



20 March 2023

Dear Valued Customer,

### Service Arrangement on 2023 Ching Ming Festival and Easter Holidays

SF Express will provide special delivery arrangement on 2023 Ching Ming Festival and Easter Holidays (5 April 2023, 7 to 10 April 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	5 April 2023 (Wednesday)	Cut-off Time: 16:00	<ul style="list-style-type: none"><li>Same Day Delivery Service will not be available.</li><li>If you wish to deliver your shipment(s), please 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 5 April 2023)</li></ul></li></ul>
	7 April 2023 (Friday)	Cut-off Time: 19:00	<ul style="list-style-type: none"><li>Same Day Delivery Service will not be available.</li><li>Other delivery service will maintain normal.</li></ul>
	8 April 2023 (Saturday)	Cut-off Time: 16:00	<ul style="list-style-type: none"><li>Same Day Delivery Service will not be available.</li><li>Other delivery service will maintain normal.</li></ul>
	9 April 2023 (Sunday)	Cut-off Time: 16:00	<ul style="list-style-type: none"><li>Same Day Delivery Service will not be available.</li><li>If you wish to deliver your shipment(s), please 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 9 April 2023)</li></ul></li></ul>
	10 April 2023 (Monday)	Cut-off Time: 19:00	<ul style="list-style-type: none"><li>Same Day Delivery Service will not be available.</li><li>Other delivery service will maintain normal.</li></ul>

Remarks: Custom clearance might be delayed due to the special arrangement during Ching Ming Festival and Easter 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 on 5 April (Wednesday) and 9 April 2023 (Sunday). Business Hours: 09:00-18:00; Cut-off Time: 16:00.
- All SF Business Stations maintain service on 8 April 2023 (Saturday). Business Hours: 09:00-20:00; Cut-off Time: 16:00.
- All SF Business Stations maintain service on 7 April (Friday) and 10 April 2023 (Monday). Business Hours: 09:00-20:00; Cut-off Time: 19:00.

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

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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



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
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

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

## 2. SF Stores

All SF Stores will maintain holiday business hours on **5 April (Wednesday), 7 to 10 April 2023 (Friday to Monday)**.  
Cut-off time 15:00.

- Below service point will maintain normal service during the 2023 Ching Ming Festival and Easter 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 (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 **2023 Ching Ming Festival and Easter Holidays, 5 April (Wednesday), 7 to 10 April 2023 (Friday 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.

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財務部傳真 Finance Department Fax  
(852) 2670 8530



## 4. SF Lockers

All SF Lockers will provide normal service during 2023 Ching Ming Festival and Easter Holidays, 5 April (Wednesday), 7 to 10 April 2023 (Friday 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
5 April 2023 (Wednesday), 15 to 18 April 2023 (Friday to Monday)	<ul style="list-style-type: none"><li>Cut-off Time: 16:00</li></ul>	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. SF Warehousing and Distribution Services

The Warehousing Services will have special delivery arrangement during 2023 Ching Ming Festival and Easter Holidays, 5 April (Wednesday), 7 to 10 April 2023 (Friday to Monday). Details are as follow:

Date	Warehousing Service	Delivery Service
5 April 2023 (Wednesday) & 7 to 10 April 2023 (Friday to Monday)	Service not available	Goods will be delivered from 6 April 2023 (Thursday) and 11 April 2023 (Tuesday) onwards by SF delivery team

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E. Customer Service

Customer Service Hotline (Hong Kong and Macau) will have special arrangement during 2023 Ching Ming Festival and Easter Holidays, 5 April (Wednesday), 7 to 10 April 2023 (Friday to Monday). Details are as follow:

Regions	Date	Service Hours
Hong Kong and Macau	5 April 2023 (Wednesday) & 7 to 10 April 2023 (Friday to Monday)	08:00 - 20:00

Remarks: Pickup Authorization Service in Hong Kong and Macau will be suspended on 5 April (Wednesday), 7 to 10 April 2023 (Friday to Monday).

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