



23 January, 2019

Dear Valued Customer,

Service Arrangement for 2019 Lunar New Year Holiday

S.F. Express has the following special delivery arrangement during 2019 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 | 4 February, 2019 | Monday | <ul style="list-style-type: none"> Cut-off Time: 16:00 Export service to Chinese Mainland will remain normal^x | Remain in Service ⁺ |
| | 5 February, 2019 to 7 February, 2019 | Tuesday to Thursday | <ul style="list-style-type: none"> Cut-off Time: 16:00 Only self-drop off service is available No export service to Chinese Mainland 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 |
| | 8 February, 2019 to 10 February, 2019 | Friday to Sunday | <ul style="list-style-type: none"> Cut-off Time: 16:00 Shipments to Mainland China will export by shipment lot ^x Export service between Hong Kong and Macau will resume normal on 9 February 2019 (Statuary) | <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, 2019) |
| | 11 February, 2019 | Monday | 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 26 January, 2019 (Saturday) to 19 February, 2019 (Tuesday). SF Same Day Delivery Service will be unavailable from 26 January, 2019 (Saturday) to 10 February, 2019 (Sunday). 2 Hour Express Delivery Service will be unavailable from 4 February, 2019 (Monday) to 10 February, 2019 (Sunday). EC-Ship will remain in service; however, custom clearance might be delayed during 30 January, 2019 (Wednesday) to 7 February, 2019 (Thursday). For more details, please contact our Customer Service Hotlines.



A2. Holiday Service Surcharge

Please be informed that the Holiday Service Surcharge will be applied to shipments collected from 4 February, 2019 (Monday) to 10 February, 2019 (Sunday) 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 | 4 February, 2019 (Monday) to 10 February, 2019 (Sunday) | 5 February, 2019 (Tuesday) to 7 February, 2019 (Thursday) | 5 February, 2019 (Tuesday) to 8 February, 2019 (Friday) |

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 | RMB 10 /shipment | HKD 15 /shipment | MOP 15 /shipment | NTD 60 /shipment |

* Holiday Service Surcharge is waived for overseas shipment

[^] Surcharge of shipments sending from Chinese Mainland to Hong Kong, Macau and Taiwan will be charged according to the payment district.

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 5 February, 2019 (Tuesday) to 7 February, 2019 (Thursday)** will be available at the S.F. Express Service Centers below. Business Hours: **09:00-18:00**; Cut-off Time: **16:00**. 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. If you contact our Customer Service Hotline **after 12:00**, 1 additional day is required for re-arrangement and HKD10 Address Correction Service Charge is charged per shipment if you opt to collect your parcel(s) **in a different district** (Please [click here](#) for the details).

| 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 | 852UB | Unit A, Ground Floor, Tins' Centre Block I, 3 Hung Cheung Road, Tuen Mun, New Territories |
| 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 8 February, 2019 (Friday) to 9 February, 2019 (Saturday)** will be available at the **all S.F. Service Centers**. Business Hours: **09:00-18:00**. Cut-off time: **16:00**
- **All S.F. Express Service Centers** will resume normal business hours on **11 February, 2019 (Monday)**. Business Hours: **09:00-20:00**. Cut-off time: **19:00**.

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 **4 February, 2019 (Monday)**. **Export service is not available to Chinese Mainland. Cut-off Time: 15:00.**
- The following S.F. Stores will remain in service from **5 February, 2019 (Tuesday) to 7 February, 2019 (Thursday)**. 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. If you contact our Customer Service Hotline **after 12:00**, 1 additional day is required for re-arrangement and HKD10 Address Correction Service Charge is charged per shipment if you opt to collect your parcel(s) **in a different district** (Please [click here](#) for the details).

| District | Code | Address |
|---------------|--------|--|
| Tuen Mun | 852FAL | Shop 29, G/F, Waldorf Garden, 1 Tuen Lee Street, Tuen Mun, N.T. |
| Tin Shui Wai | 852FBL | Shop A45 in Portion B on G/F of The Commercial Development Locwood Court Kingswood Villas, No. 1 Tin Wu Road, Tin Shui Wai, Yuen Long, N.T. |
| Yuen Long | 852FGL | Shop 7 on G/F, Tai Fook G & S Building, Nos. 57 Kin Tak Street, Yuen Long, New Territories |
| Sheung Shui, | 852FIL | Shop 65, Level 1, Lung Fung Garden, 33 Lung Sum Avenue, Sheung Shui, N.T. |
| Ma On Shan | 852FDL | Shop No. G-3/68B, G/F, MOSTown Street, Ma On Shan, N.T. |
| Kwun Tong | 852CSL | Shop No. 53 on Ground Floor., Yue Man Centre, Nos. 300 & 302 Ngau Tau Kok Road, Kowloon (SF Self Service Station) |
| Tseung Kwan O | 852ABL | Shop Nos. S21 & S21A on The First Floor of Commercial Centre, Bauhinia Garden, 11 Tong Chun Street, Tseung Kwan O, Sai Kung, N.T. |
| Yau Tong | 852AJL | Shop 229, 2/F, Domain, Yau Tong, Kowloon |
| West Kowloon | 852EAL | Shop WEK B1-16 at ticketing concourse, Hong Kong West Kowloon Station (Provide EC-Ship® (Personal Shipment Service) to Mainland China, Hong Kong Domestic Standard Express Service and Pick-up service) |

- **Pickup and drop-off services from 8 February, 2019 (Friday) to 10 February, 2019 (Sunday)** will be available at the all S.F. Stores. Business Hours: **12:00-20:00**.



- All S.F. Stores will resume normal business hours on **11 February, 2019 (Monday)**.

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 **5 February, 2019 (Tuesday) to 10 February, 2019 (Sunday)**. Details are as follow:

7-Eleven Convenience Stores

| Store Code | Address | 4 Feb Monday | 5 Feb Tuesday | 6 Feb Wednesday | 7 Feb Thursday | 8 Feb Friday |
|------------|---|-----------------|------------------|--------------------|-------------------|-----------------|
| 852TC1005 | Shop Nos. 134-135, First Floor, Sun Hung Kai Centre, Wan Chai, Hong Kong | 0700-2100 | Suspend service | 0900-2100 | 0900-2100 | 0900-2100 |
| 852H1009 | Shop 41, 2/F, E-Max, Kowloon Bay International Trade & Exhibition Centre, 1 Trademart Drive, Kowloon Bay, Kowloon | Normal | Suspend service | Suspend service | Suspend service | Normal |
| 852E1001 | Shop C210, 2/F, Shaw's Amenities Bldg, HK Polytechnic University, Hung Hom, KLN | Normal | Suspend service | Suspend service | Suspend service | Suspend service |
| 852Q1005 | Shop 305, 3/F, Comm. Bldg., Airport Freight Forwarding Ctr., 2 Chun Wan Road, Chek Lap Kok, HK | Normal | 0000-0700 | Suspend service | 1200-2400 | Normal |
| 852Q1006 | Shop at 3/F, Multi-level truck park, Tower 2, Asia Airfreight Terminal, 10 Chun Ping Road, Chek Lap Kok, HK | 0700-1800 | Suspend service | Suspend service | 1100-2400 | Normal |
| 852CC1009 | Shop LHP 1, LOHAS Park MTR Station, Tseung Kwan O, N.T. | Normal | Suspend service | Suspend service | Suspend service | Suspend service |
| 852TB1009 | Shop LET 1, Lei Tung MTR Station, Ap Lei Chau, HK | Normal | Suspend service | Suspend service | Suspend service | Suspend service |

Circle K Convenience Stores

| Store Code | Address | 4 Feb Monday | 5 Feb Tuesday | 6 Feb Wednesday | 7 Feb Thursday | 8 Feb Friday |
|------------|--|--------------------------|------------------|--------------------|-------------------|-----------------|
| 852CB2001 | Factory A3, G/F, Howard Factory Building, 66 Tsun Yip Street, Kwun Tong, KLN | Opening Hours until 1900 | Suspend service | Suspend service | Suspend service | Normal |
| 852D2003 | G/F, Li Fung Tower, 868 Cheung Sha Wan Road, Lai Chi Kok, KLN | 0600-1800 | Suspend service | Suspend service | Suspend service | Normal |
| 852D2004 | Unit G03, G/F, Cheung Sha Wan Plaza, 833 Cheung Sha Wan Road, Lai Chi Kok, KLN | Normal | 0700-1800 | 0700-1800 | 0700-1800 | 0700-1800 |
| 852E2002 | Shop 3, East Tsim Sha Tsui MTR Station, Tsim Sha Tsui, KLN | Normal | 0800-0000 | 0800-0000 | 0800-0000 | Normal |
| 852E2013 | Shop G06-09 on Ground Floor, Grand Centre, 8 Humphreys Avenue, Kowloon | 0700-0100 | Normal | Normal | Normal | Normal |



| | | | | | | |
|-----------|--|-----------|-----------------|-----------------|-----------------|-----------|
| 852EA2006 | Kiosk JOR 10 & 11, Jordan MTR Station, Jordan, KLN | 0630-0100 | Normal | Normal | Normal | Normal |
| 852F2014 | 4 Workshop B, G/F, On Shing Industrial Building, 2-16 Wo Liu Hang Road, Fo Tan, N.T. | 0600-1900 | Suspend service | Suspend service | Suspend service | 0700-1900 |
| 852F2017 | Workshop I, G/F, Universal Industrial Centre, 19-25 Shan Mei Street, Fo Tan, N.T.□ | 0700-1900 | Suspend service | Suspend service | Suspend service | 0700-1900 |
| 852FB2001 | G/F, Li Fung Centre, 2 On Ping Street, Siu Lek Yuen, Shatin, N.T. | 0600-1900 | Suspend service | Suspend service | Suspend service | 0700-1900 |
| 852FB2002 | Shop 5-8, G/F, Building 1, 1 Science Park East Avenue, HK Science Park, Shatin, N.T.□ | 0700-1900 | Suspend service | Suspend service | Suspend service | 0700-1900 |
| 852FE2011 | Shop 2, Unpaid Concourse, Wu Kai Sha MTR Station, Ma On Shan, N.T. | 0600-0200 | Normal | Normal | Normal | Normal |
| 852G2022 | Shop No. 7, on Level 1 of the Commercial Accommodation of The Visionary, No. 1 Ying Hong Street, Lantau Island | 0700-2000 | 0900-1900 | 0900-1900 | 0900-1900 | Normal |
| 852GA2003 | Shop 4, G/F, Chau's Building, ,2 & 4A Shiu Wo Street, Tsuen Wan, N.T. | Normal | 0700-2000 | 0700-2000 | 0700-2000 | Normal |
| 852GC2002 | Kiosk No. TSY 306, Tsing Yi MTR Station, Tsing Yi, N.T. | 0700-2200 | 0700-2200 | 0700-2200 | 0700-2200 | Normal |
| 852GC2005 | G/F, 23 Pak Lam Road, Ma Wan, N.T. | Normal | 0900-1900 | 0900-1900 | 0900-1900 | 0900-1900 |
| 852H2002 | Shop B1, G/F, Block B, Tonic Industrial Ctr, 19 Lam Hing St, Kowloon Bay, KLN□ | 0600-1900 | Suspend service | Suspend service | Suspend service | Normal |
| 852H2003 | Shop A, G/F, Shui Hing Centre, 13 Sheung Yuet Road, Kowloon Bay, KLN□ | 0630-1900 | Suspend service | Suspend service | Suspend service | Normal |
| 852H2005 | Shop 3C, 1/F, Telford House, 18 Wang Hoi Road, Kowloon Bay, KLN | 0630-1900 | Suspend service | Suspend service | Normal | Normal |
| 852J2012 | Kiosk CHH18 & CHH19, Choi Hung MTR Station, Choi Hung, KLN | 0600-0100 | Normal | Normal | Normal | Normal |
| 852J2013 | Kiosk WTS 12, Wong Tai Sin MTR Station, Wong Tai Sin, KLN | 0600-0100 | Normal | Normal | Normal | Normal |
| 852J2016 | Kiosk DIH 17, Diamond Hill MTR Station, Diamond Hill, KLN | 0630-0100 | Normal | Normal | Normal | Normal |
| 852K2005 | Unit CD1, G/F, Hang Fung Industrial Bldg Phase 1, 2G Hok Yuen St, Hung Hom, KLN□ | 0600-1900 | Suspend service | Suspend service | Suspend service | Normal |
| 852K2017 | Shop No. LG09 on the Lower Ground Floor, Fisherman's Wharf, 8 Laguna Verde Avenue, Hung Hom, Kowloon | 0700-1900 | 0700-1900 | 0700-1900 | 0700-1900 | Normal |
| 852L2001 | Unit B, G/F, Mai Wah Industrial Bulding, 1-7 Wah Sing Street, Kwai Chung, N.T | 0630-1800 | Suspend service | Suspend service | Suspend service | 0700-1800 |
| 852LA2005 | Shop 102, 1/F, Lei Muk Shue Shopping Centre, Lei Muk Shue Estate, Kwai Chung, N.T. | 0700-1900 | 0700-1900 | 0700-1900 | 0700-1900 | 0700-1900 |
| 852M2004 | Shop 1, L/G., Citibank Plaza, 3 Garden Road, Central, HK | 0900-1800 | Suspend | Suspend | Suspend | Normal |



| | | | service | service | service | |
|-----------|--|-----------|-----------------|-----------------|-----------------|-----------|
| 852M2015 | Shop A, G/F, 64 Centre Street, Sai Wan, HK | Normal | 0900-2000 | 0900-2000 | 0900-2000 | Normal |
| 852MA2006 | Shop D & H, G/F, Sea View Mansion, 21-27 Sutherland Street, Sheung Wan, HK | 0700-1800 | Suspend service | Suspend service | Suspend service | Normal |
| 852P2007 | Shop 9 & 9A, G/F, Kam Tao Building, 2-10B Whitfield Road, Tin Hau, HK | Normal | 0900-2000 | 0900-2000 | 0900-2000 | Normal |
| 852PA2009 | No.16, G/F., Hoi Kwong Court, Nos. 13-15 Hoi Kwong Street, Hong Kong | Normal | 0900-2000 | 0900-2000 | 0900-2000 | Normal |
| 852Q2001 | 7/F, CTR A, Asia Terminals CTR, KwaiChung Container Terminal, Kwai Chung, N.T. | 0630-1500 | Suspend service | Suspend service | Suspend service | 0700-1800 |
| 852TA2005 | Shop 1002B, 1/F, United Centre, 95 Queensway, Central, HK | 0700-1800 | Suspend service | Suspend service | Suspend service | Normal |
| 852TA2006 | Lounge 1& 2, CUHK, 1/F, Bank of America Tower, 12 Harcourt Road, Central, HK | 0700-1800 | Suspend service | Suspend service | Suspend service | Normal |
| 852TA2008 | Shop No. F01-02, Lab Concept, 1/F Queensway Plaza, 93 Queensway, Hong Kong | 0700-1800 | Suspend service | Suspend service | Suspend service | Normal |
| 852TB2011 | Concession No. OCP 5 at MTR Ocean Park Station | Normal | Suspend service | Suspend service | Suspend service | Normal |
| 852TB2012 | No. WCH 8 at MTR Wong Chuk Hang Station | Normal | 0900-2000 | 0900-2000 | 0900-2000 | Normal |
| 852TC2002 | Shop 10, Expo Galleria, HKCEC, Expo Drive, Wan Chai, HK | Normal | 0900-2000 | 0900-2000 | 0900-2000 | Normal |
| 852TC2006 | Shop A, G/F., Nos. 146 Lockhart Road, Hong Kong | Normal | 0900-2000 | 0900-2000 | 0900-2000 | Normal |

Other Service Points

| Service Point | Service arrangement |
|----------------------------|---|
| VanGo Convenience store | Remain in Service |
| Shell | Remain in Service |
| Li Yuen Shop | Remain in Service |
| Chiu Kee Vans | Suspend service on 5-8 February 2019(Tuesday to Friday) |
| Lamma Fisherfolk's Village | Suspend service on 5 February 2019 (Tuesday) |
| Red Hall Furniture | Opening hours of 4 February 2019(Monday) is 09:00 - 17:00 Suspend service on 5-7 February 2019 (Tuesday to Thursday) |
| Lok's Shop | Suspend service on 5-11 February 2019 (Tuesday to 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 **4 February, 2019 (Monday) to 11 February, 2019 (Monday)** and the service for other EF Lockers will remain in service. Details are as follow:

| Code | Address | Arrangement | Contact |
|-----------|---|--|-----------------------|
| H852M006P | G/F, 53 San Hing Street, Cheung Chau (EF Locker) | Suspend service on 5-11 February 2019 (Tuesday to Monday) | Mrs. Leung 9880 947 |
| H852G014P | LG1, Bayview Garden, 633 Castle Peak Road, Tsuen Wan, New Territories (EF Locker) | Open at 12:00 on 5 February 2019 | Ms. Lau 2116 1498 |
| H852G055P | Locker No.2, LG1/F, Bayview Garden, Tsuen Wan, NT(EF Locker) | | |
| H852U014P | 1/F, Bowling Alley, Melody Garden, 2 Wu Chiu Road, Tuen Mun, NT (EF Locker) | 4 February 2019 (Monday): 11:00-19:00 5-6 February 2019(Tuesday to Wednesday): Suspend service 7 February 2019 (Thursday): 10:00-23:00 8 February 2019 (Friday): 11:00-23:00 | KM Leung 9250 5518 |
| H852GA01P | 1/F, Tsuen Wan Garden, 15-23 Castle Peak Road, Tsuen Wan, New Territories (EF Locker) | 4 February 2019 (Monday): 11:00-19:00 5 February 2019 (Tuesday): 14:00-23:00 6 February 2019(Wednesday): 14:00-23:00 7 February 2019 (Thursday): 10:00-23:00 8 February 2019 (Friday): 11:00-23:30 | |
| H852M011P | G/F, 61 Staunton Street, Central, Hong Kong(EF Locker) | Open until 17:00 on 4 February 2019 (Monday) 5-7 February 2019(Tuesday to Thursday) Suspend service | Mr Ho 9504 1635 |
| H852UA11P | G/F, 86 Kam Tin Road, New Territories | 5-9 February 2019(Tuesday to Statuary) Suspend service | Sanjona 6185 1617 |
| H852FB84P | Unit A37, G/F, Koon Wah Building, No.2 Yuen Shun Circuit, Yuen Chau | 5-6 February 2019 (Tuesday to Wednesday) Suspend service | / |
| H852FB85P | Kok, Shatin, New Territories | | |

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

C. Refrigerated Delivery Service

| | 3 Feb Sunday | 4 Feb Monday | 5 Feb Tuesday | 6 Feb Wednesday | 7 Feb Thursday | 8 Feb Friday | 9 Feb Saturday | 10 Feb Sunday |
|--|--------------------------|-----------------|------------------|--------------------|-------------------|-----------------|-------------------|------------------|
| Enterprise Refrigerated Delivery & Airport Shipment Service | Service is not available | | | | | | | |



| | | | | | |
|---|-------------------|---|--------------------------|---|---|
| Door-to-Door Refrigerated Delivery Service | Remain in Service | Only <u>delivery service</u> 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 | Only pick-up service is available (No service for Tung Chung, Discovery Bay and Ma Wan), Cut-off Time: 16:00 | Remain in service (No service for Tung Chung, Discovery Bay and Ma Wan), Cut-off |
|---|-------------------|---|--------------------------|---|---|

D. International Shipment Service

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

Shipments to Taiwan

Suspend service from 1 February to 9 February 2019 (Friday to Saturday) and remain in service on 10 February 2019 (Sunday).

Custom clearance might be delayed due to the special arrangement during Lunar New Year Holiday

Shipments to Singapore, Thailand, Japan, Korea, Malaysia and other countries

Remain in service from 1 February to 9 February 2019 (Friday to Saturday). Actual delivery time and Custom clearance might be delayed due to the special arrangement during Lunar New Year Holiday.

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. SF Next Morning Delivery Service 、 SF Same Day Delivery Service 、 EC-Ship and 2 Hour Express Delivery Service

SF Next Morning Delivery Service will be unavailable from 26 January, 2019 (Saturday) to 19 February, 2019 (Tuesday). SF Same Day Delivery Service will be unavailable from 26 January, 2019 (Saturday) to 10 February, 2019 (Sunday). 2 Hour Express Delivery Service will be unavailable from 4 February, 2019 (Monday) to 10 February, 2019 (Sunday). EC-Ship will remain normal service; however custom clearance might be delayed during 30 January, 2019 (Wednesday) to 7 February, 2019 (Thursday). For details, please contact our Customer Service Hotlines.

F. Customer Service

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

| Date | | Service Hours |
|---------------------------------------|---------------------|---------------|
| 4 February, 2019 to 8 February, 2019 | Monday to Friday | 08:00-18:00 |
| 9 February, 2019 to 10 February, 2019 | Saturday and Sunday | 08:00-20:00 |

Remarks:

- Pickup Authorization Service in Hong Kong and Macau is not available from 4 February, 2019 (Monday) to 10 February, 2019 (Sunday).
- SF E-Parcel and SF E-Parcel + will be unavailable from 5 February, 2019 (Tuesday) to 13 February, 2019 (Wednesday).

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