

Premium Move for You Logistics Services

Hongkong Storage ("the Company") provides one-stop professional storage services, from logistics to handling of goods, all the way to take care of worry-free. Customers can enjoy free "Premium Move for You" logistics service ("Logistics Service") by choosing a specified storage service plan.

Service Guidelines

1. Customers are required to choose the specified storage service plan to enjoy the complimentary "Premium Move for You" logistics service, which includes transport and porter services, valued at HK\$1,500 per trip. If the number of free uses is exceeded, customers may opt for individual paid services: transportation service at HK\$1,200 per trip or porter service at HK\$500 per hour. For service details, please contact our Customer Service Hotline at 3602 7722.
2. Customers are required to book the free "Premium Move for You" logistics service on a first-come-first-served basis 4 working days in advance, and the service is only available from Monday to Saturday. Our Logistics Service will be arranged according to the Company's schedule and customers cannot reserved for specific date and time out of the schedule. Logistics Service will not be provided on Sundays and public holidays or 7 days before contract termination. If customers need to use the Logistics Services within 7 days before the termination of the storage contract, they can choose to pay for the services.
3. If the customers terminate the storage service early during the contract period, the customers shall pay the original price for the used free "Premium Move for You" logistics service.
4. The origin or destination of the "Premium Move for You" logistics service must be a branch of the Company.
5. The duration of the free porter service included in each "Premium Move for You" logistics service is not more than 1 hour. If additional porter service is required, it will be charged at HK\$500 per hour and booking in advance is needed. Porter service can only be used in conjunction with one-way transport.
6. Customers are allowed to use "Premium Move for You" not more than 2 times per month, maximum 1 time per day. If the service involves round-trip transport, the round trip must be made to and from the same address and completed on the same day.
7. If the customer needs to ride along, only one person is allowed to accompany.
8. The weight of each item cannot exceed 40 pounds and the total weight could not exceed 400 pounds (around 10 - 12 carton boxes, the size of the cartons is approximately 22 inches x15 inches x10 inches (Length X Width X Height) and the total volume of goods could not exceed 4 feet X 4 feet X 5 feet (Length X Width X Height). If the customers have additional requirements, please contact the Customer Service for additional charges.

9. There is a risk that the goods may be scratched, damaged or damaged in transit, moved or crushed, the Company shall not be responsible for any loss or damage caused in the course of the service.
10. Tolls for tunnels and bridges will be charged on a reimbursement basis (based on the necessary tunnels/bridges to be travelled).
11. Parking fees are charged based on a reimbursement basis, with a limit to the first hourly charge set by the car parks (i.e. the customers and the Hongkong Storage branches car parks).
12. Additional service charge will be levied if the delivery route involves staircase/route via podium to elevator/ramp or distance over 200 meters between the unloading (collection) point and the delivery address. Please call the Customer Service for details.
13. If the customers do not show up at the agreed location within 15 minutes after the arrival of the logistics team, the Logistics Service will be cancelled and deemed to have been used.
14. If the customers need to cancel or reschedule the Logistics Service appointment, they must notify the Customer Service by phone at least 1 working day before 15:00. Otherwise, the aforesaid services will be deemed as provided and the service frequency will be deducted.
15. Any unused Logistics Service cannot be transferred to another or the next contract.
16. The Company reserves the right to make temporary adjustments to the Logistics Service in case of bad weather in accordance with the prevailing and forecast conditions.
17. The Company shall not be liable for any cancellation or delivery of the Logistics Service, including but not limited to improper delivery arrangements by the Company, planning conflicts, adverse weather, traffic conditions, any event within or outside the Company's control or events of force majeure.
18. The Company reserves the right of final decision on the "Premium Move for You" logistics service and any dispute.
19. The Company may change the terms and conditions and the guidelines of the service without prior notice.

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