

General Condition of International Courier Service「Sgx」

(1) 【Registration of Customer Account Code】

- When customer start to use our courier service, it is required to register a Customer Account Code of Sagawa Express(HK). Please contact to our customer service dept. We will send you the necessary document.
Sagawa Express(HK) Customer Service Dept
TEL 2439-2144, 2439-2118 (Cantonese/English/Japanese) TEL 2439-2113 (Japanese)
FAX 2439-1730
- Office Hours : Mon~Fri 8:30 am ~ 5:00 pm

(2) 【Order of Pick Up & Order Time】

- Contact No. For Pick Up
Sagawa Express(HK) Customer Service Dept
TEL 2439-2144, 2439-2118 (Cantonese/English/Japanese) TEL 2439-2113 (Japanese)
FAX 2439-1730
e-mail address : shk-courier@sgh-global.com
- Order Hours : Mon~Fri 8:30 am ~ 6:00 pm (cut off time to place of pick up order 4:00 pm in same day)
Sat 8:30 am ~ 12:00 pm
- Pick Up Time : Mon~Sat 10:30 am ~ 6:00 pm

(3) 【Procedure for Pick Up】

- Please contact to Customer Service and advise us as bellow.
 - ① Customer Account No. , Company Name & Contact person Name
 - ② Detail of Cargo 1, SPX or DOX 2, Amount of Shipment, Piece, Weight
 - ③ Time of Pick Up
 - ④ Other (ex: Need to pick up of other address instead of registration address)
- Please send ACR(Way Bill) copy, Commercial Invoice copy & other documents to our Customer service
FAX 2439-1730 or e-mail address : shk-courier@sgh-global.com

(4) 【Freight Charge】

- ※Please refer to the charge tariff (The charge is based on Freight/Prepaid from Hong Kong)
 - ※Regulated fuel surcharge will be subjected besides freight charge.(% will be changed according to time)
 - ※The delivery surcharge for Okinawa and remote island will be added (Okinawa main island: please see attached file)
- Chargeable weight is applied to which is higher, gross weight or volume weight
Volume weight = Length(cm) x Width(cm) x Height(cm) / 6,000 (cm³/kg) (rounded up to 0.5kg unit)
- We can handle the cargo: maximum weight is below 300 kgs per way bill, total dimensions (length+height+width) per package must be within 160cm and each length is below 150cm. Gross weight must be within 30 kgs per package
In case exceeding the above size or weight, after providing quotation for extra fee, we can handle.
- Any expenses on customs duties, VAT, etc arisen in destination will be charged to consignee.
- Additional charge will occur in the following circumstances:
 - ※Gate charge, Parking charge and Registration fee for pick up
 - ※If shipper wouldn't dispatch any cargo or the pickup cancellation was not in time before the collection,
Cancellation fee : HKD300
 - ※In case of returning to shipper after pick up, Pick up charge is HKD300
 - ※Packing charge (When shipment is not properly packed) : at cost
 - ※In case packing style is Palletised or Crate, delivery charge in Japan will add.
 - ※In case of incomplete Invoice in declaring to customs, request shipper to send, amend, revise invoice : HKD80
 - ※Changed delivery address handling charge: HKD80/shipment (Return and Redelivery fee should be occurred separately)
 - ※Charge collect handling charge : 3% on charge collect amount (Min HKD50/shipment.)
 - ※DDP Handling charge: 3% on DDP amount (Min HKD50/shipment)
 - ※Charge of abandonment and related to it (When shipment is prohibited to import to destination country or can not deliver for some reason)
 - ※Storage for incomplete documents & undelivered shipments: HKD50 + HKD1/kg per day,
per shipment, upon the expiry of the holding period of 10 calendar days at the depot.
 - ※Export Declaration handling charge : HKD100 + INVOICE VALUE x 0.05% (Min HKD13.10)
 - ※Order to pick up cargo from several locations and combine in 1 shipment : Handling Charge HKD300/Pick up location
 - ※Cargo Insurance charge (if required)
 - ※Other additional charge: please see attached file.

(5) 【Notes】

- We can not provide time-defined delivery.
- Package of your shipment may alter or number of its contents may vary due to customs inspection in destination.
- We can't pick the cargo up at Forwarder's warehouse, Airport warehouse or Exhibition Centre & etc.

(6) 【Restricted Items】 We do not ship the following Item

- Cosmetics: Over 24 Pieces of Soap, Cosmetics (Such as lipstick, etc)
- Publishing : Pornographic Materials, Politically stimulating publishing materials, etc
- Animals or plants : Live animals, Fresh or Dried Flowers, Potpourri,etc.
- Valuables: Cash, Certificates or Bond or Stock, Revenue Stamps, Stamps, Precise Stones or Metal (such as Diamond, Platinum, Gold, silver, etc), National Treasure, Articles of Exceptional Cultural or Artistic value, etc.
- Dangerous goods: Firearms, Ammunition, Blades, Retractable Knives, Fireworks, Aerosols, Explosives, Flammable items, Matches, Lighters, or Refills for Lighters, Electronic item with Batteries etc
- Chemical goods: Poisons, Dangerous Drugs, Narcotics, Tranquilizers,etc.
- Others: Counterfeit Currency or goods, Foods, Drugs or Healthcare Products Prohibited by the Medicines Act in destination. Perishable goods, Articles carrying traces of soil, Leather Handbags, Belts, Ivory and Ivory products or other item restricted by Convention on International Trade in Endangered Species of Wild Fauna and Flora(CITES).

(7) 【Commercial Invoice】

- If your shipment is customs-dutiable, it needs to be accompanied by the invoice at all the times for export&Import customs clearance. If your shipment is non-commercial shipment,such as a personal gift , sample or faulty goods, you will need a proforma invoice or non business use invoice. These documents are required from Customs for correct assessment.
- * If you need sample of invoice, please contact to our customer service.
- Please fill in English

(8) 【ACR(Air Cargo Receipt)】

The form is titled "Sagawa AIR WAYBILL / 分运单" and includes a barcode with the number "a1234567890 a". It contains several sections for shipping details, including shipper and consignee information, cargo description, and payment terms. Red boxes and numbers 1 through 9 highlight specific fields: 1 (Shipper's Account No.), 2 (Shipper's Address), 3 (Consignee's Account No.), 4 (Full Description of Contents), 5 (Bill to / 费用支付方), 6 (Duty & Tax), 7 (Insurance Value), 8 (Destination City), and 9 (Total Weight).

- ① Shipper Account No. (Customer Account Code.)
The number is your account Code of Sagawa Express(HK)
- ② Shipper
Please fill in Shipper's Company Name, Address, Tel No., Contact Person Name in Alphabet.
- ③ Consignee
Please fill in Consignee's Company Name, Address, Tel No., Contact Person Name in Alphabet.
- ④ Full Description of Contents
Please fill in cargo commodity, item pieces, invoice value for customs clearance.
Even if non-commercial SPX shipment, it needs invoice value for customs clearance.
Also please choose the type of shipment. (DOX or SPX or Other) (Commercial value or Non-commercial value)
- ⑤ Bill To
Please choose payable party for freight. (If not choose, payable party will be shipper as freight prepaid).
* We can provide freight collect service by Cash on Delivery only for shipment to Japan. In this case, please choose Consignee as payment party.
* 3rd party payment: We can provide 3rd party payment for shipment to Japan, Please notice our customer service in advance.
- ⑥ Duty & Tax
Please choose payable party for Import Duty & TAX of destination. (if not select, the payable party will be consignee)
* Basically payable party is consignee, but if selected the shipper as payable party, it will be Free House Delivery(FHD).

⑦ Insurance

Please check whether you need purchase cargo insurance, and in the case of purchase, please fill in the commercial invoice value.

* Insurance Premium : Commercial invoice value x 0.3% (Min HKD 350)

* Sagawa Express(HK) contracts with the shipper on the basis that our liability is strictly limited to any damage and loss.

Our liability in respect of any one shipment transported is limited to its actual invoice value and it shall not exceed the maximum greater of USD100 if the shipment does not cover by any cargo insurance.

⑧ Destination City

Please fill in the destination city name.

⑨ Total Packages

If the shipment contains lural pieces, please fill in amount of total piece.

(9) 【Inquiry on shipment tracking, Delivery Time and supply shipping materials】

■ Please contact to our customer service department.

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FAX 2439-1730

e-mail address : shk-courier@sgh-global.com

■ Office Hours : Mon~Sat 8:30 am ~ 6:00 pm

■ You can see tracking record on our web site as bellow.

<https://tracking.sagawa-sgx.com/sgx/trackeng.asp?ENC=JPN&CAT=AWB&AWB=>

Expiration date: 30, Jun. 2019
ver.01/201901