务。在使用丰管家服务时，客户同意及仅代表收件人及/或任何对托寄物有任何权益之第三方同意受本条款及细则约束。
SF Retention Service is a valued-added service provided by S.F. Express (Hong Kong) Limited (hereinafter referred to as “**SF**”). When using SF Retention Service, customer agrees, and on behalf of the receiver and/or any third party with an interest in the Shipment agree that these Terms and Conditions shall apply.
2. 如寄方和/或收方选择使用任何顺丰智能柜（简称「**柜机**」）收取快件，但出于任何原因，寄方和/或收方在快件放入柜机后的 24 小时内仍未收取快件（简称「**智能柜超时**」），寄方和/或收方明确授权顺丰收取（并且寄方和/或收方明确同意支付）其后每 24 小时为一收费段 - 港币 10 元的丰管家服务费，超时未满 24 小时亦按 24 小时计算。寄方和/或收方同意顺丰在智能柜超时后的 24 小时内回收快件。
If Shipper and/or Receiver chooses to use any EF Locker (hereinafter referred to as “**Locker**”) to receive the Shipment, but for any reason, Shipper and/or Receiver fails to pick up the Shipment within 24 hours after being placed in the Locker (hereinafter referred to as “**Locker Time Out**”), Shipper and/or Receiver expressly authorize SF to collect (and Shipper and/or Receiver expressly agree to pay) SF Retention Service Fees of HK\$10 for every 24 hours session thereafter, and 24 hours will nevertheless be charged as a session even for less than 24 hours. Shipper and/or Receiver agree SF to retrieve the Shipment within 24 hours after the Locker Time Out.
3. 如寄方和/或收方选择使用任何顺丰站或顺丰营业点收取快件，但出于任何原因，寄方和/或收方在快件到达顺丰站或顺丰营业点后的 2 天(快件到达顺丰站或顺丰营业点当天视为 1 天)内仍未收取快件（简称「**顺丰站超时**」），寄方和/或收方明确授权顺丰收取（并且寄方和/或收方明确同意支付）其后每 1 个工作日(即星期一至六但星期日及公众假期除外)为一收费段 - 港币 10 元的丰管家服务费，超时未满 1 个工作日亦按 1 个工作日计算。寄方和/或收方同意顺丰在顺丰站超时后的 12 个工作日内回收快件(寄方和/或收方同意顺丰在顺丰站超时后的 5 个工作日内回收代收货款快件)。
If Shipper and/or Receiver chooses any SF Store or SF Business Station to receive the Shipment, but for any reason, Shipper and/or Receiver fails to pick up the Shipment within 2 days (the day when the Shipment arrives at SF Store or SF Business Station shall be counted as a day) after the same arrived at SF Store or SF Business Station (hereinafter referred to as “**SF Store Time Out**”), Shipper and/or Receiver expressly authorize SF to collect (and Shipper and/or Receiver expressly agree to pay) SF Retention Service Fees of HK\$10 for every working day (namely Monday to Saturday but excluding Sunday and public holidays) session thereafter, and one working day will nevertheless be charged as a session even for less than one working day. Shipper and/or Receiver agree SF to retrieve the Shipment within 12 working days after the SF Store Time Out (Shipper and/or Receiver agree SF to retrieve COD Shipment within 5 working days after the SF Store Time Out).
4. 若寄方和/或收方选择其后再次投放至同一柜机或转至其他任何柜机收取快件，寄方和/或收方必须在快件放入同一柜机或其他任何柜机后的 24 小时内收取快件，否则寄方和/或收方明确授权顺丰进一步收取（并且寄方和/或收方明确同意进一步支付）其后每 24 小时为一收费段 - 港币 10 元的丰管家服务费，超时未满 24 小时亦按 24 小时计算。寄方和/或收方同意顺丰在智能柜超时后的 24 小时内再次回收快件，如此类推。
If Shipper and/or Receiver chooses to subsequently use the same Locker again or transfer to any other Locker to receive the Shipment, Shipper and/or Receiver shall retrieve the Shipment within 24 hours after being placed in the same Locker or any other Locker, otherwise Shipper and/or Receiver expressly authorize SF to further collect (and Shipper and/or Receiver expressly agree to further pay) SF Retention Service Fees of HK\$10 for every 24 hours session thereafter, and 24 hours will nevertheless be charged as a session even for less than 24 hours. Shipper and/or Receiver agree SF to retrieve the Shipment within 24 hours after the Locker Time Out, and so on.
5. 若寄方和/或收方选择其后转至同一顺丰站或顺丰营业点或转至其他顺丰站或顺丰营业点收取快件，寄方和/或收方必须在快件到达顺丰站或顺丰营业点后的 2 天内收取快件(快件到达顺丰站或顺丰营业点当天视为 1 天)，否则寄方和/或收方明确授权顺丰进一步收取（并且寄方和/或收方明确同意进一步支付）其后每 1 个工作日为一收费段 - 港币 10 元的丰管家服务费，超时未满 1 个工作日亦按 1 个工作日计算。寄方和/或收方同意顺丰在顺丰站超时后的 12 个工作日内回收快件(寄方和/或收方同意顺丰在顺丰站超时后的 5 个工作日内回收代收货款快件)，如此类推。

If Shipper and/or Receiver chooses to subsequently use the same SF Store or SF Business Station again or transfer to other SF Store or SF Business Station to receive the Shipment, Shipper and/or Receiver shall retrieve the Shipment within 2 days after being placed in the same SF Store or SF Business Station or other SF Store or SF Business Station (the day when the Shipment arrives at SF Store or SF Business Station shall be counted as a day), otherwise Shipper and/or Receiver expressly authorize SF to further collect (and Shipper and/or Receiver expressly agree to further pay) SF Retention Service Fees of HK\$10 for every working day session thereafter, and one working day will nevertheless be charged as a session even for less than one working day. Shipper and/or Receiver agree SF to retrieve the Shipment within 12 working days after the SF Store Time Out (Shipper and/or Receiver agree SF to retrieve COD Shipment within 5 working days after the SF Store Time Out), and so on.

6. 客户需于取件时支付所有丰管家服务费。
Customer shall pay all SF Retention Service Fees upon collecting the Shipment.
7. 部分顺便智能柜，顺丰将不会收取丰管家服务费(已衍生的丰管家服务费除外)，名单均展示于顺丰官方网页，定义按实际情况厘定，顺丰将适时作出更改。
For certain EF Lockers, SF shall not collect SF Retention Service Fees (except for those SF Retention Service Fees already derived), the list is displayed on the official website of SF. The definition is determined based on the actual situation. SF will make changes in due course.
8. 尽管有上述条款及细则，寄方和/或收方明确授权顺丰自顺丰接受快件之日起保留快件 3 个月。保留期间，除已衍生的丰管家服务费外，顺丰不会收取额外服务费。如顺丰不能退还快件或寄方和/或收方未能在顺丰保留期间收取快件，寄方和/或收方明确授权顺丰可以对快件进行放弃、处置或变卖，且无须就上述行为向寄方或收方或其他人承担任何责任，所得收入将在扣除服务费用及相关管理费用后返还寄件人(如有)。
Notwithstanding the aforesaid terms and conditions, Shipper and/or Receiver expressly authorize SF to keep the Shipment for 3 months from the date when SF accepts the Shipment. During the keeping period, except for those SF Retention Service Fees already derived, SF shall not charge additional service fees. If SF cannot return the Shipment or Shipper and/or Receiver cannot receive the Shipment during the keeping period, Shipper and/or Receiver expressly authorize SF to release, dispose or sell the Shipment without incurring any liability whatsoever to the Shipper or the Receiver or anyone else, with the proceeds applied against service charges and related administrative costs and the balance (if any) to be returned to the Shipper.
9. 不论任何情况下，寄方和/或收方明确授权顺丰收取（并且寄方和/或收方明确同意支付）已累计的丰管家服务费。在逾时取件的情况下，寄方和/或收方必须支付相关服务费才能够成功取件；如在限时内取件，则不会产生额外服务费(已衍生的丰管家服务费除外)。
In any case, Shipper and/or Receiver expressly authorize SF Express to collect (and the Shipper and/or Receiver expressly agree to pay) the accumulated SF Retention Service Fees. In the case of time out pickup, Shipper and/or Receiver must pay the relevant service fees before Shipper and/or Receiver can successfully receive the Shipment; if the pickup is within the time limit, no extra service fees will be incurred (except for those SF Retention Service Fees already derived).
10. 全港顺便智能柜、顺丰站和顺丰营业点的开放时间和地址均展示于顺丰官方网页，顺丰将适时作出更改。
The opening hours and addresses of all Hong Kong EF Lockers, SF Stores and SF Business Stations are displayed on the official website of SF. SF will make changes in due course.
11. 一切丰管家服务费按照顺丰系统所纪录的时间计算。
All SF Retention Service Fees shall be calculated based on the time recorded in the SF system.
12. 如本条款及细则的任何规定被任何法院或其他有权力机构裁定全部或部分无效或不可执行，本条款及细则的其他规定和受影响的规定的内容仍然有效。
If any provision hereof 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.
13. 未能或延误行使本条款及细则下任何条款亦不会构成对该条款的弃权。
Failure or delay in enforcing any provision hereunder will not constitute a waiver of such provision.
14. 本条款及细则未尽之事宜，应按照顺丰运单条款和条件执行。如本条款及细则与顺丰运单条款和条件有任何歧义，一概以本条款及细则为准。

With respect to any matter not covered herein, SF's Terms and Conditions of Carriage shall apply. In case of any discrepancy between these Terms and Conditions and SF's Terms and Conditions of Carriage, these Terms and Conditions shall prevail.

15. 顺丰保留随时更改本条款及细则的权利，而无须另行通知，任何修改在顺丰官方网站上发布时立即生效并具有约束力。
SF 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 SF's official website.
16. 本条款及细则，均根据香港特别行政区法律予以规管及解释。所有客户及顺丰均同意遵守香港特别行政区法院的非专属司法管辖权。
These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Hong Kong Special Administrative Region. All the customers and SF agree to submit to the non-exclusive jurisdiction of the courts of the Hong Kong Special Administrative Region.
17. 本条款及细则的中英文版本如有歧义，一概以中文版本为准。
In case of any discrepancy between the Chinese and English versions of these Terms and Conditions, the Chinese version shall prevail.
18. 如有任何争议，顺丰保留最终决定权。
In case of any dispute, SF's decision shall be final.
19. 如有任何查询，请致电香港客户服务热线 (852) 2730 0273。
In case of any inquiry, please call Hong Kong Customer Service Hotline (852) 2730 0273.

(2021 年 6 月 28 日起生效 Effective from 28 June 2021)