



21 September 2020

Dear Valued Customer,

Service Arrangement on 2020 National Day and the day following Mid-Autumn Festival

SF Express will provide special delivery arrangement on **National Day (1 October 2020)** and the day following **Mid-Autumn Festival (2 October 2020)** in Hong Kong and Macau. Details are as follows:

A1. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service
Hong Kong & Macau	1 October 2020 (Thursday)	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 October or 2 October 2020)
	2 October 2020 (Friday)		

Remarks:

1. Custom clearance might be delayed due to the special arrangement during National Day and the day following Mid-Autumn Festival. SF Express does not warrant any delivery times; SF shall not be liable for any damages or losses whatsoever arising as a result of any delay.

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 follows:

1. SF Business Station

- **Below SF Business Stations are open on 1 October (Thursday) and 2 October 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
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
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	852UAB	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 open on **1 October (Thursday) and 2 October 2020 (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

Below SF Store will be suspended service on **1 October (Thursday) and 2 October 2020 (Friday)**.

Hong Kong	Code	Address
Chai Wan	852PCL	Workshop 1, 5/F, Trend Centre, 29 Cheung Lee Street, Chai Wan, Eastern District, Hong Kong Island, Hong Kong
Central	852CTLM	Room 1001, 10/F, Century Square, 1-13 D'Aguilar Street, Central, Central and Western District, Hong Kong Island, Hong Kong
Tai O	852GNL	Ground Floor, 7 Tai O Market Street, Tai O, Islands District, New Territories, Hong Kong (Section D of Lot No. 338 in D.D.302 (DD302L 338S.D))

Below SF Stores are open on **1 October (Thursday) and 2 October 2020 (Friday)**. Business Hours: 09:00 - 18:00.

Shipments dropped off during public holidays will be delivered on the next working day.

Hong Kong	Code	Address
Tsim Sha Tsui	852WOPM	Unit No. 8 on 2nd Floor, Wing On Plaza, No. 62 Mody Road, Tsim Sha Tsui, Yau Tsim Mong District, Kowloon, Hong Kong
Hung Hom	852HHSM	Unit 7 & 8 on First Floor, Hunghom Square, No. 37-39 Ma Tau Wai Road, Hung Hom, Kowloon City District, Kowloon, Hong Kong

Other SF Stores are open on **1 October (Thursday) and 2 October 2020 (Friday)**. Business Hours: 12:00-20:00.

Shipments dropped off during public holidays will be delivered on the next working day.

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

3. SF Service Partners

All SF Service Partners (including 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, 新日尚士多, Yuen Tai Stationery, Ball Ball Pet Shop and 資科電腦) will provide normal service on **1 October (Thursday) and 2 October 2020 (Friday)**.^

^The above information is for reference only. Business hours of SF Service Partners might subject to changes without further notice due to retail business operation.

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

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(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



4. EF Lockers

All EF Lockers will provide service on **1 October (Thursday) and 2 October 2020 (Friday)**.

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

C. Refrigerated Delivery Service

Date	Door-to-door Cold Chain Delivery
1 October 2020 (Thursday)	Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00
2 October 2020 (Friday)	

D. SF Office and Warehousing Services

The following SF Office and Warehousing Services have special delivery arrangement during National Day and the day following Mid-Autumn Festival. Details are as follow:

Date	Office	Warehousing Service
1 October 2020 (Thursday)	Service not available	
2 October 2020 (Friday)		

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

E. SF Next Morning Delivery Service, SF Same Day Delivery Service and SF-eship

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

SF Next Morning Delivery service **will be suspended** from **30 September (Wednesday) to 8 October 2020 (Thursday)**. Normal service will be resumed from 9 October 2020 (Friday)

SF-eship service **will be suspended** from **28 September (Monday) to 4 October 2020 (Sunday)**. Normal service will be resumed from 5 October 2020 (Monday)

F. Customer Service

Customer Service Hotline (Hong Kong and Macau) will maintain normal service from **1 October (Thursday) and 2 October 2020 (Friday)**. Details are as follow:

Regions	Service Hours
Hong Kong and Macau	08:00 - 20:00

Remarks:
1. Pickup Authorization Service in Hong Kong and Macau will be suspended on 1 October (Thursday) and 2 October 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