



Bonus Point Scheme 2015 - Terms and Conditions

1. Hong Kong and Macau company credit account customers of S.F. Express (Hong Kong) Limited and S.F. Express (Macau) Limited (“S.F. Express”) are eligible to enroll in this Bonus Point Scheme (“Scheme”) only.
2. The bonus point accumulation period for S.F. Express Bonus Point Scheme is from 1 January to 31 December 2015.
3. Bonus points will be calculated based on the total amount as shown on the relevant monthly statement. 1 bonus point for every HKD/MOP100 spent on sending shipment. (Less than HKD/MOP 100 will be rounded off)
4. Fuel Surcharge, Remote Area Surcharge, Non-Industrial/Commercial Surcharge, Special Warehousing Service Fees, and /or Other Special Handling Charges shall not be included for the purpose of calculating the bonus points.
5. Double bonus points are only applicable to Singapore, Malaysia, Thailand, Vietnam, South Korea, Japan, Australia and the United States.
6. Accumulated bonus points can only be redeemed during redemption periods. Unredeemed bonus points will be forfeited as of 1 February 2016.
7. Applications for gifts redemption should be confirmed by S.F. Express. Qualified customer will receive a notification about the delivery arrangement for the gift(s) within 2 weeks after the end of each redemption period.
8. In case of the selected gift is out of stock, S.F. Express may at its sole discretion provide a gift of equivalent value from the same gift category.
9. S.F. Express makes no warranty or representation, either express or implied, with respect to any of the gifts, including but not limited to their quality, applicable terms and conditions, warranty and maintenance, merchantability, fitness for a particular purpose, and intellectual property rights.
10. No cancellation, alternation or replacement can be made once the gift redemption is accepted by S.F. Express.
11. Customers must be in good financial standing with S.F. Express in order to qualify for the gift redemption. S.F. Express reserves the right to withhold or withdraw any gift redemption in the event that the customer fails to settle any outstanding payment(s) by due date in respect of the credit account. In the event that the relevant credit account is closed or terminated, the bonus points earned will be forfeited immediately.
12. S.F. Express reserves the right to revise the Terms and Conditions without prior notice.
13. In case of any discrepancy between the English version and the Chinese version of these Terms and Conditions, the Chinese version shall prevail.
14. In case of any dispute arising out of the Scheme, the decision of S.F. Express shall be final.

For enquiries, please call our Customer Service Hotline at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).