

Q: 我如何交付衣服給順豐？

A: 向順豐拎取恒隆白洋舍專用膠袋, 將衣物放入專用膠袋, 封口後交順豐職員; 再掃恒隆白洋舍專用 QR code 填入寄件人資料就可以落單寄衣物了;  
暫時只有 4 家順豐站可以交付衣物：

- 852Z661 屯門時代廣場順豐站
- 852CAC 觀塘友聯大廈順豐站
- 852ED 尖沙咀力寶太陽廣場順豐站
- 852TA 灣仔莊士敦大樓順豐站

Q: 我如何得知洗衣多少錢？

A: 恒隆白洋舍收到您的衣物後, 會以 whatsapp 通知有關洗衣單據, 付款二維碼及送回日期等資訊;

Q: 我如何付款？

A: 收到付款二維碼後可以電子支付(暫時只提供轉數快, 其他電子支持仍在申請), 稍後提供;  
付款後請將付款頁面截圖給我們;

Q: 要多久後才能收回衣物？

A: 一般衣服如恤衫, 毛衣大概 5 天後, 羽絨服大概 8 天後;

Q: 收回衣物後如有問題可以如何處理？

A: 收取衣服後請盡快檢查, 14 天內有問題可 whatsapp 通知我們;

Q: 我可以收到洗完的衣物後才付款嗎?

A: 不可, 我們會確認收到衣物洗費後才寄回衣物;

Q: 衣服洗完後我如何取貨？

A: 當衣物從恒隆白洋舍寄出, 順豐香港 SF-EXPRESS 會有顯示運件狀況及追蹤衣物;  
暫時不可以轉換取貨地點

Q: 我將會在什麼時候收到單據？

A: 恒隆白洋舍收到您的衣物後, 會以 whatsapp 聯絡及傳送電子單據,  
如需紙本單據, 請在付款前通知我們;

Q: 如果我寄衣物的數量與你們確認收到的數量不同, 我可以怎麼辦?

A: 寄件時, 順豐會連膠袋一齊秤重量, 記入運單內; 如衣物數量一樣, 重量都會一樣;

Q: 運費由誰負責？

A: 洗衣費用滿\$150, 運費我們負擔;



恒隆白洋舍

CLEAN LIVING

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**Q: How do I deliver my clothes to SF Express?**

A: Collect the special HL Hakuyosha plastic bags from SF Express, put your clothes into the bag, seal it, and hand it over to the SF Express staff. Then, scan the dedicated QR code, fill in the sender's information, and you can place the order to send your clothes.

For now, only four SF Express locations accept clothing deliveries:

- 852Z661 Tuen Mun Trend Plaza SF Express Station
- 852CAC Kwun Tong Yau Lee Building SF Express Station
- 852ED Tsim Sha Tsui Lippo Sun Plaza SF Express Station
- 852TA Wan Chai Johnston Road Building SF Express Station

**Q: How can I find out the cost of the laundry service?**

A: After HL Hakuyosha receives your clothes, they will notify you via WhatsApp with the laundry invoice, payment QR code, and the return date.

**Q: How do I make the payment?**

A: Once you receive the payment QR code, you can pay electronically (currently only FPS is available; other electronic payment methods are being applied for and will be available later). After payment, please send us a screenshot of the payment page.

**Q: How long will it take to get my clothes back?**

A: General items like shirts and sweaters take about 5 days, while down jackets take about 8 days.

**Q: What should I do if there's an issue with my clothes after receiving them?**

A: Please check your clothes as soon as you receive them. If there's any problem, notify us via WhatsApp within 14 days.

**Q: Can I pay after receiving my cleaned clothes?**

A: No, payment must be confirmed before we return your clothes.

**Q: How do I collect my clothes after they are cleaned?**

A: Once your clothes are shipped from HL Hakuyosha, SF Express will provide updates on the shipment status and tracking information. Currently, you cannot change the pickup location.

**Q: When will I receive the invoice?**

A: After HL Hakuyosha receives your clothes, they will contact you via WhatsApp and send an electronic invoice. If you need a paper invoice, please inform us before making the payment.

**Q: What should I do if the quantity of clothes I sent differs from the quantity confirmed by HL Hakuyosha?**

A: When you send the clothes, SF Express will weigh the package along with the plastic bag and record it on the shipping label. If the quantity of clothes is the same, the weight should also be the same.

**Q: Who is responsible for the shipping fee?**

A: If the laundry fee is \$150 or more, we will cover the shipping cost.