

Terms and Conditions for Heavy Freight FTL (Hong Kong Domestic Flow)

1. These terms and conditions are applicable for the Heavy Freight FTL service (Hong Kong Domestic 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. Heavy Freight FTL Service only provides courier service for pallets. Client shall use SF’s other courier services for shipments packed in separate boxes, or requires packing, assembling, disassembling, exchanging, or returning of pallets or other procedures.
3. In accordance with the actual unit, weight and dimension of your shipment, suitable vehicles at a corresponding service fee shall be arranged to complete the courier service.
4. Shipper agrees that his/her shipment may be consigned together with other shippers’ shipments.
5. In any event, each pallet shall not weigh over 500kg, and its dimension including the pallet, shall not exceed L1.2*W1.2*H1.8M.
6. Heavy Freight FTL Service provides courier service within Hong Kong territory, but is limited to locations which can be reached directly by road, such service does not cover Cheung Chau, Lamma Island, Peng Chau and other islands.
7. If the pick-up/delivery address does not provide the necessary support to facilitate the handling of the pallets, including but not limited to cargo lift, inclined plane and etc., SF is deemed to have satisfied all of its obligation by unloading the shipment at a nearby location of the delivery address.
8. If the pick-up/delivery address is a warehouse, SF is entitled to a special warehousing service charge (please visit SF’s official website for details).
9. Courier service fee can be waived if shipper cancels the delivery order at least one business day before the scheduled pick-up date, otherwise, shipper shall bear the full courier service fee amount and other fees incurred by the delivery order.
10. The waiting time at the designated location for each pick-up/delivery shall not exceed 30 minutes (the “**Time Limit**”). In the event the waiting time for pick-up exceeds the Time Limit due to shippers’ reason, the delivery order is deemed to be cancelled and shall be treated as cancelled less than one business day as stipulated in clause 9 hereinabove and the shipper shall bear the full courier service fee amount. In the event the waiting time for delivery exceeds the Time Limit due to the receivers’ reason, the shipments shall be delivered back to SF’s logistics hub and delivery shall be rearranged. Shipper/receiver shall bear all additional costs incurred, including but not limited to shipment storage surcharge (please visit SF official website for details).
11. If shipper wishes to change the pick-up/delivery address, the date for pick-up/delivery shall be postponed to the next working day.
12. All pick-up/delivery time estimates are for reference only, SF shall not be held liable for any delay in pick-up/delivery times.
13. This Terms and Conditions and the relationship between SF and shipper/receiver shall be construed and governed by the laws of Hong Kong SAR. The shipper/receiver and SF submit to the exclusive jurisdiction of the courts of Hong Kong SAR.
14. SF reserves its right to revise this Terms and Conditions and the relevant service charge without notice.
15. In case of discrepancy between the English and Chinese versions of this Terms and Conditions, the former shall prevail.
16. Should any dispute arise, the decision of SF shall be final.