



15 June 2020

Dear Valued Customer,

Service Arrangement on 2020 Tuen Ng Festival and HKSAR Establishment Day Holiday

SF Express will provide special delivery arrangement on **Tuen Ng Festival (25 June 2020)** and **HKSAR Establishment Day Holiday (1 July 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	25 June 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 25 June or 1 July 2020)
Hong Kong	1 July 2020 (Wednesday)		

Remarks:

1. Custom clearance might be delayed due to the special arrangement during Tuen Ng Festival and HKSAR Establishment Day Holiday. 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 25 June 2020 (Thursday) and 1 July 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, 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
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

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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



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

- Below SF Business Stations are open on 25 June 2020 (Thursday). Business Hours: 09:00-18:00; Cut-off Time: 16:00.

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 is open on 25 June 2020 (Thursday) and 1 July 2020 (Wednesday).

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 are open on 25 June 2020 (Thursday) and 1 July 2020 (Wednesday). 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

Below SF Service Partners have special arrangement on 25 June 2020 (Thursday) and 1 July 2020 (Wednesday). Details are as follow:

Store Code	Store Name	Address	Service Arrangement
852U3001	新日尚士多	Shop No. 10, 1/F, Tai Hing Commercial Centre, 1 Tai Hing Street, Tuen Mun	Service Suspended
852PB3001	Ball Ball Pet Shop	Shop B On 1/F Of Block B Walton Estate, Nos, 341-343 Chai Wan Road Hong Kong	Service Suspended

Other 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, Yuen Tai Stationery and 資料電腦) will provide normal service on 25 June 2020 (Thursday) and 1 July 2020 (Wednesday)^

^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.

4. EF Lockers

All EF Lockers will provide service on 25 June 2020 (Thursday) and 1 July 2020 (Wednesday).

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



C. Refrigerated Delivery Service

Date	Enterprise Refrigerated Delivery & Airport Shipment Service	Door-to-Door Refrigerated Delivery Service
25 June 2020 (Thursday)	Service Suspended	Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00
1 July 2020 (Wednesday)		

D. SF Office and Warehousing Services

The following SF Office and Warehousing Services have special delivery arrangement during Tuen Ng Festival and HKSAR Establishment Day Holiday. Details are as follow:

Date	Office	Warehousing Service
25 June 2020 (Thursday)	Service not available	
1 July 2020 (Wednesday)		

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 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 1 July 2020 (Wednesday). Normal service will be resumed from 2 July 2020 (Thursday).

F. Customer Service

Customer Service Hotline (Hong Kong and Macau) will maintain normal service from **25 June 2020 (Thursday) and 1 July 2020 (Wednesday)**. Details are as follow:

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

Remarks:

- Pickup Authorization Service in Hong Kong and Macau will be suspended on 25 June 2020 (Thursday).
- Pickup Authorization Service in Hong Kong will be suspended on 1 July 2020 (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