



9 January 2020

Dear Valued Customer,

### Service Arrangement on 2020 Lunar New Year Holiday

SF Express will provide special delivery arrangement on 2020 Lunar New Year Holiday (24 January 2020 to 29 January 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 | 24 January 2020<br>(Friday)                   | <ul style="list-style-type: none"> <li>Cut-off Time: 16:00</li> <li>Export service to Chinese Mainland will remain normal ×</li> </ul>  | Remain Normal Service +  |
|                   | 25 – 28 January 2020<br>(Saturday to Tuesday) | <ul style="list-style-type: none"> <li>Cut-off Time: 16:00</li> <li><b>Only self-drop off service is available</b></li> <li>Export service to Chinese Mainland will be delayed ×</li> <li><b>No export service between Hong Kong and Macau</b></li> </ul> | <ul style="list-style-type: none"> <li><b>Same Day Delivery Service will not be available+</b></li> <li><b>Only Self-pick up service is available</b></li> </ul>   |
|                   | 29 January 2020<br>(Wednesday)                | <ul style="list-style-type: none"> <li>Cut-off Time: 16:00</li> <li>Export service to Chinese Mainland will remain normal ×</li> <li><b>Export service between Hong Kong and Macau will remain normal</b></li> </ul>                                      | <ul style="list-style-type: none"> <li><b>Same Day Delivery Service will not be available +</b></li> <li>If you wish to deliver your shipment(s), please specify the below information on the waybill:               <ul style="list-style-type: none"> <li><b>Valid "contact no." and "mobile no."</b> of the recipient</li> <li>Exact delivery date marked in "Remark" field (e.g. Please deliver on 29 January 2020)</li> </ul> </li> </ul> |
|                   | 30 January 2020<br>(Thursday)                 | Cut-off Time: 19:00   | Resume Normal Service  |

×Custom clearance might be delayed due to the special arrangement during Lunar New Year Holiday. Apologize for any inconvenience caused.

+SF Next Morning Delivery Service will not be provided from 22 January 2020 (Wednesday) to 30 January 2020 (Thursday). SF Same Day Delivery Service will not be provided from 23 January 2020 (Thursday) to 30 January 2020 (Thursday). For details, please contact our Customer Service Hotline.



## A2. Chinese New Year Service Surcharge

During 23 January 2020 (Thursday) to 30 January 2020 (Thursday), the Chinese New Year Service Surcharge will be applied to shipments collected in specific districts (Holiday Service Surcharge will be calculated based on payer's located region). Details are as follow:

| Sender District  | Mainland China  | Hong Kong and Macau Region                         |                   |                   |                   | Taiwan Region                                      |                   |                   |                   |
|------------------|---|--|-------------------|-------------------|-------------------|--|-------------------|-------------------|-------------------|
| Payment District | Mainland China, Hong Kong, Macau and Taiwan Region  | Mainland China                                     | Hong Kong Region  | Macau Region      | Taiwan Region     | Mainland China                                     | Hong Kong Region  | Macau Region      | Taiwan Region     |
| Date             | 24 January 2020 (Friday) to 30 January 2020 (Thursday)  | 25 January (Saturday) to 28 January 2020 (Tuesday) |                   |                   |                   | 23 January (Thursday) to 28 January 2020 (Tuesday) |                   |                   |                   |
| Service Charge   | Chargeable Weight > 50kg : RMB 50 / shipment ;<br>Chargeable Weight ≤ 50kg : RMB 10 / shipment<br>Exchange rate is based on each payment district | RMB 10 / shipment                                  | HKD 15 / shipment | MOP 15 / shipment | NTD 60 / shipment | RMB 10 / shipment                                  | HKD 15 / shipment | MOP 15 / shipment | NTD 60 / shipment |

Remarks:

1. The Chinese New Year Service Surcharge is based on each shipment;
2. The freight and the Chinese New Year Service Surcharge must share the same payment method;
3. Chinese New Year Service Surcharge is exempted for international shipments.

## B. Pickup Service & Delivery Service at SF Service Network

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

### 1. SF Business Station

- Below SF Business Station will provide service on **25 January 2020 (Saturday) to 29 January 2020 (Wednesday)**. 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, 91 Bonham Strand & 117 Wing Lok Street, Sheung Wan, Hong Kong |
| 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    |
|              | 852J  | Ground Floor, Fuk Wo Industrial Building, No.5 Sheung Hei Street, San Po Kong, Kowloon       |
| Tai Kok Tsui | 852BD | Shop A & Shop B1, G/F, Fook Hong Mansion, No. 17-19 Fuk Tsun Street, Kowloon                 |
| Lai Chi Kok  | 852D  | Unit A, G/F, Shun Cheung Industrial Building, 24 & 26 Wing Hong Street, Lai Chi Kok, Kowloon |
| Kwai Chung   | 852L  | Workshop C, G/F, Ching Cheong Industrial Building, 1-7 Kwai Cheong Road, Kwai Chung, N.T.    |
| Tsuen Wan    | 852G  | Room 7&8B, G/F, Thriving Industrial Centre, 26-38 Sha Tsui Road, Tsuen Wan, N.T.             |



|                                    |             |  |
|------------------------------------|-------------|--|
| Sha Tin                            | 852FE       | Room E, G/F, Yue Cheung Centre, 1-3 Wong Chuk Yeung Street, Sha Tin, N.T.      |
| Tuen Mun                           | 852UB       | Unit A, Ground Floor, Tins' Centre Block I, 3 Hung Cheung Road, Tuen Mun, N.T. |
| Tai Po                             | 852AA       | G/F, North Wing, 1&3 Tung Mau Square, Tai Po, N.T.                             |
| <b>Macau</b>                       | <b>Code</b> | <b>Address</b>   |
| Rua Cinco Bairro<br>Da Areia Preta | 853A        | G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau  |

- All SF Business Station in Hong Kong and Macau maintain normal service on 30 January 2020 (Thursday). Business Hours: 09:00-20:00; Cut-off Time: 19:00.
- Below SF Business Station will maintain normal service on Lunar New Year holiday

| Hong Kong    | Code  | Address   |
|--------------|-------|---|
| Chek Lap Kok | 852QB | Counter 1 & 2, Zone J, T1 L7 check-in hall at the Hong Kong International Airport<br>(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 24 January 2020 (Friday). Cut-off Time: 15:00. Export service to Mainland China will not be provided.
- Below SF Store will provide service on 25 January 2020 (Saturday) to 28 January 2020 (Tuesday). Please contact our Customer Service Hotline **one day in advance (before 12:00)** for arrangement to collect your parcel(s) at the mentioned SF network. If you opt to collect your parcel(s) in a **different district**, HKD10 Address Correction Service Charge is charged per shipment (Please [click here](#) for the details).

| Code   | Address  | 25 January to 28 January 2020<br>(Saturday to Tuesday) |
|--------|--|--|
| 852EAL | Shop WEK B1-16 at ticketing concourse, Hong Kong West Kowloon Station  | 08:00-22:00  |
| 852AJL | Shop 229, 2/F, Domain, Yau Tong, Kowloon   | 12:00-20:00  |
| 852ABL | Shop Nos. S21 & S21A on The First Floor of Commercial Centre, Bauhinia Garden,<br>11 Tong Chun Street, Tseung Kwan O, Sai Kung, N.T.           |  |
| 852FBL | Shop A45 in Portion B on G/F of The Commercial Development Locwood Court<br>Kingswood Villas, No. 1 Tin Wu Road, Tin Shui Wai, Yuen Long, N.T. |  |
| 852FGL | Shop 7 on G/F, Tai Fook G & S Building, Nos. 57 Kin Tak Street, Yuen Long, N.T.  |  |
| 852FAL | Shop 29, G/F, Waldorf Garden, 1 Tuen Lee Street, Tuen Mun, N.T.  |  |
| 852FTL | Shop 117, G/F, Choi Chu House, Choi Yuen Estate, Sheung Shui, N.T.   |  |

- All SF Stores will maintain normal services according to holiday business hours on 29 January 2020 (Wednesday). Cut-off time: 16:00.

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



### 3. SF Service Center

- All SF Service Center will maintain service on **24 January 2020 (Friday)**. Cut-off Time: **15:00**. Export service to Mainland China will not be provided.
- Below SF Service Center will provide service on **25 January 2020 (Saturday) to 28 January 2020 (Tuesday)**. Please contact our Customer Service Hotline one day in advance (before 12:00) for arrangement to collect your parcel(s) at the mentioned SF network. If you opt to collect your parcel(s) in a different district, HKD10 Address Correction Service Charge is charged per shipment (Please [click here](#) for the details).

| Code    | Address   | 25 January to 28 January 2020<br>(Saturday to Tuesday) |
|---------|---|--|
| 852WOPM | Unit No. 8 on 2nd Floor, Wing On Plaza, No. 62 Mody Road, Kowloon             | 09:00-18:00  |
| 852NPTM | Shop 8, G/F, Fung Full Plaza, 480 King's Road, North Point, Hong Kong         | 12:00-20:00  |
| 852HHSM | Unit 7 & 8 on First Floor, Hunghom Square, No. 37-39 Ma Tau Wai Road, Kowloon |  |
| 852HHUM | Shop B28-B31, 1/F Nan Fung Plaza, 8 Pui Shing Road, Tseung Kwan O, Hong Kong  |  |

- All SF Service Center will maintain normal services according to holiday business hours on **29 January 2020 (Wednesday)**. Cut-off time: **16:00**.

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

### 4. SF Image Store

- All SF Image Store will maintain service on **24 January 2020 (Friday)**. Cut-off Time: **15:00**. Export service to Mainland China will not be provided.
- Below SF Image Store will remain service from **25 January 2020 (Saturday) to 28 January 2020 (Tuesday)**. Please contact our Customer Service Hotline one day in advance (before 12:00) for arrangement to collect your parcel(s) at the mentioned SF network. If you opt to collect your parcel(s) in a different district, A HKD10 Address Correction Service Charge is charged per shipment (Please [click here](#) for the details).

| Code    | Address   | 25 January to 28 January 2020<br>(Saturday to Tuesday) |
|---------|---|--|
| 852KIIM | The parking area for the Cross-border Coach, B1/F, K11 MUSEA, 18 Salisbury Road, Tsim Sha Tsui, Hong Kong (Provide shipping service only) | 12:00-21:00  |
| 852HBCM | Pop Up next to Shop 361-365, 3/F Ocean Centre, Harbour City, Tsim Sha Tsui  |  |

- All SF Image Store will maintain normal services according to holiday business hours on **29 January 2020 (Wednesday)**. Cut-off time: **16:00**.



## 5. SF Service Partners

Below SF Service Partners have special arrangement from **25 January 2020 (Saturday) to 29 January 2020 (Wednesday)**. Details are as follow:

| Service Partners            | Service      | Service arrangement  |
|-----------------------------|--------------|--|
| 7-Eleven Convenience Stores | Self Pick-up | 25 January 2020 to 27 January 2020 Opening hours: 10:00 – 18:00<br>Normal service will provided from 28 January 2020 |
| Shell Station               | Self Pick-up | Normal service   |
| 專業士多                        | Self Pick-up | Suspend service  |

## Circle K Convenience Stores

| Code      | Address  | 24 Jan 2020<br>(Friday)   | 25 Jan 2020<br>(Saturday) | 26 Jan 2020<br>(Sunday) | 27 Jan 2020<br>(Monday) | 28 Jan 2020<br>(Tuesday) |
|-----------|--|---------------------------|---------------------------|-------------------------|-------------------------|--------------------------|
| 852CB2001 | Factory A3, G/F, Howard Factory Building, 66 Tsun Yip Street, Kwun Tong, KLN                                   | Opening hours until 19:00 | Suspend service           | Suspend service         | Suspend service         | Suspend service          |
| 852D2003  | G/F, Li Fung Tower, 868 Cheung Sha Wan Road, Lai Chi Kok, KLN  | 06:00-18:00               | Suspend service           | Suspend service         | Suspend service         | Suspend service          |
| 852D2004  | Unit G03, G/F, Cheung Sha Wan Plaza, 833 Cheung Sha Wan Road, Lai Chi Kok, KLN                                 | Normal service            | 07:00-18:00               | 07:00-18:00             | 07:00-18:00             | 07:00-18:00              |
| 852E2002  | Shop 3, East Tsim Sha Tsui MTR Station, Tsim Sha Tsui, KLN   | Normal service            | 08:00-00:00               | 08:00-00:00             | 08:00-00:00             | 08:00-00:00              |
| 852F2014  | Workshop B, G/F, On Shing Industrial Building, 2-16 Wo Liu Hang Road, Fo Tan, N.T.                             | 06:00-19:00               | Suspend service           | Suspend service         | Suspend service         | Suspend service          |
| 852F2017  | Workshop I, G/F, Universal Industrial Centre, 19-25 Shan Mei Street, Fo Tan, N.T.                              | 07:00-19:00               | Suspend service           | Suspend service         | Suspend service         | Suspend service          |
| 852FB2001 | G/F, Li Fung Centre, 2 On Ping Street, Siu Lek Yuen, Shatin, N.T.  | 06:00-19:00               | Suspend service           | Suspend service         | Suspend service         | Suspend service          |
| 852FB2002 | Shop 5-8, G/F, Building 1, 1 Science Park East Avenue, HK Science Park, Shatin, N.T.                           | 07:00-19:00               | Suspend service           | Suspend service         | Suspend service         | Suspend service          |
| 852G2022  | Shop No. 7, on Level 1 of the Commercial Accommodation of The Visionary, No. 1 Ying Hong Street, Lantau Island | 07:00-20:00               | 09:00-19:00               | 09:00-19:00             | 09:00-19:00             | 09:00-19:00              |
| 852GA2003 | Shop 4, G/F, Chau's Building, ,2 & 4A Shiu Wo Street, Tsuen Wan, N.T.  | Normal service            | 07:00-20:00               | 07:00-20:00             | 07:00-20:00             | 07:00-20:00              |
| 852GC2002 | Kiosk TSY 306, Tsing Yi MTR Station, Tsing Yi, N.T.  | 07:00-22:00               | 07:00-21:00               | 07:00-21:00             | 07:00-21:00             | 07:00-21:00              |
| 852GC2004 | Kiosk TSY 211, Tsing Yi MTR Station, Tsing Yi, N.T.  | 07:00-22:00               | 07:00-21:00               | 07:00-21:00             | 07:00-21:00             | 07:00-21:00              |
| 852GC2005 | G/F, 23 Pak Lam Road, Ma Wan, N.T.   | Normal service            | 09:00-19:00               | 09:00-19:00             | 09:00-19:00             | 09:00-19:00              |
| 852H2002  | Shop B1, G/F, Block B, Tonic Industrial Ctr, 19 Lam Hing St, Kowloon Bay, KLN                                  | 06:30-19:00               | Normal service            | Normal service          | Normal service          | Normal service           |
| 852H2003  | Shop A, G/F, Shui Hing Centre, 13 Sheung Yuet Road, Kowloon Bay, KLN   | 06:30-19:00               | Normal service            | Normal service          | Normal service          | Normal service           |



|           |   |                |   |                 |                 |                 |
|-----------|---|----------------|---|-----------------|-----------------|-----------------|
| 852H2005  | Shop 3C, 1/F, Telford House, 18 Wang Hoi Road, Kowloon Bay, KLN                               | 06:30-19:00    | Suspend service   | Suspend service | Normal service  | Normal service  |
| 852J2012  | Kiosk CHH18 & CHH19, Choi Hung MTR Station, Choi Hung, KLN                                    | 06:00-01:00    | Normal service  | Normal service  | Normal service  | Normal service  |
| 852J2013  | Kiosk WTS 12, Wong Tai Sin MTR Station, Wong Tai Sin, KLN                                     | 06:00-01:00    | Normal service  | Normal service  | Normal service  | Normal service  |
| 852J2016  | Kiosk DIH 17, Diamond Hill MTR Station, Diamond Hill, KLN                                     | 06:30-01:00    | Normal service  | Normal service  | Normal service  | Normal service  |
| 852K2005  | Unit CD1, G/F, Hang Fung Industrial Bldg Phase 1, 2G Hok Yuen St, Hung Hom, KLN               | 06:00-18:00    | Suspend service on 25 January 2020 (Saturday) to 28 January 2020 (Tuesday).<br>29 January 2020 (Wednesday) to 2 February 2020 (Sunday): 07:00-19:00 |                 |                 |                 |
| 852K2017  | Shop No. LG09 Lower Ground Floor, Fisherman's Wharf, 8 Laguna Verde Avenue, Hung Hom, Kowloon | 07:00-19:00    | 07:00-19:00   | 07:00-19:00     | 07:00-19:00     | 07:00-19:00     |
| 852L2001  | Unit B, G/F, Mai Wah Industrial Building, 1-7 Wah Sing Street, Kwai Chung, N.T.               | 06:30-18:00    | Suspend service   | Suspend service | Suspend service | Suspend service |
| 852LA2005 | Shop 102, 1/F, Lei Muk Shue Shopping Centre, Lei Muk Shue Estate, Kwai Chung, N.T.            | 07:00-19:00    | 07:00-19:00   | 07:00-19:00     | 07:00-19:00     | 07:00-19:00     |
| 852M2004  | Shop 1, L/G., Citibank Plaza, 3 Garden Road, Central, HK                                      | 07:00-18:00    | Suspend service   | Suspend service | Suspend service | Suspend service |
| 852M2015  | Shop A, G/F, 64 Centre Street, Sai Wan, HK  | 07:00 - 19:00  | 09:00-20:00   | 09:00-20:00     | 09:00-20:00     | 09:00-20:00     |
| 852MA2006 | Shop D & H, G/F, Sea View Mansion, 21-27 Sutherland Street, Sheung Wan, HK                    | 07:00-18:00    | Suspend service   | Suspend service | Suspend service | Suspend service |
| 852P2007  | Shop 9 & 9A, G/F, Kam Tao Building, 2-10B Whitfield Road, Tin Hau, HK                         | Normal service | 09:00-20:00   | 09:00-20:00     | 09:00-20:00     | 09:00-20:00     |
| 852PA2009 | No.16, G/F., Hoi Kwong Court, Nos. 13-15 Hoi Kwong Street, Hong Kong                          | Normal service | 09:00-20:00   | 09:00-20:00     | 09:00-20:00     | 09:00-20:00     |
| 852Q2001  | 7/F, CTR A, Asia Terminals CTR, Kwai Chung Container Terminal, Kwai Chung, N.T.               | 06:30-18:00    | Suspend service   | Suspend service | Suspend service | Suspend service |
| 852TA2005 | Shop 1002B, 1/F, United Centre, 95 Queensway, Central, HK                                     | 07:00-18:00    | Suspend service   | Suspend service | Suspend service | Suspend service |
| 852TA2008 | Shop No. F01-02, Lab Concept, 1/F Queensway Plaza, 93 Queensway, Hong Kong                    | 07:00-18:00    | Suspend service   | Suspend service | Suspend service | Suspend service |
| 852TB2011 | Concession No. OCP 5 at MTR Ocean Park Station  | Normal service | Suspend service   | Suspend service | Suspend service | Suspend service |
| 852TB2012 | No. WCH 8 at MTR Wong Chuk Hang Station   | Normal service | 09:00-20:00   | 09:00-20:00     | 09:00-20:00     | 09:00-20:00     |
| 852TC2002 | Shop 10, Expo Galleria, HKCEC, Expo Drive, Wan Chai, HK                                       | Normal service | Suspend service   | Suspend service | Suspend service | Suspend service |
| 852TC2006 | Shop A, G/F., Nos. 146 Lockhart Road, Hong Kong   | Normal service | 09:00-20:00   | 09:00-20:00     | 09:00-20:00     | 09:00-20:00     |



## Other SF Service Partners

| Code      | Service Partners           | Address  | 24 January 2020<br>(Friday)  | 25 January 2020<br>(Saturday)  | 26 January 2020<br>(Sunday) | 27 January 2020<br>(Monday) | 28 January 2020<br>(Tuesday) | 29 January 2020<br>(Wednesday) |  |
|-----------|----------------------------|--|--|--|-----------------------------|-----------------------------|------------------------------|--------------------------------|--|
| 852Q3001  | Li Yuen Shop               | G/F, 27 Yung Shue Wan Main Street, Lamma Island                                  | Normal service   |  |                             |                             |                              |                                |  |
| 852UA3003 | Chiu Kee Vans              | 18C, Tong Tau Po Village, Tai Shu Ha Road East, Yuen Long, N.T.                  | Normal service   | Suspend service on 25 January 2020 (Saturday) to 1 February 2020 (Saturday). |                             |                             |                              |                                |  |
| 852BA3001 | Yuen Tai Stationery        | Shop 7, G/F Mei Wui House, Shek Kip Mei Estate, Shek Kip Mei                     | 11:30-18:00  | Suspend service  |                             |                             |                              |                                |  |
| 852GE3001 | 理想點集運<br>自取點               | Shop 16, G/F, Tsuen Wan Centre Phase 2, Tsuen Wan, N.T.                          | Suspend service on 22 January 2020 (Wednesday) to 5 February 2020 (Wednesday). |  |                             |                             |                              |                                |  |
| 852LA3001 | Tai Chun Magazine Store    | Shop 25B, G/F, Block A, Yee Fat Building, 186-218 Wo Yi Hop Road, Kwai Chung, NT | Normal service   | Suspend service on 25 January 2020 (Saturday) to 1 February 2020 (Saturday). |                             |                             |                              |                                |  |
| 852M3001  | Lok's Shop                 | G/F, 53 San Hing Street, Cheung Chau   | Suspend service on 24 January 2020 (Friday) to 2 February 2020 (Sunday).       |  |                             |                             |                              |                                |  |
| 852PB3001 | Ball Ball Pet Shop         | Shop B On 1/F Of Block B Walton Estate Nos, 341-343 Chai Wan Road Hong Kong      | Normal service   | Suspend service  | Suspend service             | Suspend service             | Normal service               | Normal service                 |  |
| 852Q3002  | Red Hall Furniture         | Shop 2, Sliver Pearl Mansion, 14 Mui Wo Ferry Pier Road, Lantau Island           | 10:00-17:00  | Suspend service  | Suspend service             | Suspend service             | Suspend service              | Normal service                 |  |
| 852Q3003  | Lamma Fisherfolk's Village | G/F, 5 First Street, Sok Kwu Wan, Lamma Island                                   | Normal service   | Suspend service  |                             |                             |                              |                                |  |
| 852U3001  | 新日尚士多                      | Shop Nos. 10, 1/F, Tai Hing Commercial Centre, 1 Tai Hing Street, Tuen Mun       | 11:30-19:00  | Suspend service  | Suspend service             | Suspend service             | Suspend service              | Normal service                 |  |
| 852UA3004 | Wing HING Co               | Shop 5 G/F Hang Cheong Bldg, 40 Pau Cheung Square, Yuen Long, NT                 | Normal service   | Suspend service  | Suspend service             | Suspend service             | Normal service               | Normal service                 |  |
| 852UB3001 | 資料電腦                       | Shop L030, G/F, Tin Yiu Plaza, Tin Shui Wai, NT                                  | 10:30-20:00  | Suspend service  | Suspend service             | Suspend service             | Normal service               | Normal service                 |  |

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

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



## 6. EF Lockers

The following EF Lockers have special delivery arrangement from **25 January 2020 (Saturday) to 2 February 2020 (Sunday)** and the service for other EF Lockers will remain in service. Details are as follow:

| Code       | Store name                          | Address   | Opening Hours  |
|------------|-------------------------------------|---|--|
| H852G014P  | Magic Fun Bowling World             | LG1, Bayview Garden, 633 Castle Peak Road, Tsuen Wan, NT                          | 25 January 2020 (Saturday): 12:00-24:00<br>Normal service will provided from 26 January 2020 (Sunday). |
| H852G055P  | Magic Fun Bowling World Locker No.2 | Locker No.2, LG 1/F, Bayview Garden, Tsuen Wan, NT                                |  |
| H852UA11P  | No. 86 Kam Tin Road                 | G/F, 86 Kam Tin Road, NT  | 25 January (Saturday) to 29 January 2020 (Wednesday): <b>Suspend service</b>                           |
| H852M006P  | Lok's Shop                          | G/F, 53 San Hing Street, Cheung Chau  | 25 January (Saturday) to 2 February 2020 (Sunday): <b>Suspend service</b>                              |
| H852BA002P | Golden Computer Centre              | 1/F, Golden Computer Centre, 94A Yen Chow Street, Sham Shui Po, Kowloon           | 25 January (Saturday) to 27 January 2020 (Monday): <b>Suspend service</b>                              |
| H852DA40P  | Dragon Centre (Sincere)             | Sincere, L3, Dragon Centre, 37K Yen Chow Street, Sham Shui Po, KLN                | 25 January 2020 (Saturday): <b>Suspend Service</b><br>26 January 2020 (Sunday): 12:00-19:00            |
| H852BE67P  | King Wah Centre (Sincere)           | Sincere, L1, King Wah Centre, 620-628 Nathan Road, Mong Kok, KLN                  | 25 January 2020 (Saturday): <b>Suspend Service</b><br>26 January 2020 (Sunday): 12:00-19:00            |
| H852BA39P  | Cheong Lok Building                 | Lift Lobby, 1/F, Cheong Lok Mansion, 199 Cheung Sha Wan Road, Cheung Sha Wan, KLN | 25 January (Saturday) to 28 January 2020 (Tuesday): <b>Suspend service</b>                             |

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





### C. Refrigerated Delivery Service

|  | 23 Jan          | 24 Jan   | 25 Jan          | 26 Jan | 27 Jan | 28 Jan  | 29 Jan   | 30 Jan   | 31 Jan |
|--|-----------------|--|-----------------|--------|--------|---------|--|----------|--------|
|  | Thursday        | Friday*  | Saturday        | Sunday | Monday | Tuesday | Wednesday  | Thursday | Friday |
| <b>Enterprise Refrigerated Delivery &amp; Airport Shipment Service</b> | Suspend service |  |                 |        |        |         |  |          |        |
| <b>Door-to-Door Refrigerated Delivery Service</b>                      | Normal service  | <b>Delivery service only</b><br>( Suspend service for Causeway Bay, Tin Hau Yau Ma Tei, Tsim Sha Tsui, Mong Kok, Prince Edward and Jordan) | Suspend service |        |        |         | Normal service (Suspend service for Tung Chung, Discovery Bay and Ma Wan), Cut-off time: 16:00 |          |        |

\*To avoid frozen parcel(s) residence in SF frozen warehouse. If the frozen parcel(s) are delivered fail on 24 January 2020 (Friday), those parcel(s) will be returned to customer at the same day. Customer should be consider and assume the quality risk caused by the detention.

### D. SF Office, Warehousing and Distribution Services

The following SF Office, Warehousing and Distribution Services have special delivery arrangement during Lunar New Year Holiday. Details are as follow:

| Date  | Office                | Warehouse Service               | Delivery Service   |
|---|-----------------------|---------------------------------|--|
| 24 Jan 2020<br>( Lunar New Year Eve )       | Early closure at 1pm  | Normal Operation<br>09:00-17:30 | Goods will be delivered from 30 Jan onwards<br>by SF delivery team |
| 25-29 Jan 2020<br>(Lunar New Year Holidays) | Service not available |                                 |  |

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



## E. International Shipment Service

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

| Region<br>Date              | Malaysia               | Singapore              | Korea                  | Vietnam                | Brunei                 |
|-----------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| 22 January 2020 (Wednesday) | Normal service         | Normal service         | Normal service         | Normal service         | Normal service         |
| 23 January 2020 (Thursday)  | Normal service         | Normal service         | Normal service         | <b>Suspend service</b> | Normal service         |
| 24 January 2020 (Friday)    | Normal service         | Normal service         | <b>Suspend service</b> | <b>Suspend service</b> | Normal service         |
| 25 January 2020 (Saturday)  | <b>Suspend service</b> | <b>Suspend service</b> | <b>Suspend service</b> | <b>Suspend service</b> | <b>Suspend service</b> |
| 26 January 2020 (Sunday)    | <b>Suspend service</b> | <b>Suspend service</b> | <b>Suspend service</b> | <b>Suspend service</b> | Normal service         |
| 27 January 2020 (Monday)    | <b>Suspend service</b> | <b>Suspend service</b> | <b>Suspend service</b> | <b>Suspend service</b> | Normal service         |
| 28 January 2020 (Tuesday)   | Normal service         | Normal service         | Normal service         | <b>Suspend service</b> | Normal service         |
| 29 January 2020 (Wednesday) | Normal service         | Normal service         | Normal service         | Normal service         | Normal service         |

The above information is for reference only. SF Express might make changes according to the operation condition without prior notice.

## F. SF Next Morning Delivery Service and SF Same Day Delivery Service

SF Next Morning Delivery Service will be suspended from 22 January 2020 (Wednesday) to 30 January 2020 (Thursday). Normal service will be resumed from 31 January 2020 (Friday).

SF Same Day Delivery Service will be suspended from 23 January 2020 (Thursday) to 30 January 2020 (Thursday). Normal service will be resumed from 31 January 2020 (Friday).

## G. Customer Service

Customer Service Hotline (Hong Kong and Macau) have special arrangement from 24 January 2020 (Friday) to 29 January 2020 (Wednesday). Details are as follow:

| Date                               | Service Hours                    |
|------------------------------------|----------------------------------|
| 24 January 2020 to 28 January 2020 | Friday to Tuesday<br>08:00-18:00 |
| 29 January 2020                    | Wednesday<br>08:00-20:00         |

Remarks:

- Pickup Authorization Service in Hong Kong and Macau will be suspended from 24 January (Friday) to 29 January 2019 (Wednesday).
- SF E-Parcel and SF E-Commerce Express will be suspended from 25 January (Saturday) to 29 January 2019 (Wednesday).

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