

SENDER:

Asia Tech Ltd

Agissant par mandat de : Recours E-commerce

RECIPIENT:

Service Litiges SF Express

Fait le 26/01/2026

SUBJECT: FORMAL NOTICE FOR NON-PAYMENT OF COMPENSATION

Claim Ref: CLM-HK-999

Tracking Ref: SF123456789

Madame, Monsieur,

We are writing following our claim regarding the referenced dispute. (Type : Package Lost) - Claim Ref: CLM-HK-999 pour un montant de 2.500,00 €.

Under the Control of Exemption Clauses Ordinance (Cap. 71) and common law principles governing contracts of carriage, the carrier is liable for loss or damage unless they can prove reasonable care was taken.

We hereby give you FORMAL NOTICE to settle this claim within 8 days. (2.500,00 €)

Failing that, we will escalate this matter to the relevant Ombudsman.

Cordialement / Regards,

FOR AND ON BEHALF OF: THE AUTOMATED CLAIMS AGENT