



17 October 2023

Dear Valued Customer,

### Service Arrangement on 2023 Double Ninth Festival Holiday

SF Express will provide special delivery arrangement on the Double Ninth Festival Holiday (23 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	23 October 2023 (Monday)	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 23 October 2023)</li></ul></li></ul>

Remarks: Custom clearance might be delayed due to the special arrangement during 2023 Double Ninth Festival 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 23 October 2023 (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

順豐速運(香港)有限公司  
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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



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
<b>Macau</b>	<b>Code</b>	<b>Address</b>
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 from **23 October 2023 (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  
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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 **Double Ninth Festival Holiday , 23 October 2023 (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 **Double Ninth Festival Holiday , 23 October 2023 (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
23 October 2023 ( Monday)	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>- <b>Valid “contact no.” and “mobile no.”</b> of the recipient</li><li>- Exact delivery date marked in “Remark” field (e.g. Please deliver on 23 October 2023)</li></ul></li></ul>

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(852) 2670 8530



^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 **Double Ninth Festival Holiday , 23 October 2023 ( Monday)**. Details are as follow:

Date	Warehousing Service	Delivery Service
23 October 2023 ( Monday).	Service not available	Goods will be delivered from 24 <b>October 2023</b> (Tuesday)onwards by SF delivery team

## E. Customer Service

Customer Service Hotline (Hong Kong and Macau) will have special arrangement during **Double Ninth Festival Holiday , 23 October 2023 ( Monday)**.Details are as follow:

Regions	Date	Service Hours
Hong Kong and Macau	23 <b>October 2023</b> (Monday)	08:00 - 20:00

Remarks: Pickup Authorization Service in Hong Kong will be suspended on the day after the **Double Ninth Festival Holiday ,23 October, 2023 (Monday)**. Pickup Authorization Service in Macau will be suspended on the day after the **Double Ninth Festival Holiday , 23 October, 2023 (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