



15 September 2023

Dear Valued Customer,

## Service Arrangement on 2023 Chinese Mid-Autumn Festival and National Day

SF Express will provide special delivery arrangement on the second day following the Chinese Mid-Autumn Festival and National Day (30 September to 2 October 2023) 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	30 September 2023 (Saturday)	Cut-off Time: 16:00	<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), you can make reservations or change their delivery date by calling our customer service hotline, or specify the below information on the waybill:<ul style="list-style-type: none"><li>- Valid "contact no." and "mobile no." of the recipient</li><li>- Exact delivery date marked in "Remark" field (e.g. Please deliver on 30 September 2023)</li></ul></li></ul>
	1 October 2023 (Sunday)		
Hong Kong	2 October 2023 (Monday)		

Remarks: Custom clearance might be delayed due to the special arrangement during 2023 Chinese Mid-Autumn Festival and National Day Holiday.

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

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

#### 1. SF Business Station

- **Below SF Business Stations will maintain service from 30 September to 2 October 2023 (Saturday to Monday). 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	852C	Room B, G/F, Fung Yip Industrial Building, No. 170 Wai Yip Street, 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
Yuen Long	852UAB	Unit no. F, G/F, Hung Wai Industrial Building, Nos.1-5 Hi Yip Street West, Yuen Long, Yuen Long District, New Territories, Hong Kong
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
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

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

## 2. SF Stores

All SF Stores will maintain holiday business hours from **30 September to 2 October 2023 (Saturday to Monday)**.  
Cut-off time 15:00.

- Below service point will **maintain normal service**.

順豐速運(香港)有限公司  
S.F. EXPRESS (HONG KONG) LIMITED  
9/F, Asia Logistics Hub – SF Centre  
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Tsing Yi, Hong Kong  
香港青衣青衣航運路36號  
亞洲物流中心 - 順豐大廈9樓  
www.sf-express.com

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



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)

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

### 3. SF Service Partners

Please [click here](#) for the service arrangements of SF Service Partners during **Mid-Autumn Festival and National Day**, 30 September to 2 October 2023 (Saturday to Monday).

The information is for reference only. 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 provide normal service during **Mid-Autumn Festival and National Day**, 30 September to 2 October 2023 (Saturday to Monday). \*

\* 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. Cold Chain Delivery Service

Date	Drop-off Service	Delivery Service
30 September to 2 October 2023 (Saturday to Monday)	Cut-off Time: 16:00	Normal Service

^Cold Chain credit account customers are welcome to enjoy the Cold Chain Delivery Service at designated SF self-operated network points.

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S.F. EXPRESS (HONG KONG) LIMITED  
9/F, Asia Logistics Hub – SF Centre  
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香港青衣青衣航運路36號  
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財務部傳真 Finance Department Fax  
(852) 2670 8530



^ Designated SFHK self-operated network points are [SF Business Station](#) and [SF Store](#) with Frozen/Chilled Pickup Service.

## D. SF Warehousing and Distribution Services

The Warehousing Services will have special delivery arrangement during **Mid-Autumn Festival and National Day**, 30 September to 2 October 2023 (Saturday to Monday). Details are as follow:

Date	Warehousing Service	Delivery Service
30 September to 2 October 2023 (Saturday to Monday).	Service not available	Goods will be delivered from 3 October 2023(Tuesday)onwards by SF delivery team

## E. Customer Service

Customer Service Hotline (Hong Kong and Macau) will have special arrangement during **Mid-Autumn Festival and National Day**, 30 September to 2 October 2023 (Saturday to Monday).Details are as follow:

Regions	Date	Service Hours
Hong Kong and Macau	30 September to 2 October 2023 (Saturday to Monday)	08:00 - 20:00

Remarks: Pickup Authorization Service in Hong Kong will be suspended on the day after the **Mid-Autumn Festival and the National Day holiday from September 30 to October 2, 2023 (Saturday to Monday)**. Pickup Authorization Service in Macau will be suspended on the day after the **Mid-Autumn Festival and the National Day from September 30 to October 1, 2023 (Saturday to Sunday)**.

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: SFEXPRESS HK; WeChat: SF\_Express-HK.

Yours faithfully,

S.F. Express (Hong Kong) Limited