
Terms and Conditions for 2-Hour Express Delivery Service

1. This terms and condition is applicable for the 2-hour Express Delivery Service provided by S.F. Express (Hong Kong) Limited (hereinafter "SF Express"). Terms that are not included hereof shall be performed in accordance with the terms and conditions for carriage. In the event of discrepancy between these terms and conditions and the terms and conditions for carriage, the former shall prevail.
2. 2-hour Express Delivery Service is only applicable for deliveries made to all industrial and commercial areas, excluding locations which shall incur special warehousing surcharge, residential surcharge and remote area surcharge. For more details, please contact our Customer Service Representatives. The reply from S.F. Express shall be final.
3. 2-hour Express Delivery Service is only applicable for shipment below 10kg, and not bigger than 53cm x 32cm x 23cm in dimension.
4. The 2-hour Express Delivery Service daily shipment acceptance hours for Monday to Friday shall be from 9a.m. to 6p.m. (shipment acceptance cut-off time is 6p.m.), from 9a.m. to 4p.m. for Saturdays (shipment acceptance cut-off time is 4p.m.), service is closed for Sundays and public holidays.
5. 2-hour Express Delivery Service shall be used in conjunction with local express service. SF Express is entitled to freight charges for local express service as well as service charges for 2-hour Express Delivery Service.
6. 2-hour express delivery guarantee is only applicable to first attempt delivery; it shall not be applicable to redelivery due to unsuccessful delivery in first attempt.
7. 2-hour express delivery transit time starts once SF Express confirms completion of all shipment acceptance procedure, SF Express's system record of the time used shall be final.
8. In the event SF Express fails to deliver the shipment within 2 hours due to reason attributable to SF Express, SF Express shall arrange the 2-hour Express Delivery Service service charge to be refunded for the full and final settlement of such failure. User agrees that SF Express shall not be liable for any other compensation due to such delay apart from the service charge refund.

Users type	Refund method	Time for refund
Credit account user	Debit to credit account	4 working days
Non-Credit account user	Bank transfer	3 working days
	Cheque by mail	10 working days

9. No refund will be given to delay in delivery due to incorrect address provided, receiver's failure to accept or collect the shipment, bad weather condition, traffic delay and other reasons which is out of SF Express's control.
10. These terms and conditions and the relationship between SF Express and users are governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region. All participants agree to irrevocably accept the exclusive jurisdiction of the Hong Kong courts.
11. SF Express reserves the right to revise and change any content and terms and conditions of this product at any time without further notice.
12. In case of any discrepancy between the English and Chinese versions of this Terms & Conditions, the Chinese version shall prevail.
13. In case of any dispute, the decision of SF Express shall be final.