

## Disclaimer for SF Next Morning Delivery Service

S.F. Express (Hong Kong) Limited (“**SF Express**”) shall consider refund arrangement for “SF Next Morning Delivery” products when SF Express fails to meet the agreed transit time. Refund amount shall include freight charge only. However, no refund or any compensation shall be made under the following circumstances:

1. Delays due to reasons which is beyond SF Express’s control, including but not limited to: plane crash, weather, act of public enemy, war, strike, turmoil, governments action, customs, military acts, summits, act of exit-entry inspection & quarantine bureau, traffic control, flight delays or cancellations, and/or other force majeure events.
2. Delay due to unknown or incorrect consignee’s address, incomplete consignee’s information or contact number.
3. Shipments such as aviation prohibited items, cell phones, electronic products and other charged products, which cannot be stowed onto the flights or land transport has to be taken due to aviation security inspection.
4. The consignee’s requires special warehousing services.
5. Delay due to inaccurate shipment content information (e.g. prohibited goods) or value declared by the shipper causing Customs security inspection or seizure of shipment.
6. Delay at customs clearance due to equipment failure, system upgrades, etc., at Customs, other inspection units at the ports or warehouses system of Customs; delays at customs clearance due to adjustment of customs policies.
7. Change of information in the waybill, such as payment method, consignee address, consignee, method of delivery, after the shipment is in transit.
8. Shipments delay due to taxes or duties occurred.
9. Customers choose the following customized services: Self-pickup Service, Delivery upon Notice Service, Cash on Delivery, Partial Sign-in, Fixed Time Delivery, Shipment Direct to Other Party, Virtual Address, Convenience Store, and S.F. Store or Return Proof of Delivery.
10. Delay due to absence of the consignee, unable to contact consignee, consignee refuses to accept the delivery, refuses to pay for the delivery (cash on delivery), or fails to provide valid identification documents, and other customer related reasons.

11. Delay due to prohibited access or access involving complicated procedures as required by the property management or the owner of the premises where the consignee locates.
12. The refund stated in this clause is only limited to basic freight charges, which are not applicable to other value-added service fees such as insurance service fees. The value-added service fees refer to the corresponding service fees for Additional Service Type/Value-Added Services on the front side of the waybill.
13. Any otherwise agreed to this contract shall be valid in written form (Not applicable in Hong Kong).

This Disclaimer consists of a Chinese and English version, both versions being equally valid and binding. In case of inconsistency between them, the Chinese version shall prevail.