



11 January 2023

Dear Valued Customer,

Service Arrangement on 2023 Chinese New Year Holiday

SFHK will provide special delivery arrangement on 2023 Chinese New Year Holiday (21 to 27 January 2023) in Hong Kong and Macau regions. Details are as follow:

A. To-Door Pickup & Delivery Service

Date	Area	Pickup Service	Delivery Service
21 January 2023 (Saturday)	Hong Kong and Macau Regions	<ul style="list-style-type: none"> Cut-off Time: 12:00 Export service to the Mainland will be delayed✕ No import and export service between Hong Kong and Macau regions* 	<ul style="list-style-type: none"> Remain Normal Service
22 to 24 January 2023 (Sunday to Tuesday)		<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 the Mainland will be delayed✕ No import and export service between Hong Kong and Macau regions* 	<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 "Remarks" field (e.g. Please deliver on 22 January 2023)
25 January 2023 (Wednesday)	Hong Kong Region	<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 the Mainland will be delayed✕ 	<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 "Remarks" field (e.g. Please deliver on 25 January 2023)
	Macau Region	<ul style="list-style-type: none"> Cut-off Time: 16:00 Import and export service between Hong Kong and Macau regions resume normal 	<ul style="list-style-type: none"> Remain Normal Service



26 to 27 January 2023 (Thursday to Friday)	Hong Kong and Macau Regions	<ul style="list-style-type: none"> • Cut-off Time: 16:00 • Export service to the Mainland resume normal[×] • Import and export service between Hong Kong and Macau regions resume normal 	<ul style="list-style-type: none"> • Remain Normal Service • Same Day Delivery Service will not be available
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[×]Custom clearance might be delayed due to the special arrangement during Chinese New Year Holiday. We apologize for any inconvenience caused.

^{*} No import and export service between Hong Kong and Macau from 18 to 24 January 2023 (Wednesday to Tuesday).

1. Same day delivery Service will not be provided from 22 to 27 January 2023 (Sunday to Friday).
2. Export service from Hong Kong and Macau to Taiwan will be suspended from 18 to 28 January 2023 (Wednesday to Saturday).

A1. Temporary Emergency Surcharge during 2023 Chinese New Year

In order to continue providing stable and quality services, a Temporary Emergency Surcharge will apply to shipments sending from the following regions during the period from 22 to 25 January 2023 (the first day to the fourth day of the Chinese New Year). Details are as follows:

Sender District	Hong Kong Region	Macau Region
Destination	Hong Kong and Macau Region	
Date	22 January 2023 to 25 January 2023 (Sunday to Wednesday)	
Service Charge	HKD15 / shipment	MOP15 / shipment
Customer Types	All customers	

- Remarks:
1. If the shipping date is within the above charaina period, a Temporary Emergency Surcharge will apply;
 2. The Temporary Emeraencv Surcharae is based on each shipment;
 3. The freight and the Temporary Emeraencv Surcharae must share the same payment method
 4. The Temporary Emeraencv Surcharae for Hong Kong and Macau regions to Mainland China, Taiwan region and international reaion remains unchanged;
 5. For the charaina standards and details of Temporary Emeraencv Surcharae for import shipments to Hong Kong and Macau reaions, please refer to the SF official website of where the shipment oridainates;
 6. All charges will resume normal from 26 January 2023 (no Temporary Emergency Surcharge will apply on shipments sent locally and between Hong Kong and Macau regions).



B. Pickup Service & Delivery Service at SF Network

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

1. SF Business Station

Macau

- All SF Business Stations in Macau will provide service on 21 January 2023 (Saturday), Business Hours: 09:00-18:00; Cut-off Time: 12:00.
- Below SF Business Station will provide drop-off and pick-up service on 22 to 24 January 2023 (Sunday to Tuesday). 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

- All SF Business Station in Macau will provide service from 25 to 27 January 2023 (Wednesday to Friday), Business Hours: 09:00-18:00; Cut-off Time: 16:00.
- All SF Business Station in Macau resume normal service from 28 January 2023.

Hong Kong

- All SF Business Stations in Hong Kong will provide service on 21 January 2023 (Saturday), Business Hours: 09:00-18:00; Cut-off Time: 12:00.
- And below SF Business Stations will provide drop-off and pick-up service on 22 to 25 January 2023 (Sunday to Wednesday). 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	852U	Unit F, G/F, Hoi Cheung Industrial Building, No. 4 Ho Tin Street, Tuen Mun, Tuen Mun District, New Territories, Hong Kong
Tuen Mun	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	852UAB	Unit A, G/F, Tins' Centre Block I, 3 Hung Cheung Road, Tuen Mun, Tuen Mun District, New Territories, Hong Kong

- All SF Business Station in Hong Kong will provide service from 26 to 27 January 2023 (Thursday to Friday), Business Hours: 09:00-18:00; Cut-off Time: 16:00.
- All SF Business Station in Hong Kong resume normal service from 28 January 2023.

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



2. SF Stores

- Below SF Store will provide normal service during 2023 Chinese 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 Stores will maintain service on **21 January 2023 (Saturday)** and close early at **18:00**, cut-off time: **15:00**, shipment sent on this day will take extra 1 day to transit. **Export service to the Mainland will be suspended.**
- Below SF Stores will provide service on **22 to 25 January 2023 (Sunday to Wednesday)**, cut-off time: **15:00**. Please contact our Customer Service Hotline **one day in advance (before 12:00)** for arrangement to collect your shipment(s) at the mentioned SF Stores. If you wish to collect your shipment(s) in **different district**, it will take extra day to transit.

Code	Address	22 to 25 January 2023 (Sunday to Wednesday)
852FCL	Shop A5, G/F, Fortune Plaza, 4 On Chee Road, Tai Po, Tai Po District, New Territories, Hong Kong	12:00-18:00
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	
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, Hung Hom, 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, Tsuen Wan District, New Territories, 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 26 to 27 January 2023 (Thursday to Friday). Business hours: 12:00-20:00; Cut-off time: 16:00.

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

3. SF Service Partners

Below SF Service Partners have special arrangement from 22 to 25 January 2023 (Sunday to Wednesday). 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	22 to 25 January 2023 (Sunday to Wednesday) Opening hours: 10:00-18:00 Maintain normal service on other days
Shell Station	Self Pick-up	Maintain Normal service

KE Lockers

All KE Lockers will suspend services from 20 January to 25 January 2023. Service will resume normal on 26 January 2023.

Other SF Service Partners

Please [click here](#) for 2023 Chinese New Year service arrangement of other SF Service Partners, the information is for reference only, 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 2023 Chinese New Year Holiday** and the service of other SF Lockers will maintain normal. Details are as follow:

Code	Name	Address	Opening Hours
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 22 to 25 January 2023 (Sunday to Wednesday)
H852G053P	Coastal Skyline	Club House, G/F, Coastal Skyline, Tung Chung, Islands District, New Territories, Hong Kong (SF Locker - Only for residents)	<ul style="list-style-type: none"> Close early at 17:00 on 21 January 2023 (Saturday) Close on 22 January 2023 (Sunday) Maintain service from 12:00 to 20:00 on 23 January 2023 (Monday)
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 22 to 24 January 2023 (Sunday to Tuesday)
H852M006P	Lok's Shop	G/F, 53 San Hing Street, Cheung Chau, Islands District, New Territories, Hong Kong	Close on 22 to 26 January 2023 (Sunday to Thursday)
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 22 to 25 January 2023 (Sunday to Wednesday)

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

C. Cold Chain Delivery Service

Date	Drop-off Service	Delivery Service
21 January 2023 (Saturday)	<ul style="list-style-type: none"> Cut-off Time: 14:00 	Normal Service
22 to 25 January 2023 (Sunday to Wednesday)	<ul style="list-style-type: none"> Cut-off Time: 14:00 Temporary Emergency Surcharge will be applied during this period 	Normal Service

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

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



D. Warehousing and Distribution Services

The Warehousing and Distribution Services will have special delivery arrangement during 2023 Chinese New Year Holiday. Details are as follow:

Date	Warehouse Service	Delivery Service
21 January 2023 (Saturday)	Normal Operation 09:00-16:00	Goods will be delivered from 26 January 2023 (Thursday) onwards by SF delivery team
22 to 25 January 2023 (Sunday to Wednesday)	Service not available	

E. International Shipping Service

The International shipping service will remain normal during 2023 Chinese New Year holiday.

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

F. SF-eship and E-commerce Standard Express Services

SF-eship and E-commerce Standard Express Service will have service suspension from 15 to 25 January 2023 (Sunday to Wednesday). Service will resume normal from 26 January 2023 (Thursday).

G. Customer Service

Customer Service Hotline (Hong Kong and Macau) have special arrangement from 21 to 25 January 2023 (Saturday to Wednesday). Details are as follow:

Date	Service Hours
21 to 25 January 2023 (Saturday to Wednesday)	08:00-18:00

Remarks:

1. Pickup Authorization Service in Hong Kong and Macau will be suspended from 21 to 25 January 2023 (Saturday to Wednesday).

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