



21 March, 2018

Dear Valued Customer,

Service Arrangement on 2018 Ching Ming & Easter Holiday

S.F. Express will provide special delivery arrangement during 2018 Ching Ming & Easter Holiday in Hong Kong and Macau. Details are as follow:

A. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service
Hong Kong & Macau	30 March, 2018 (Friday)	Cut-off Time: 19:00	<ul style="list-style-type: none"> ● Same Day and Next Morning Delivery Service will not be provided
	31 March, 2018 (Saturday)	Cut-off Time: 16:00	<ul style="list-style-type: none"> ● Same Day and Next Morning Delivery Service will not be provided
	1 April, 2018 (Sunday)	Cut-off Time: 16:00	<ul style="list-style-type: none"> ● Same Day and Next Morning Delivery Service will not be provided ● If you wish to deliver your shipment(s) on public holiday, please specify the below information on the waybill: <ul style="list-style-type: none"> - Valid “contact no.” and “mobile no.” of the recipient - Exact delivery date marked in “Remark” field (e.g. Please deliver on 8 April, 2018)
	2 April, 2018 (Monday)	Cut-off Time: 19:00	<ul style="list-style-type: none"> ● Same Day and Next Morning Delivery Service will not be provided
	5 April, 2018 (Thursday)	Cut-off Time: 16:00	<ul style="list-style-type: none"> ● Same Day and Next Morning Delivery Service will not be provided ● If you wish to deliver your shipment(s) on public holiday, please specify the below information on the waybill: <ul style="list-style-type: none"> - Valid “contact no.” and “mobile no.” of the recipient - Exact delivery date marked in “Remark” field (e.g. Please deliver on 8 April, 2018)

Remarks:

1. Delivery Service might be delayed due to the road closures and diversions on some districts during Ching Ming Holiday.
2. Custom clearance might be delayed due to the special arrangement during Easter Holiday.



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

During the public 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 between 30 March to 2 April, 2018 (Friday to Monday): Business Hours: **09:00-20:00**; Cut-off Time: **19:00**.
- On 31 March, 2017 (Saturday): Business Hours: **09:00-20:00**; Cut-off Time: **16:00**.
- **Below S.F. Express Service Centers** will provide service on 1 April, 2018 (Sunday) and 5 April, 2018 (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
Hong Kong East	Shop A, G/F, King's View Court Block D, No.9 Hoi Chak Street, Quarry Bay (901-907 King's Road)
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	Shop C1A, G/F, 3 Tsat Po Street, Chin Fat Factory Building, San Po Kong, 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 from 30 March to 2 April 2018 (Friday to Monday), and on 5 April, 2018 (Thursday), Business Hours: **12:00-20:00**. Shipments dropped off during the public holiday will be delivered on the next working day.

[#]Chai Wan Trend Centre S.F. Store will be closed during 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 Chiu Kee Vans) will provide service from 30 March to 2 April 2018 (Friday to Monday), and on 5 April, 2018 (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

During Ching Ming & Easter Holiday, **all EF Lockers** will provide service between 30 March to 2 April 2018 (Friday to Monday), and on 5 April, 2018 (Thursday).

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

A. Refrigerated Delivery Service

Date	Enterprise Refrigerated Delivery & Airport Shipment Service	Door-to-Door Refrigerated Delivery Service
30 March, 2018 (Friday)	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
31 March, 2018 (Saturday)		
1 April, 2018 (Sunday)		
2 April, 2018 (Monday)		
5 April, 2018 (Thursday)		

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客戶服務熱線 Customer Service Hotline
(852) 2730 0273
辦公室總線 General Hotline
(852) 3123 6800
財務部電話 Finance Department Tel
(852) 2922 2922 / 2787 1222
財務部傳真 Finance Department Fax
(852) 2670 8530



D. Customer Service

The service hours of the customer service hotline (Hong Kong and Macau) will be adjusted between 30 March to 2 April 2018 (Friday to Monday), and on 5 April, 2018 (Thursday). Details of the adjustment are as follow:

Date	Service Hours
30 March, 2018 (Friday)	08:00-20:30
31 March, 2018 (Saturday)	08:00-20:00
1 April, 2018 (Sunday)	08:00-20:00
2 April, 2018 (Monday)	08:00-20:30
5 April, 2018 (Thursday)	08:00-20:00

Remarks:

1. Pickup Authorization Service in Hong Kong and Macau is not available on 1 April, 2018 (Sunday) and 5 April, 2018 (Thursday).

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