



20 April 2020

Dear Valued Customer,

Service Arrangement on 2020 Buddha' s Birthday and Labour Day

SF Express will provide special delivery arrangement on **Buddha' s Birthday (30 April 2020)** and **Labour Day (1 May 2020)** 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	30 April 2020 (Thursday)	Cut-off Time: 19:00	<ul style="list-style-type: none"> Same Day Delivery Service will not be available (SF Next Morning Delivery included#). Other delivery service will maintain normal.
	1 May 2020 (Friday)	Cut-off Time: 16:00	<ul style="list-style-type: none"> Same Day Delivery Service will not be available (SF Next Morning Delivery included#) If you wish to deliver your shipment(s), 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 1 May 2020)

Remarks:

1. Custom clearance might be delayed due to the special arrangement during Buddha' s Birthday and Labour Day.
- # Macau is not applicable.

B. Pickup Service & Delivery Service at SF Service Network

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

1. SF Business Station

- **All SF Business Stations** will maintain service on **30 April 2020 (Thursday)**. Business Hours: 09:00-20:00; Cut-off Time: 19:00.
- **Below SF Business Stations** maintain service on **1 May 2020 (Friday)**. Business Hours: 09:00-18:00; Cut-off Time: 16:00.

Hong Kong	Code	Address
Sheung Wan	852M	Shop A, G/F, Man Lok Building, No. 91 Bonham Strand & No. 117 Wing Lok Street, Sheung Wan, Central and Western District, Hong Kong Island, Hong Kong
Fortress Hill	852P	Shop 2, G/F, Wang Fai Mansion, No. 2-12 Wang On Road, Fortress Hill, Eastern District, Hong Kong Island, Hong Kong
Wan Chai	852T	Shop A & B, G/F, Man Shek Building, No. 404-406 Jaffe Road, Wan Chai, Wan Chai District, Hong Kong Island, Hong Kong
Kwun Tong	852C	Room B, G/F, Fung Yip Industrial Building, No. 170 Wai Yip Street, Kwun Tong, Kwun Tong District, Kowloon, Hong Kong
Kowloon Bay	852H	Workshop No. 5, G/F, Wing Fat Industrial Building, No. 12 Wang Tai Road, Kowloon Bay, Kwun Tong District, Kowloon, Hong Kong
San Po Kong	852J	G/F, Fuk Wo Industrial Building, No. 5 Sheung Hei Street, San Po Kong, Wong Tai Sin District, Kowloon, Hong Kong
Mong Kok	852BD	No. AB1, G/F, Fook Hong Mansion No. 17 & 19 Fuk Tsun Street, Mong Kok, Yau Tsim Mong District, Kowloon, Hong Kong

順豐速運(香港)有限公司
S.F. EXPRESS (HONG KONG) LIMITED
9/F, Asia Logistics Hub – SF Centre
36 Tsing Yi Hong Wan Road
Tsing Yi, Hong Kong
香港青衣青衣航運路36號
亞洲物流中心 - 順豐大廈9樓
www.sf-express.com

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



Lai Chi Kok	852D	Unit A, G/F, Shun Cheung Industrial Building, No. 24 & 26 Wing Hong Street, Lai Chi Kok, Sham Shui Po District, Kowloon, Hong Kong
Kwai Chung	852L	Workshop C, G/F, Ching Cheong Industrial Building, No. 1-7 Kwai Cheong Road, Kwai Chung, Kwai Tsing District, New Territories, Hong Kong
Tsuen Wan	852G	Room 7& 8B, G/F, Thriving Industrial Centre, No. 26-38 Sha Tsui Road, Tsuen Wan, Tsuen Wan District, New Territories, Hong Kong
Fo Tan	852FE	Unit E, G/F, Yue Cheung Centre, No. 1-3 Wong Chuk Yeung Street, Fo Tan, Sha Tin District, New Territories, Hong Kong
Tuen Mun	852UB	Unit A, G/F, Tins' Centre Block I, 3 Hung Cheung Road, Tuen Mun, Tuen Mun District, New Territories, Hong Kong
Tai Po	852AA	G/F, North Wing, 1 & 3 Tung Mau Square, Tai Po, Tai Po District, New Territories, Hong Kong
Macau	Code	Address
Rua Cinco Bairro Da Areia Preta	853A	G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau

- Below SF Business Station will maintain normal service on 30 April and 1 May 2020 (Thursday to Friday).

Hong Kong	Code	Address
Chek Lap Kok	852QB	Counter 1 & 2, Zone J, T1 L7 check-in hall at the Hong Kong International Airport, Chek Lap Kok, Islands District, New Territories, Hong Kong (Pick-up service is not available)

Please [click here](#) for the details of SF Business Station.

2. SF Stores

All SF Stores will maintain service on 30 April (Thursday) to 1 May 2020 (Friday). 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 SF Store (852PCL) will be closed during holiday.

Please [click here](#) for the details of SF Store.



3. SF Service Partners

Below SF Service Partners have special arrangement on 30 April (Thursday) to 1 May 2020 (Friday). Details are as follow:

Store Code	Store Name	Address	Service Arrangement
852U3001	新日尚士多	Shop Nos. 10, 1/F, Tai Hing Commercial Centre, 1 Tai Hing Street, Tuen Mun	Service Suspended
852GE3001	理想點集運自取點	Shop 16, G/F, Tsuen Wan Centre Phase 2, Tsuen Wan, N.T	Service Suspended

Other SF Service Partners (including the designated 7-Eleven Convenience Stores, Circle K Convenience Stores, Shell Stations, Red Hall Furniture, Lok' s Shop on Cheung Chau, Li Yuen Store on Lamma Island, Lamma Fisherfolk's Village, Chiu Kee Vans, Ball Ball Pet Shop, Tai Chun Magazine Store, Yuen Tai Stationery and 資料電腦)^ will provide normal service on 30 April (Thursday) to 1 May 2020 (Friday).

^The above information is for reference only. Business hours of SF Service Partners might fluctuate due to the retail business operating purpose.

Please [click here](#) for the details of SF Service Partners.

4. EF Lockers

All EF Lockers will provide service on 30 April (Thursday) to 1 May 2020 (Friday).

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

C. Refrigerated Delivery and Warehouse Service

Date	Refrigerated Warehouse Service	Enterprise Refrigerated Delivery & Airport Shipment Service	Door-to-Door Refrigerated Delivery Service
30 April 2020 (Thursday)	Normal service	Service Suspended	Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00
1 May 2020 (Friday)	Service Suspended		

順豐速運(香港)有限公司
S.F. EXPRESS (HONG KONG) LIMITED
9/F, Asia Logistics Hub – SF Centre
36 Tsing Yi Hong Wan Road
Tsing Yi, Hong Kong
香港青衣青衣航運路36號
亞洲物流中心 - 順豐大廈9樓
www.sf-express.com

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. SF Office and Warehousing Services

The following SF Office and Warehousing Services have special delivery arrangement during Buddha' s Birthday and Labour Day. Details are as follow:

Date	Office	Warehousing Service
30 April 2020 (Thursday)	Service not available	Normal Operation (09:00-17:30)
1 May 2020 (Friday)	Service not available	

Please kindly contact (852) 3902 7092 or (852) 3902 7362, if you have any questions or special needs on outbound service, thank you!

E. SF Next Morning Delivery Service and SF Same Day Delivery Service

SF Same Day Delivery Service **will be suspended** until further notice.

SF Next Morning Delivery Service **will be suspended** until **5 May 2020 (Tuesday)**. Normal service will be resumed from 6 May 2020 (Wednesday).

F. Customer Service

Customer Service Hotline (Hong Kong and Macau) have special arrangement from **30 April (Thursday) to 1 May 2020 (Friday)**. Details are as follow:

Date	Service Hours
30 April 2020 (Thursday)	08:00 - 19:00
1 May 2020 (Friday)	08:00 - 20:00

Remarks:
1. Pickup Authorization Service in Hong Kong and Macau will be suspended from 30 April (Thursday) to 1 May 2020 (Friday).

For 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