TOPNIC 保價服務(TPPS)
TOPNIC Premium Protection Service

生效日期:
2024年6月21日
09:00

Effective Date:
21 Jun 2024 09:00

國家/地區 Countries / Areas	投保類型 indemnification	標準收費 Charge of Official Launch	試點期間收費 Charge of Trial Period	保價費用 Charge
詳見 (三、試點國家) For details check clause 3 Available Destination	1倍總運費+1倍申報價值 (最高不超過HKD20,000) 100% of Shipping Fee + Declared Value (the maximum amount is HKD20,000)	0.7%（最低收費HKD9） 0.7%（Minimum Charge HKD9）	0.7%（最低收費HKD6） 0.7%（Minimum Charge HKD6）	(1倍運費+1倍申報價值)*0.7% 100% of (Shipping Fee + Declared Value)*0.7%

**總運費包含運費、掛號費、偏遠附加費，不包含增值稅、手續費、退貨費、提件費、異常費、非常規尺寸附加費、倉庫操作費如：重包裝、換單等其他操作費

**Shipping Fee includes Delivery Fee, Registration Fee, Remote Surcharges; does not include VAT, Handling Fee, Returning Fee, Pick Up Fee, Abnormal Packing and Oversize Surcharge, Warehouse Operation Fee such as: Repackaging, Re-label and other operating fees

備註說明 / Remark:

一、保價服務定義 / Definitio

1. 保價服務是我司向客戶提供的一項可選增值服務。客戶在託寄包裹時如果選擇保價服務，除支付運費外，還需按照保價費率支付保價服務費。
2. 在包裹運輸途中，若由於我司/服務商責任導致包裹丟失，將按照我司保價服務規則進行賠償。

1. Premium Protection Service is an optional value-added service provided by YunExpress to our customers. Customers shell pay the service fee according to the insured rate in addition to shipping fee if a customer chooses Premium Protection Service
2. Parcel lost due to YunExpress / service provider's responsibility in the transportation, compensation will be made according to the Premium Protection Service Standard.

二、適用銷售產品 / Availabl

全球專線掛號 HKTGSL1、化妝品類專線掛號 HKTCSL1、化妝品類(美國)專線掛號 HKTCSL2

TOPNIC Global Standard Line HKTGSL1、TOPNIC Cosmetics Standard Line、TOPNIC Cosmetics Standard Line(USA) HKTCSL2

三、適用國家 / Available De

所有產品可達目的國

Reachable destination countries for all services

四、收費標準 / Charge

保價費率0.7%，最低保價費HKD9/票（試點期間：保價費率0.7%，最低保價HKD6）

Official Launch: 0.7%, Minimum Charge HKD9 (Trial Period: 0.7%, Minimum Charge HKD6)

五、投保類型 / Coverage

所有國家適用於1倍運費+申報價值

All countries apply 100% of shipping fee + declared value

六、產品優勢 / Advantages

1. 投保便捷：下單時選擇保價服務，系統自動計算保額
2. 性價比高：保價費率0.7%，最低保價費HKD6/票（試點期間以我司公佈時間為準）
3. 主動理賠：包裹丟失主動理賠
4. 理賠金額會於確定理賠後3星期內到帳客戶帳戶內

1. Convenient: When placing an order, select the price protection service, and the system will automatically calculate the insurance coverage
2. High cost performance: The service rate is only 0.7% with minimum charge HKD6 per parcel for the trial period (trial period will be released by our company).
3. Proactive claims: If the package is lost, proactive claims will be made
4. The claim amount will be credited to the customer's account within 3 weeks after the compensation is confirmed

七、賠償標準 / Compensatio

1. 賠償範圍：包裹丟失
2. 賠償方式：包裹丟失主動監控預警，主動理賠
3. 賠償標準：
① 經我司確認丟件後/軌跡更新中斷30天，將按投保類型1倍運費+1倍申報價值賠償。
② 保價服務的理賠範圍只限於包裹丟失，對於托運物損壞則不在此範圍，賠償額相當於運費+申報價值的總值，已產生的增值稅等其他費用不獲退還，賠償上限不多於HKD20,000
4. 索賠資料要求：
A. 服務商確認丟件的，客戶應在14天內提供索賠所需資料：
①平臺的網上退款截圖
②若在未退款情況下安排的貨物補寄，需提交網上交易截圖+爭議內容+補寄單號
B. 包裹在我司中轉過程中丟失，經我司確認丟件的：不需要提供證明資料

5. 包裹在運輸途中包裹破損，不提供賠償；服務商官網顯示簽收，但客戶說沒有收到包裹的情況，我司會協助查詢，但不提供賠償。

不可抗力約定：不可抗力包括但不限於社會異常事件（如罷工、騷亂、戰爭、恐怖主義活動、公共衛生事件、重大流行病、瘟疫等）、自然災害（如暴風雪、冰雹、火災、洪水、泥石流、地震、海嘯、颱風、停電、天災等）、任何政府行為（如徵收、徵用、限制令、管制、措施等）、意外交通事故、法規政策的修改、司法機關的行為、決定或命令、海關查驗延誤、航班延誤及其他不可預見、不可避免且無法控制的情況或事件。在任何情況下，因不可抗力事件而產生的任何種類的任何損壞、毀壞、損失、滯期費或未履行義務，雲途物流不向客戶承擔任何責任。
客戶不得寄遞法律法規或合同中禁止的違禁品/危險品/侵權貨物/敏感物品等，一經發現，雲途物流有權對客戶交寄的該限寄遞物品採取攔截、隔離、凍結、停止運輸、退回客戶、扣留、銷毀或依法轉交有權機關處理等措施，相關違禁品寄遞已產生的服務費用不予退還；
如因客戶違反前述寄遞義務導致雲途物流被政府部門、機場、港口管理部門等機構採取強制措施、行政處罰或遭受第三人索賠的，客戶應按照1160HKD/票承擔違約金，如給雲途物流造成其他經濟損失的（包括但不限於損害賠償金、行政機關的罰款等），客戶還應一併賠償。

1. Compensation Scope: Lost Packages
2. Compensation Method: proactive monitoring and early warning for lost parcel, and proactive claims will be made.
3. Compensation Standards:
① After YunExpress confirmation of package lost / the tracking is interrupted for 30 days, compensation will be provided based on the insured type, which is 100% of shipping fee + declared value.
② The compensation scope of Premium Protection Service is limited to parcel lost. Damaged parcel is not covered in this scope. The compensation amount is equivalent to the total of the shipping fee and the declared value. Other fees such as VAT will not be refunded. The compensation limit is not more than HKD20,000.
4. Claim Information Requirements:
A. For packages confirmed lost by the service provider, customer shall provide the required claim information within 14 days:
① Screenshot of online refund records
② If the re-shipment of goods is arranged without a refund, a screenshot of the online transaction + dispute content + reshipment order number must be submitted
B. If the package is lost during the transfer process in the cloud, if the lost package is confirmed by YunExpress, client is not necessary to provide proof of information

5. No compensation will be provided for parcel damaged during transportation; In the situation where the service provider's official website shows the parcel has been delivered, but the customer claims they have not received the parcel, YunExpress will assist in investigating, but no compensation will be provided.

- Force Majeure: Force Majeure includes, but is not limited to, social anomalies (e.g. strikes, riots, war, terrorism, public health incidents, major epidemics, plagues, etc.), natural disasters (e.g. blizzards, hailstorms, fires, floods, mudslides, earthquakes, tsunamis, typhoons, power outages, natural disasters, etc.), any governmental act (e.g. expropriation, requisition, restraining orders, controls, measures, etc.), accidents traffic accidents, changes in regulations and policies, acts, decisions or orders of judicial authorities, delays in customs inspections, flight delays and other unforeseen, unavoidable and uncontrollable circumstances or events. In no event shall YunExpress Logistics be liable to the customer for any damage, destruction, loss, demurrage or non-performance of obligations of any kind arising from Force Majeure factor.
- Customers are not allowed to send prohibited goods/dangerous goods/infringing goods/sensitive items that are prohibited by laws and regulations or contracts. Once discovered, YunExpress Logistics has the right to intercept, isolate, freeze, stop transportation, Measures such as returning to the customer, detaining, destroying, or transferring to the competent authority for processing in accordance with the law, the service fees incurred in the delivery of related contrabands will not be refunded;
- If YunExpress Logistics is subject to compulsory measures, administrative penalties or compensation from a third party by government agencies, airports, port management departments and other agencies due to the customer's violation of the aforementioned delivery obligations, the customer shall bear liquidated damages in accordance with HKD1,160/parcel, such as giving YunExpress If logistics causes other economic losses (including but not limited to damages, fines from administrative agencies, etc.), the customer should also compensate.

八、其他要求 / Other Requir

托寄以下包裹時不可以選擇保價服務：
1. 相關法律法規禁止或限制交寄的物品（詳見雙方服務合同約定）
2. 易損易耗物品，如不易貯存、需保鮮的時令水果、水產品、特產、食品、藥品等
3. 真實價值無法核實/難以確定/波動較大的物品，如珠寶、玉器、黃金飾品、鑽石、大理石、文物古玩、字畫、藝術品、原木、鋼材、礦石、礦砂類、名貴木材傢俱、精密儀器或設備、現金、支票、票據、單證、有價證券、信用證、檔、檔案、帳冊、圖紙、護照等

特別提示：以下物品雖在保價範圍內，但因我司保價服務僅賠償丟失，如出現破損或損壞，不在保價賠償範圍內

1. 二手物品：如返修、返廠或在用貨物、舊物品、舊設備
2. 易碎物品：如玻璃類製品、陶瓷類製品、石膏製品、液晶顯示屏

Premium Protection Service cannot be selected when shipping the following types of parcel:
1. Items that are prohibited or restricted from being shipped according to relevant laws and regulations (see the service agreement between the two parties for details).
2. Fragile and perishable items, such as seasonal fruits, aquatic products, specialty products, food, medicines, and other items that are not easy to store or require refrigeration.
3. Items whose actual value cannot be verified/is difficult to determine/fluctuates greatly, such as jewelry, jade, gold ornaments, diamonds, marble, cultural relics and antiques, calligraphy and paintings, artworks, raw wood, steel, minerals, mineral sand, fine wood furniture, precision instruments or equipment, cash, checks, bills, documents, securities, letters of credit, files, documents, account books, drawings, passports, etc.

Special Note: The following items are within the scope of Premium Protection Service, but since our service only cover parcel lost, therefore no compensation will be provided if they are damaged or destroyed.

1. Second-hand items: such as repaired, returned to factory, or used goods, old items, old equipment.
2. Fragile items: such as glass products, ceramic products, gypsum products, LCD displays.

九、溫馨提示 / Friendly Rem

1. 保價的保額上限為港幣2萬元，超過港幣2萬元的部分不得由保價服務以及超過保額上限的包裹暫不提供保價服務
2. 使用申報價值投保時，申報價值不得高於實際價值，否則保價賠償按實際價值計算保價賠償金額
3. 雲途對上述保價服務規則享有最終解釋權，並有權根據實際情況不定時更新保價服務規則，具體以官網或下單頁面為準

1. The maximum insured amount for price protection is HKD 20,000,while the part exceeds HKD20,000 is not inclued in the insured scope. Packages exceeding this insured amount limit cannot be provided with the price protection service.
2. When using the declared value for price protection, the declared value must not exceed the actual value, otherwise the price protection compensation amount will only be calculated based on the actual value.

3. YunExpress reserves the final interpretation right for the above price protection service rules, and has the right to update the price protection service rules from time to time based on actual circumstances. The specific details shall prevail as posted on the official website or the order page.