

## **Physical Gift Redemption Program**

### **Terms and Conditions**

1. Before redeeming any physical gifts on the "Gift Redemption" page in SFHK APP Member Center, members must read and accept the physical gift introductions, including but not limited to the points required for physical gift redemption, the redemption period, the validity period and the Gift Redemption Center(s) where the physical gifts can be collected. After the redemption, the system will immediately deduct the points corresponding to the physical gifts from the members' accounts. The confirmed redemption cannot be changed or cancelled, and points will not be reissued.
2. Members must personally go to the designated Gift Redemption Center(s) listed in the physical gift introductions to collect the physical gifts. The confirmed physical gifts cannot be transferred to other Gift Redemption Centers, SFHK Stores or delivered to the door.
3. Members must collect the physical gifts within the validity period listed in the physical gift introductions, otherwise the same will be invalid thereafter. Points will not be reissued to members.
4. Members must log in to the Member Center on SFHK APP and present the redemption barcode page(s) to SFHK staffs for collection of the physical gifts. Screen shots or photocopies will not be accepted.
5. All physical gifts are limited in quantity, and are available on a first-come, first-redeemed basis while stocks last. The points required for physical gift redemption, redemption period, redemption quantity and validity period of each physical gift will be determined according to the situation and will be updated from time to time.
6. SFHK reserves the right to modify the required points for the physical gift redemption, the redemption period, the redemption quantity and the validity period of the physical gifts at any time without prior notice.
7. The photos and descriptions of the physical gifts are for reference only, and everything in kind shall prevail. All physical gifts cannot be returned, transferred, resold, or exchanged for cash. Members are required to inspect the physical gifts when they collect the same, and under no circumstances will the physical gifts be returned, replaced or points be reissued.
8. SFHK is not the supplier or manufacturer of the physical gifts and shall not be responsible for any issue arising out of product quality and safety. Please read the product instructions and warning guidelines carefully and use the product under safe conditions. SFHK shall not be responsible for lost, damaged or stolen gifts after being collected.
9. SFHK reserves the right to change, cancel or supplement this Physical Gift Redemption Program or these terms and conditions at any time without prior notice.
10. When members redeem physical gifts, they acknowledge that they have read and fully understood these terms and conditions and agree to observe and be bound by the same.
11. In case of any dispute, the decision of SFHK shall be final.

12. In case of any discrepancy between the Chinese and English versions of these terms and conditions, the Chinese version shall prevail. English version of these Terms and Conditions is for reference only.