



Dear Valued Customer,

Service Arrangement on 2022 Macau S.A.R. Establishment Day, Christmas and 2023 New Year Holidays

SFHK will provide special delivery arrangement on Macau Special Administrative Region Establishment Day (20 December 2022), Christmas Holidays (25 to 27 December 2022) and New Year Holidays (1 to 2 January 2023) in Hong Kong and Macau. Details are as follow:

A. Door-to Door Pickup & Delivery Service

Date	District	Pickup Service	Delivery Service
20 December 2022 (Tuesday)	Macau	Cut-off Time: 16:00	<ul style="list-style-type: none">• Same Day Delivery Service will not be 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 25 December 2022)
25 December 2022 (Sunday)	Hong Kong and Macau	Cut-off Time: 16:00	
26 December 2022 (Monday)	Hong Kong	Cut-off Time: 16:00	Normal Service
	Macau	Cut-off Time: 19:00	
27 December 2022 (Tuesday)	Hong Kong	Cut-off Time: 16:00	Normal Service
	Macau	Cut-off Time: 19:00	Normal Service
1 to 2 January 2023 (Sunday to Monday)	Hong Kong and Macau	Cut-off Time: 16:00	<ul style="list-style-type: none">• Same Day Delivery Service will not be 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 January 2023)

Remarks:

1. Custom clearance might be delayed due to special arrangement during the holidays.



B. Pickup Service & Delivery Service at SF Service Network

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

1. SF Business Station

- **Below Macau SF Business Stations** maintain service on Macau Special Administrative Region Establishment Day (20 December 2022), Christmas Holidays (25 December 2022) and New Year Holidays (1 to 2 January 2023). 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
Taipa	853AA	Block B, G/F, Va Nam Industrial Building, Nos. 522-568 Av. Olimpica, Taipa, Macau

- **Below Hong Kong SF Business Stations** maintain service on Christmas Holidays (25 to 26 December 2022) and New Year Holidays (1 to 2 January 2023). Business Hours: **09:00-18:00**; Cut-off Time: **16:00**.
- **All Hong Kong SF Business Stations** maintain normal service on 27 December 2022. Business Hours: **09:00-20:00**; Cut-off Time: **16:00**.

Hong Kong	Code	Address
Tai Po	852AA	G/F, North Wing ,1&3 Tung Mau Square, Tai Po, N.T.
Mongkok	852BD	Shop A & Shop B1, G/F, Fook Hong Mansion, No. 17-19 Fuk Tsun Street, Kowloon
Kwun Tong	852C	Room B, G/F, Fung Yip Industrial Building, 170 Wai Yip Street, Kwun Tong, Kowloon
Kwun Tong	852CAB	Workshop No. 1, G/F, Hung To Industrial Building, No. 80 Hung To Road, Kwun Tong, Kwun Tong District,
Lai Chi Kok	852D	Unit A, G/F, Shun Cheung Industrial Building, 24 & 26 Wing Hong Street, Lai Chi Kok, Kowloon
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
Hung Hom	852K	Room A2, G/F, Phase 2, Hang Fung Industrial Building, 2G Hok Yuen Street, Hung Hom, Kowloon City
Shatin	852FE	Room E, G/F, Yue Cheung Centre, 1-3 Wong Chuk Yeung Street, Sha Tin, N.T.
Tsuen Wan	852G	Room 7&8B, G/F, Thriving Industrial Centre, 26-38 Sha Tsui Road, Tsuen Wan, N.T.
Tsuen Wan	852GH	Workshop Nos. 3-5, G/F, Block C, Tsing Yi Industrial Centre Phase 2, Cheung Fai Road, Tsing Yi, N. T.
Kowloon Bay	852H	G/F, Block B, Tonic Industrial Centre, No. 19 Lam Hing Street, Kowloon Bay, Kwun Tong District, Kowloon
San Po Kong	852J	Ground Floor, Fuk Wo Industrial Building, No.5 Sheung Hei Street, San Po Kong, Kowloon
Kwai Chung	852L	Workshop C, G/F, Ching Cheong Industrial Building, 1-7 Kwai Cheong Road, Kwai Chung, N.T.
Sheung Wan	852M	Shop A, G/F, Man Lok Building, 91 Bonham Strand & 117 Wing Lok Street, Sheung Wan, Hong Kong
Chai Wan	852PB	Workshop B, G/F, Yiko Industrial Building, No. 10 Ka Yip Street, Chai Wan, Eastern District, Hong Kong
Wan Chai	852T	Shop A & B, G/F, Man Shek Building, 404-406 Jaffe Road, Wan Chai



Tuen Mun	852U	Unit F, G/F, Hoi Cheung Industrial Building, No. 4 Ho Tin Street, Tuen Mun, Tuen Mun District, N.T.
Yuen Long	852UAA	Unit 12C, G/F, Lai Sun Yuen Long Centre, No.27 Wang Yip Street East, Yuen Long, Yuen Long District, New Territories, Hong Kong
Yuen Long	852UAB	Unit no. F, G/F, Hung Wai Industrial Building, Nos.1-5 Hi Yip Street West, Yuen Long, New Territories, Hong Kong

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

2. SF Stores

All SF Stores will maintain service in holiday operations on Christmas Holidays (25 to 27 December 2022) and New Year Holidays (1 to 2 January 2023). Shipments dropped off during the public holiday will be delivered on the next working day.

- Below SF Business Station will maintain normal service during the holidays.

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 Store.

3. SF Service Partners

Please [click here](#) for the special delivery arrangement^ on Christmas Holidays (25 to 27 December 2022) and New Year Holidays (1 to 2 January 2023).

^The above information is only for reference. 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. SF Lockers

All SF Lockers will maintain normal service during the holidays.

The above information is for reference only. Business hours of SF Lockers might fluctuate due to venue operating adjustments.

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



C. SF Warehousing and Distribution Services

The following SF Office and Warehousing Services have special delivery arrangement on Christmas Holidays (25 to 27 December 2022) and New Year Holidays (1 to 2 January 2023). Details are as follow:

Date	Office	Warehousing Service
25 to 27 December 2022 (Sunday to Tuesday) and 1 to 2 January 2023 (Sunday to Monday)	Service not available	Goods will be delivered from 28 December 2022 (Wednesday) and 3 January 2023 (Tuesday) onwards by SF delivery team

D. Customer Service

The service hours of Hong Kong and Macau Customer Service Hotline will be adjusted during the holidays as below:

District	Date	Service Hours
Hong Kong and Macau	20 December 2022 (Tuesday) (Macau)	08:00-20:30
	25 to 27 December 2022 (Sunday to Tuesday)	08:00-20:00
	1 to 2 January 2023 (Sunday to Monday)	

Remarks:

- Pickup Authorization Service in Macau is not available on Macau Special Administrative Region Establishment Day (20 December 2022), Christmas Holidays (25 December 2022) and New Year Holidays (1 to 2 January 2023).
- Pickup Authorization Service in Hong Kong is not available on Christmas Holidays (25 to 26 December 2022) and New Year Holidays (1 to 2 January 2023).

For further enquiries, please contact our Customer Service Hotline at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau); WhatsApp (852) 5232 3333; Facebook Messenger: sfexpresshk; WeChat: SF_Express-HK.

Yours faithfully,

S.F. Express (Hong Kong) Limited