

## ◆ TERMS AND CONDITIONS

### 1. General

- 1.1. After the parcel arrives at the pick-up location, customer enjoys a 2-day redemption period. If the parcel is not picked up within the period, it will be returned to the Morning Express warehouse in Cheung Sha Wan.
- 1.2. A storage fee of HKD\$5 per day for overdue items will be charged from the day after the item is returned to the Cheung Sha Wan warehouse, and the item will be discarded after the 7th day.
- 1.3. To avoid the waiting time too long, Morning Express will forward the shipment to the second choice pick-up location if necessary.
- 1.4.
- 1.5. If the shipment exceeds the volume or weight limit, customer needs to pickup at the Morning Express warehouse in Cheung Sha Wan.
  - 1.5.1. Weight Limit : Total weight within 5kg
  - 1.5.2. Volume Limit :
    - Smart Point / 24-hours Convenience Store : Any side of the parcel cannot exceed 50cm AND The sum of (Length , Width and Height) cannot exceed 120cm
    - SmartLocker : Cannot exceed 38 x 12 x 47 cm
- 1.6. Morning Express will not accept any packages delivered on a Cash-On-Delivery basis to the Transit Center. Should this occur, Morning Express will reject the items and notify the customer of the rejection.
- 1.7. Morning Express warehouse operation hours: Mon-Fri 09:00-19:00; Sat 09:00-13:00 (closed on Sundays and public holidays)
- 1.8. After payment have been completed, orders cannot be canceled or modified
- 1.9. Morning Express have the right to amend the pick-up location list on the webpage.
- 1.10. Morning Express reserves the right to amend these terms and conditions at any time without prior notice.
- 1.11. In case of any dispute, Morning Express will retain the right of final decision.

### 2. Lost / Damage of Shipment Claim Procedures

- 2.1. If it has been verified that shipment is lost due to logistics and transport issues, the amount of compensation depends on the value of the object, the maximum compensation is up to HKD\$500.
- 2.2. Any claims must be made within 7 days after shipment is received, overdue will not be accepted.

### 3. Disclaimer

- 3.1. The Company is not liable for any shipment delays, lost, destroyed, or confiscated as

a result of circumstances beyond the control of the Company. These include but are not limited to war, riots, bad weather, flight delays, severe crash disasters, typhoons, fires, floods, major accidents, and other varieties of man-made or natural circumstances, including forfeitures resultant of the Shipper or Customer.

- 3.2. The Company does not assume any liability for indirect or non-subjectivity losses caused by missing or delayed shipment.
  - 3.3. Shipper or Customer will bear any responsibility in the event of any items are damaged due to improper original packaging, did not meet the requirements of the safe transport of goods, or the special nature of the material items (such as important items easily damaged items, etc.) is not indicated to the Company.
  - 3.4. Morning Express will not check or verify of the shipment when it arrive warehouse. Customers will be notified if the shipment is obviously damaged but Morning Express will not bear any responsibility. Customers have to purchase their own insurance when necessary.
  - 3.5. The Carrier is not responsible for Shipper or Customer errors, which includes but is not limited to: incorrectly or incompletely addressed shipment, incorrect contact phone number, recipient change of address, or geographical undeliverable
4. Illegal Prohibited Items
- 4.1. Any prohibited items will be refused to transport.
  - 4.2. Illegal Prohibited Items includes but is not limited to:
    - 4.2.1. Flammable, perishable or toxic, explosive, destruction, radioactive, corrosive, and dangerous goods;
    - 4.2.2. All powder, Gas, and liquid items;
    - 4.2.3. Illegal drugs;
    - 4.2.4. Control props, stun gun or simulation toy guns, etc;