



2 February, 2018

Dear Valued Customer,

Service Arrangement for 2018 Lunar New Year Holiday

S.F. Express has the following special delivery arrangement during 2018 Lunar New Year Holiday in Hong Kong and Macau. Details are as follow:

A1. Door-to-Door Pickup & Delivery Service

District	Date		Pickup Service	Delivery Service
Hong Kong & Macau	15 February, 2018	Thursday	<ul style="list-style-type: none"> Cut-off Time: 16:00 Export service to Chinese Mainland will remain normal^x 	Remain in Service ⁺
	16 February, 2018 to 19 February, 2018	Friday to Monday	<ul style="list-style-type: none"> Cut-off Time: 16:00 Only self-drop off service is available Export service to Chinese Mainland will remain normal^x No export service between Hong Kong and Macau 	<ul style="list-style-type: none"> Same Day Delivery Service is not available⁺ Only Self-pick up service is available
	20 February, 2018 to 21 February, 2018	Tuesday to Wednesday	<ul style="list-style-type: none"> Cut-off Time: 16:00 Export service to Chinese Mainland will remain normal^x Export service between Hong Kong and Macau will resume normal 	<ul style="list-style-type: none"> Same Day Delivery Service is not available⁺ If you wish to deliver your shipment(s), 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 20 February, 2018)
	22 February, 2018	Thursday	Cut-off Time: 19:00	Delivery Service will resume normal

^xCustom clearance might be delayed due to the special arrangement during Lunar New Year Holiday.

⁺SF Next Morning Delivery Service will be unavailable from 13 February,2018 (Tuesday) to 4 March, 2018 (Sunday). EC-Ship will be unavailable from 15 February,2018 (Thursday) to 21 February,2018 (Wednesday).

[^]Shipment Storage Surcharge is waived from 16 February, 2018 (Friday) to 21 February, 2018(Wednesday).



A2. Holiday Service Surcharge

Please be informed that the Holiday Service Surcharge will be applied to shipments collected from 15 February, 2018 (Thursday) to 21 February, 2018 (Wednesday) in specified districts (Holiday Service Surcharge will be calculated on each shipment basis and is subjected to the sender district):

Sender District	Chinese Mainland	Hong Kong/ Macau/ Taiwan
Date Applied	15 February, 2018 (Thursday) to 21 February, 2018 (Wednesday)	16 February, 2018 (Friday) to 19 February, 2018 (Monday)

The payment method of the Holiday Service Surcharge should be the same as the freight. Holiday Service Surcharge will be charged according to the payment district. Details are as follow*:

Payment District	Chinese Mainland	Hong Kong	Macau	Taiwan
Service Charge	50kg or below of the Total Chargeable Weight: RMB 10/shipment 50kg above of the Total Chargeable Weight: RMB 50/shipment	HKD 15 /shipment	MOP 15 /shipment	NTD 60 /shipment

* Holiday Service Surcharge is waived for overseas shipment

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

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

1. S.F. Express Service Centers

- **Pickup and drop-off services from 16 February, 2018 (Friday) to 19 February, 2018 (Monday) will be available at the S.F. Express Service Centers below. Business Hours: 09:00-18:00; Cut-off Time: 16:00.**

Hong Kong	Code	Service Center Address
Sheung Wan	852M	Shop A, G/F, Man Lok Building, 91 Bonham Strand & 117 Wing Lok Street, Sheung Wan, Hong Kong
Hong Kong East	852PA	Shop A, G/F, King's View Court Block D, No.9 Hoi Chak Street, Quarry Bay (901-907 King's Road)
Wan Chai	852T	Shop A & B, G/F, Man Shek Building, 404-406 Jaffe Road, Wan Chai, Hong Kong
Kwun Tong	852C	Room B, G/F, Fung Yip Industrial Building, 170 Wai Yip Street, Kwun Tong, Kowloon
Kowloon Bay	852H	Workshop No. 5, G/F, Wing Fat Industrial Building, 12 Wang Tai Road, Kowloon Bay, Kowloon
San Po Kong	852B	Shop C1A, G/F, 3 Tsat Po Street, Chin Fat Factory Building, San Po Kong, Kowloon
Prince Edward	852D	G/F, 26 Tai Nan Street, Prince Edward, Kowloon
Lai Chi Kok	852K	Unit A, G/F, Shun Cheung Industrial Building, 24 & 26 Wing Hong Street, Lai Chi Kok, Kowloon
Hung Hom	852E	Shop D3, G/F, 2G Hang Fung Industrial Building, Hok Yuen Street, Hung Hom, Kowloon
Tsim Sha Tsui	852L	G/F, Creative Mansion, 6 & 8 Chatham Court, Tsim Sha Tsui, Kowloon
Kwai Chung	852G	Workshop C, G/F, Ching Cheong Industrial Building, 1-7 Kwai Cheong Road, Kwai Chung, N.T.
Tsuen Wan	852FE	Room 7 & 8B, G/F, Thriving Industrial Centre, 26-38 Sha Tsui Road, Tsuen Wan, N.T.
Sha Tin	852UA	Room E, G/F, Yue Cheung Centre, 1-3 Wong Chuk Yeung Street, Sha Tin, N.T.
Yuen Long	852AA	Unit L & L1, G/F, Wang Yip Centre, 18 Wang Yip Street East, Yuen Long, N.T.
Tai Po	852M	G/F, North Wing, 1 & 3 Tung Mau Square, Tai Po, N.T.



Macau	Code	Service Center Address
Rua Cinco Bairro Da Areia Preta	853A	G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau

- **Pickup and drop-off services from 20 February, 2018 (Tuesday) to 21 February, 2018 (Wednesday) will be available at the S.F. Express Service Center below. Business Hours: 09:00-18:00; Cut-off Time: 16:00.**

Hong Kong	Code	Service Center Address
Tsim Sha Tsui	852EB	Shop A, G/F, Man Lok Building, 91 Bonham Strand & 117 Wing Lok Street, Sheung Wan, Hong Kong

- All S.F. Express Service Centers will resume normal business hours on 22 February, 2018 (Thursday).

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

2. S.F. Stores

- All S.F. Stores will remain in service on **15 February, 2018 (Thursday)**. **Export service is not available to Chinese Mainland. Cut-off Time: 15:00.**
- All S.F. Stores will be closed from **16 February, 2018 (Friday) to 19 February, 2018 (Monday)**. Please contact our Customer Service Hotline **one day in advance (before 12:00)** for arrangement to collect your parcel(s) at the mentioned S.F. Service Centers or S.F. Stores. If you opt to collect your parcel(s) **in a different district**, HKD10 Address Correction Service Charge is charged per shipment while 1 additional day is also required for re-arrangement (Please [click here](#) for the details).

Hong Kong	Code	Address
Tseung Kwan O	852AIL	Shop 1, G/F, Block 1, On Ning Garden, 10 Sheung Ning Road, Hang Hau, Tseung Kwan O, N.T.
Tseung Kwan O	852CLL	Shop 215, 2/F, Sheung Tak Plaza, Sheung Tak Estate, 2 Tong Ming Street, Tseung Kwan O, N.T.
Ma On Shan	852FDL	Shop 21, G/F, Block A & B, Sunshine City Phase 1, Ma On Shan, N.T.
Tuen Mun	852UAL	Shop 36, G/F, Richland Garden, 138 Wu Chui Road, Tuen Mun, N.T.
Tuen Mun	852UEL	Shop A135 and A136, G/F, Zone A, H.A.N.D.S, On Ting Estate, 2A Tuen Mun Heung Sze Wui Road, Tuen Mun, N.T.
Tin Shui Wai	852FBL	Shop A98-99, G/F, Kingswood Richly Plaza, 1 Tin Wu Road, Tin Shui Wai, N.T.
Tin Shui Wai	852UJL	Shop 3007, 3/F, 8 Tin Sau Rd, Tin Shui Wai, N.T.
Yuen Long	852FGL	Shop F,G/F, Sun King Building, 72 Hop Yick Road, Yuen Long, N.T.
Yuen Long	852FLL	Shop F and Cockloft on Ground Floor, Tung Fat Building, No.9 Ping Wui Street, Yuen Long, N.T.

- **All S.F. Stores will resume normal business hours on 20 February, 2018 (Tuesday).**

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



3. S.F. Service Points

The following S.F. Service Points have special delivery arrangement from **16 February, 2018 (Friday) to 21 February, 2018 (Wednesday)**. Details are as follow:

Service Point	Service	Arrangement
7-Eleven Convenience Store	Pickup Service	Remain in Service
Circle K Convenience Store	Pickup Service	Remain in Service
VanGo Convenience Store	Pickup Service	Remain in Service
All Bridal Tea Hotel	Pickup/Drop-off Service	Remain in Service
Lok's Shop on Cheung Chau	Pickup/Drop-off Service	No service from 15 February, 2018 (Thursday) to 21 February, 2018 (Wednesday)
Li Yuen Store on Lamma Island	Pickup Service	Remain in Service
Chui Kee Vans	Pickup/Drop-off Service	No service from 16 February, 2018 (Friday) to 19 February, 2018 (Monday)

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

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



4. EF Lockers

The following EF Lockers have special delivery arrangement from **15 February, 2018 (Thursday) to 22 February, 2018 (Thursday)** and the service for other EF Lockers will remain in service. Details are as follow:

Code	Address	Arrangement
H852G014P	LG1, Bayview Garden, 633 Castle Peak Road, Tsuen Wan, New Territories	16 February, 2018 (Friday) Business Hours: 12:00-23:59
H852GA01P	1/F, Tsuen Wan Garden, 15-23 Castle Peak Road, Tsuen Wan, New Territories	15 February, 2018 (Thursday) Business Hours: 11:00-19:00 & 16 February, 2018 (Friday) to 17 February, 2018 (Saturday) Business Hours: 14:00-23:00
H852U014P	1/F, Bowling Alley, Melody Garden, 2 Wu Chiu Road, Tuen Mun, New Territories	15 February, 2018 (Thursday) Business Hours: 11:00-19:00 & No service from 16 February, 2018 (Friday) to 17 February, 2018 (Saturday)
H852M006P	G/F, 53 San Hing Street, Cheung Chau	No service from 16 February, 2018 (Friday) to 22 February, 2018 (Thursday)
H852K001P	G/F, 12 San Lau Street, Hung Hom, Kowloon	No service from 16 February, 2018 (Friday) to 19 February, 2018 (Monday)
H852B002P	1/F, Golden Computer Centre, 94A Yen Chow Street, Sham Shui Po, Kowloon	No service from 16 February, 2018 (Friday) to 18 February, 2018 (Sunday)

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

C. Refrigerated Delivery Service

	14 Feb Wednesday	15 Feb Thursday	16 Feb Friday	17 Feb Saturday	18 Feb Sunday	19 Feb Monday	20 Feb Tuesday	21 Feb Wednesday	22 Feb Thursday
Enterprise Refrigerated Delivery & Airport Shipment Service	Service is not available								
Door-to-Door Refrigerated Delivery Service	Remain in Service	Only <u>delivery</u> service is available (No service for Causeway Bay, Tin Hau Yau Ma Tei, Tsim Sha Tsui, Mong Kok, Prince Edward and Jordan)	Service is not available				Remain in Service (No service for Tung Chung, Discovery Bay and Ma Wan) Cut-off Time: 16:00		



D. International Shipment Service

Details for special arrangement of overseas pickup and delivery service during local Lunar New Year public holidays are as follow:

Date	District	Malaysia	Singapore	South Korea	Vietnam	Brunei
13 February, 2018		Available	Available	Available	Available	Available
14 February, 2018		Available	Available	Available	N/A	Available
15 February, 2018		Available	Available	N/A	N/A	Available
16 February, 2018		N/A	N/A	N/A	N/A	N/A
17 February, 2018		N/A	N/A	N/A	N/A	Available
18 February, 2018		Available	Available	Available	N/A	Available
19 February, 2018		Available	Available	Available	N/A	Available
20 February, 2018		Available	Available	Available	N/A	Available

Date	District	Mongolia	Canada	India	Indonesia	Philippines
13 February, 2018		Available	Available	Available	Available	Available
14 February, 2018		Available	Available	Available	Available	Available
15 February, 2018		Available	Available	N/A	Available	Available
16 February, 2018		N/A	Available	N/A	N/A	N/A
17 February, 2018		N/A	Available	N/A	Available	Available
18 February, 2018		N/A	Available	N/A	Available	Available
19 February, 2018		Available	N/A	N/A	Available	Available
20 February, 2018		Available	Available	N/A	Available	Available

The above information is for reference only. S.F. Express might make changes according to the operation condition without prior notice. For further information, please contact our Customer Service Hotline at (852) 2730 0273 (Hong Kong) or (852) 2873 7373 (Macau).

E. Customer Service

The service hours of Customer Service Hotline (Hong Kong and Macau) will have the following adjustment,

Date	Service Hours
15 February, 2018 to 19 February, 2018	Thursday to Monday 08:00-18:00
20 February, 2018 to 22 February, 2018	Tuesday to Thursday 08:00-20:00

Remarks:

- Pickup Authorization Service in Hong Kong and Macau is not available from 15 February, 2018 (Thursday) to 22 February, 2018 (Thursday).
- SF E-Parcel and SF E-Parcel + will be unavailable from 16 February, 2018 (Friday) to 24 February, 2018 (Saturday).

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

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