

Terms and Conditions for Heavy Freight FTL (Hong Kong to Mainland China Flow)

1. These terms and conditions are applicable for the Heavy Freight FTL 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 Heavy Freight FTL. 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. Heavy Freight FTL 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 March, 2018)