



25 September, 2017

Dear Valued Customer,

Service Arrangement on National Day and the Day Following Mid-Autumn Festival 2017

S.F. Express will have special delivery arrangements on National Day on 1 October 2017 (Sunday), 2 October 2017 (Monday) and the Day Following Mid-Autumn Festival on 5 October 2017 (Thursday). Details are as follow:

A. Door-to-Door Pickup & Delivery Service

District	Date	Shipment Pickup	Shipment Delivery
Hong Kong & Macau	1 October 2017 (Sunday)	Cut-off Time: 16:00	<ul style="list-style-type: none">• Same Day Delivery Service will not be provided (including SF Next Morning Delivery Service);• If you wish to deliver your shipment(s) on Public Holiday, please specify the information below on the waybill:<ul style="list-style-type: none">- Valid “contact number” and “mobile phone number” of the recipient- Exact delivery date marked in “Remark” field (e.g. Please deliver on 1 October 2017)
	2 October 2017 (Monday)		
	5 October 2017 (Thursday)		

B. Pickup & Delivery Service at S.F. Service Network

During the holiday, pickup and drop-off services are available. Details are as follow:

1. S.F. Express Service Centers

- **All S.F. Express Service Centers** will maintain normal service on 4 October 2017 (Wednesday). Business Hours: **09:00-20:00**; Cut-off Time: **19:00**.
- **Below S.F. Express Service Centers** will provide service on 1 October 2017 (Sunday), 2 October 2017 (Monday) and 5 October 2017 (Thursday). Business Hours: **09:00-18:00**; Cut-off Time: **16:00**.

Please [click here](#) for the details of S.F. Express Service Centers.

Hong Kong	Service Center Address
Sheung Wan	Shop A, G/F, Man Lok Building, 91 Bonham Strand & 117 Wing Lok Street, Sheung Wan, Hong Kong
Quarry Bay	Unit 3A, 19/F, Eastern Centre, 1065 King's Road, Quarry Bay, Hong Kong
Wan Chai	Shop A & B, G/F, Man Shek Building, 404-406 Jaffe Road, Wan Chai, Hong Kong
Kwun Tong	Room B, G/F, Fung Yip Industrial Building, 170 Wai Yip Street, Kwun Tong, Kowloon
Kowloon Bay	Workshop No. 5, G/F, Wing Fat Industrial Building, 12 Wang Tai Road, Kowloon Bay, Kowloon
San Po Kong	No. 4A, G/F, Lee Sum Factory Building, No. 28 Ng Fong Street, No. 21-25 Sze Mei Street, Kowloon
Prince Edward	G/F, 26 Tai Nan Street, Prince Edward, Kowloon
Lai Chi Kok	Unit A, G/F, Shun Cheung Industrial Building, 24 & 26 Wing Hong Street, Lai Chi Kok, Kowloon
Hung Hom	Shop D3, G/F, 2G Hang Fung Industrial Building, Hok Yuen Street, Hung Hom, Kowloon
Tsim Sha Tsui	G/F, Creative Mansion, 6 & 8 Chatham Court, Tsim Sha Tsui, Kowloon



Kwai Chung	Workshop C, G/F, Ching Cheong Industrial Building, 1-7 Kwai Cheong Road, Kwai Chung, N.T.
Tsuen Wan	Room 7 & 8B, G/F, Thriving Industrial Centre, 26-38 Sha Tsui Road, Tsuen Wan, N.T.
Sha Tin	Room E, G/F, Yue Cheung Centre, 1-3 Wong Chuk Yeung Street, Sha Tin, N.T.
Yuen Long	Unit L & L1, G/F, Wang Yip Centre, 18 Wang Yip Street East, Yuen Long, N.T.
Tai Po	G/F, North Wing, 1 & 3 Tung Mau Square, Tai Po, N.T.
Macau	Service Center Address
Rua Cinco Bairro Da Areia Preta	G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau

2. S.F. Stores

All S.F. Stores^{*} will maintain service on 1 October 2017 (Sunday), 2 October 2017 (Monday) and 5 October 2017 (Thursday). Business Hours: **12:00-20:00**. Shipments dropped off during the holiday will be delivered on the next working day.

^{*}S.F. Store in Chai Wan Trend Centre will be closed during the holiday.

Please [click here](#) for the details of S.F. Stores.

3. S.F. Service Points

S.F. Service Points[^] (including the designated 7-Eleven Convenience Stores, Circle K Convenience Stores, VanGo Convenience Stores, Shell Stations, Hong Kong Newspaper Hawker, All Bridal Tea Hotels, Uselect, NTI Express Auto Care, Red Hall Furniture at Mui Wo on Lantau Island, Lok's Shop on Cheung Chau, Li Yuen Store on Lamma Island, Lamma Fisherfolk's Village and Chui Kee Vans) will provide service on 1 October 2017 (Sunday), 2 October 2017 (Monday) and 5 October 2017 (Thursday).

[^]The above information is for reference only. Business hours of S.F. Service Points might fluctuate due to the retail business operating purpose.

Please [click here](#) for the details of S.F. Service Points.

4. EF Lockers

All EF Lockers[#] will provide service on 1 October 2017 (Sunday), 2 October 2017 (Monday) and 5 October 2017 (Thursday).

[#]EF Locker in Kwun Tong Hoi Luen Industrial Centre (Food N'more) will be closed during the holiday.

Please [click here](#) for the details of EF Lockers.

C. Refrigerated Delivery Service

Refrigerated Delivery Service will have special delivery arrangements on 1 October 2017 (Sunday), 2 October 2017 (Monday), 4 October 2017 (Wednesday) and 5 October 2017 (Thursday).

Date	Enterprise Refrigerated Delivery & Airport Shipment Service	Door-to-Door Refrigerated Delivery Service
1 October, 2017 (Sunday)	Service is not available	<ul style="list-style-type: none"> C Time slot delivery service of Tsim Sha Tsui, Central, Admiralty and Causeway Bay will be suspended. No service for Tung Chung, Discovery Bay and Ma Wan. Other districts maintain normal service. Cut-off Time:16:00



2 October, 2017 (Monday)	Service is not available	<ul style="list-style-type: none"> No service for Tung Chung, Discovery Bay and Ma Wan. Other districts maintain normal service. Cut-off Time:16:00
4 October, 2017 (Wednesday)		<ul style="list-style-type: none"> No service for Tung Chung, Ma Wan, Discovery Bay, Shek O, Stanley, Chun Hom Kok, Repulse Bay, South Bay, Deep Water Bay, Tai Tam, Sai Kung and Clear Water Bay. Other districts maintain normal service. Cut-off Time:16:00
5 October, 2017 (Thursday)		<ul style="list-style-type: none"> No service for Tung Chung, Discovery Bay and Ma Wan. Other districts maintain normal service. Cut-off Time:16:00

D. Customer Service

The service hours of the customer service hotline (Hong Kong and Macau) will be adjusted on 1 October 2017 (Sunday), 2 October 2017 (Monday) and 5 October 2017 (Thursday). Details of the adjustment are as follow:

Date	Service Hours
1 October 2017 (Sunday)	08:00-20:00
2 October 2017 (Monday)	
5 October 2017 (Thursday)	

Remarks:

1. Pickup Authorization Service in Hong Kong and Macau is not available on 1 October 2017 (Sunday), 2 October 2017 (Monday) and 5 October 2017 (Thursday).

For any enquiries, please contact our Customer Service Hotlines at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).

Yours faithfully,
S.F. Express (Hong Kong) Limited