



17 January 2022

Dear Valued Customer,

Service Arrangement on 2022 Lunar New Year Holiday

SF Express will provide special delivery arrangement on 2022 Lunar New Year Holiday (31 January to 5 February 2022) in Hong Kong and Macau. Details are as follow:

A. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service
Hong Kong & Macau	31 January 2022 (Monday)	<ul style="list-style-type: none"> Cut-off Time: 12:00 Export service to Mainland will be delayed✕ No import and export service between Hong Kong and Macau* 	Remain Normal Service
	1-3 February 2022 (Tuesday to Thursday)	<ul style="list-style-type: none"> Cut-off Time: 16:00 Self-drop off and to-door pick up services are available Export service to Chinese Mainland will be delayed✕ No import and export service between Hong Kong and Macau* 	<ul style="list-style-type: none"> Same Day Delivery Service will not be available+ Only Self-pick up service is available 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 2 February 2022)
	4 February 2022 (Friday)	<ul style="list-style-type: none"> Cut-off Time: 16:00 Export service to Mainland China will be delayed✕ No import and export service between Hong Kong and Macau* 	Resume Normal Service
	5 February 2022 (Saturday)	<ul style="list-style-type: none"> Cut-off Time: 16:00 Export service to Mainland China resume normal✕ No import and export service between Hong Kong and Macau* 	Remain Normal Service

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

* No import and export service between Hong Kong and Macau from 28 January to 5 February 2022.

Remarks: Same day delivery Service will not be provided from 1 February 2022 (Tuesday) to 4 February 2022 (Friday). For details, please contact our Customer Service Hotline.



A1. Chinese New Year Service Surcharge

In order to continue providing stable service quality, from 1 February 2022 (Tuesday) to 3 February 2022 (Thursday), the Chinese New Year Service Surcharge will be applied to shipments collected in specific regions. Details are as follow,

Sender District	Hong Kong Region	Macau Region
Destination	Mainland China, Hong Kong Region, Macau Region and Taiwan Region	
Date	1 February 2022 (Tuesday) to 3 February 2022 (Thursday)	
Service Charge	HKD15 / shipment	MOP 15/ shipment
Customer Types	All customers	

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. If payment is made from a non-originating place, the charge shall be based on the originating place's charging standard and the actual payment amount shall be calculated according to the exchange rate of the place of payment.
4. For the Chinese New Year Service Surcharge of shipment from Mainland China, the website of Mainland China shall be prevail.
5. From 1 January 2022, Peak-Resource Surcharges are applied on shipments from Taiwan Region to Mainland China, Hong Kong and Macau Region, therefore no Chinese New Year Service Surcharge will be charged on shipments from Taiwan region during the Chinese New Year.
6. All charges will resume normal from 4 February 2022 (no Chinese New Year Service Surcharge will be charged).

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

- All SF Business Station will provide service on 31 January 2022 (Monday), Business Hours: 09:00-18:00; Cut-off Time: 12:30.
- Below SF Business Station will provide service on 1 February 2022 (Tuesday) to 3 February 2022 (Thursday). Business Hours: 09:00-18:00; Cut-off Time: 16:00.



Hong Kong	Code	Address
Tai Po	852AA	G/F, North Wing ,1 & 3 Tung Mau Square, Tai Po, Tai Po District, New Territories, 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
Kwun Tong	852CH	G/F, Career and Kenson Industrial Mansion, No. 58 Hung To Road, Kwun Tong, Kwun Tong District, Kowloon, Hong Kong
Kwun Tong	852CAB	Workshop No. 1, G/F, Hung To Industrial Building, No. 80 Hung To Road, Kwun Tong, Kwun Tong 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
Tsim Sha Tsui	852E	Unit A, B & C, G/F, Eu Yan Sang Tower, Nos. 11-15 Chatham Road South, Tsim Sha Tsui, Yau Tsim Mong District, Kowloon · Hong Kong
Kowloon City	852K	Room A2, G/F, Phase 2, Hang Fung Industrial Building, 2G Hok Yuen Street, Hung Hom, Kowloon City District, Kowloon, 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
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
Tsing Yi	852GH	Workshop Nos. 3-5, G/F, Block C, Tsing Yi Industrial Centre Phase 2, Cheung Fai Road, Tsing Yi, Kwai Tsing District, New Territories, Hong Kong
Kowloon Bay	852H	G/F, Block B, Tonic Industrial Centre, No. 19 Lam Hing Street, 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
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
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
Chai Wan	852PB	Workshop B, G/F, Yiko Industrial Building, No. 10 Ka Yip Street, Chai Wan, 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
Tuen Mun	852UAB	Unit A, G/F, Tins' Centre Block I, 3 Hung Cheung Road, Tuen Mun, Tuen Mun District, New Territories, Hong Kong



Tuen Mun	852U	Unit F, G/F, Hoi Cheung Industrial Building, No. 4 Ho Tin Street, Tuen Mun, Tuen Mun 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 during the 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 (Pick-up service is not available)

- All SF Business Station in Hong Kong and Macau resume normal service on 4 February 2022 (Friday). Business Hours: 09:00-18:00; Cut-off Time: 16:00.

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

2. SF Stores

- All SF Stores will maintain service on 31 January 2022 (Monday) and close early at 18:00, shipment sent on this day will take extra 1 day to transit. **Export service to Mainland China will not be provided.**
- Below SF Stores will provide service on 1 February 2022 (Tuesday) to 3 February 2022 (Thursday). Please contact our Customer Service Hotline **one day in advance (before 12:00)** for arrangement to collect your shipment(s) at the mentioned SF Self-Operated Network Points. If you wish to collect your shipment(s) in **different district**, it will take extra day to transit.

Code	Address	1 to 3 February 2022 (Tuesday to Thursday)
852FCL	Shop A5, G/F, Fortune Plaza, 4 On Chee Road, Tai Po, Tai Po District, New Territories, Hong Kong	12:00-20:00
852NDL	G/F, 4 Fu Hing Street, Sheung Shui, North District, New Territories, Hong Kong	
852GLPM	Room 1626, 16/F., Gala Place (Park-In), 56 Dundas Street, Mong Kok, Yau Tsim Mong District, Kowloon, Hong Kong	
852AJL	Shop 229, 2/F, Domain, Yau Tong, Kwun Tong District, Kowloon, Hong Kong	
852HHUM	Shop B28-B31, 1/F Nan Fung Plaza, 8 Pui Shing Road, Tseung Kwan O, Sai Kung District, New Territories, Hong Kong	
852Z101	Shop 340, Level 3, The Lohas, No.1 Lohas Park Road, Tseung Kwan O, N.T. 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



852DDL	No.143 Castle Peak Road, Sham Shui Po, Sham Shui Po District, Kowloon, Hong Kong
852KEL	Shop Nos. 9A and 9B in the 1st Basement, Site 12, Whampoa Garden, Hunghom, Kowloon City District, Kowloon, Hong Kong
852FSL	Shop G41, G/F, Fortune City One Plus, Pak Tak Street, Sha Tin, Sha Tin District, New Territories, Hong Kong
852FDL	Shop No. G-3/68B, G/F, MOSTown Street, Ma On Shan, Sha Tin District, New Territories, Hong Kong
852GDL	Unit Nos. 638 & 639 on 6/F of Nan Fung Centre 264-298 Castle Peak Road Tsuen Wan & 64-98 Sai Lau Kok Road Tsuen Wan New Territories
852HDL	Shop 2, LG/F, Wah Lai House, 153-155, Po Kong Village Road, Tsz Wan Shan, Wong Tai Sin District, Kowloon, Hong Kong
852HBL	Shop 209, 1/F, Tak Bo Mall, 3 Ngau Tau Kok Road, Kowloon Bay, Kwun Tong District, Kowloon, Hong Kong
852LAL	Shop G16, G/F, Hang King Garden, 9 Wing Fong Road, Kwai Chung, Kwai Tsing District, New Territories, Hong Kong
852MAL	Shop C, G/F, Shun Cheong Building, 28 Hau Wo Street, Kennedy Town, Sai Wan, Central and Western District, Hong Kong Island, Hong Kong
852NPTM	Shop 8, G/F, Fung Full Plaza, 480 King's Road, North Point, Eastern District, Hong Kong Island, Hong Kong
852TCL	Shop A on G/F, Fortune Mansion, Nos. 57-63 Main Street Ap Lei Chau, Nos. 14-24 Hung Shing Street, Ap Lei Chau, Southern District, Hong Kong Island, Hong Kong
852FBL	Shop Nos. 24 & 25, G/F, Tin Shui Shopping Centre, Tin Shui Estate, Tin Shui Wai, New Territories, Hong Kong
852FGL	Shop 7 on G/F, Tai Fook G & S Building, Nos. 57 Kin Tak Street, Yuen Long, Yuen Long District, New Territories, Hong Kong
852FAL	Shop 36, G/F, Waldorf Garden, 1 Tuen Lee Street, Tuen Mun, Tuen Mun District, New Territories, Hong Kong

- All SF Stores will maintain normal services from 4 to 6 February 2022 (Friday to Sunday). Business hours: 12:00-20:00; Cut-off time: 15:00.
- The below SF Stores will close on 6 February 2022 (Sunday).

Code	Address
852PCL	Workshop 1, 5/F, Trend Centre, 29 Cheung Lee Street, Chai Wan, Eastern District, Hong Kong Island, Hong Kong
852CTLM	Room 1001 on the 10th Floor, Century Square, 1-13 D'Aguilar Street, Central, Central and Western District, Hong Kong Island, Hong Kong
852Z151	Unit 708, 7/F, Prosperity Place, No. 6 Shing Yip Street, Kwun Tong, Kwun Tong District, Kowloon, Hong Kong

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



3. SF Service Partners

Below SF Service Partners have special arrangement from **1 February 2022 (Tuesday) to 3 February 2022 (Thursday)**.

Details are as follow:

Service Partners	Service	Service arrangement
Circle K Convenience Stores	Self Pick-up	Maintain Normal service (Branches opening hours may change will based on announcement of the Circle K Convenience Store)
7-Eleven Convenience Stores	Self Pick-up	1 to 3 February 2022 (Tuesday to Thursday) Opening hours: 10:00 – 18:00 Maintain normal service on other days
Shell Station	Self Pick-up	Maintain Normal service

Other SF Service Partners

Please [click here](#) for 2022 Lunar New Year service arrangement of other SF Service Partners, the information is only for reference, business hours of SF Service Partners might fluctuate due to business operation.

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

4. SF Lockers

The following SF Lockers have special delivery arrangement **during the Lunar New Year Holiday** and the service for other SF Lockers will maintain normal. Details are as follow:

Code	Name	Address	Opening Hours
H852G053P	Coastal Skyline	Club House, G/F, Coastal Skyline, Tung Chung, Islands District, New Territories, Hong Kong	Close on 31 January After 17:00 Close on 1 February Open on 2 February at 12:00 – 20:00 Only
H852Q004P	Goodman Interlink	25/F, Goodman Interlink, 39 Tsing Yi Road, Tsing Yi, Kwai Ching District, New Territories, Hong Kong (SF Locker- Only for staff of SF Supply Chain Hong Kong)	Close on 1 to 3 February (Tuesday to Thursday)
H852BA02P	Golden Computer Centre	1/F, Golden Computer Centre, 94A Yen Chow Street, Sham Shui Po, Sham Shui Po District, Kowloon, Hong Kong	Close on 1 to 3 February (Tuesday to Thursday)
H852M006P	Lok's Shop	G/F, 53 San Hing Street, Cheung Chau, Islands District, New Territories, Hong Kong	Close on 1 to 5 February (Tuesday to Saturday)
H852P086P	Shue Yan University	LG1/F Staircase, Shue Yan University Research Comple, North Point, Eastern District, Hong Kong (SF Locker - Only for staff and students)	Close on 1 to 6 February (Tuesday to Sunday)

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

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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



C. 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	Warehouse Service	Delivery Service
31 January 2022 (Lunar New Year Eve)	Normal Operation 09:00-17:30	Goods will be delivered from 4 February 2022 onwards by SF delivery team
1-3 February 2022 (Lunar New Year Holiday)	Service not available	

Please kindly contact (852) 3902 7457 if you have any questions or special needs on outbound service.

D. International Shipment Service

Service of international shipment will remain normal during the Lunar New Year Holiday.

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

E. SF eship Services

SF eship will have service suspension from 28 January 2022 (Friday) till 4 February 2022 (Friday). Service will resume normal from 5 February 2022 (Saturday).

F. Customer Service

Customer Service Hotline (Hong Kong and Macau) have special arrangement from 31 January 2022 (Monday) to 6 February 2022 (Sunday). Details are as follow:

Date	Service Hours
31 January to 3 February 2022	Monday to Thursday 08:00-18:00
4 to 6 February 2022	Friday to Sunday 08:00-20:00

Remarks:

1. Pickup Authorization Service in Hong Kong and Macau will be suspended from 31 January (Monday) to 3 February (Thursday) 2022.

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