



8 May 2024

Dear Valued Customer,

Service Arrangement on 2024 Buddha' s Birthday Day Holidays

SF Express will provide special delivery arrangement on 2024 Buddha' s Birthday Holidays(15 May 2024) in Hong Kong. Details are as follow:

A. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service
Hong Kong	15 May 2024 (Wednesday)	Cut-off Time: 16:00	-Same Day Delivery Service will not be available -If you wish to deliver your shipment(s),You need to call the customer service hotline one working day in advance, or indicate the holiday delivery date and the valid contact information of the recipient on the waybill.

Remarks: Custom clearance might be delayed due to the special arrangement during 2024 Buddha' s Birthday Holidays.

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

19 SF Business Station in Hong Kong will maintain services according to holiday business hours on 15 May.

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

2. SF Stores

All SF Stores will maintain holiday business hours on 15 May. Cut-off time 15:00.

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

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 and SF Lockers

Please [click here](#) for the service arrangements of SF Service Partners during 2024 Buddha's Birthday Day Holidays^

^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.

All SF Lockers will provide normal service during 2024 Buddha's Birthday Day 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 Service, Cold Chain Warehousing and Distribution Service

The Warehousing Services and Cold Chain Warehousing Services will have special delivery arrangement on 15 May 2024. Details are as follow:

Date	Warehousing and Cold Chain Warehousing Service	Delivery Service	Cold Chain Delivery Service
15 May	Service not available	Goods will be delivered from 16 May 2024 (Thursday) onwards by SF delivery team	

Cold chain delivery service is consistent with local delivery service arrangements during the 2024 Buddha's Birthday Day Holidays. Customers are welcome to enjoy the Cold Chain Delivery Service at designated SF self-operated network points.

D. Other Service

Customer Service Hotline (Hong Kong and Macau) service hours will have special arrangement during the Buddha's Birthday holiday.

Regions	Date	Service Hours
Hong Kong and Macau	15 May 2024	08:00 - 20:00

Remarks:

1. Pickup Authorization Service in Hong kong will be suspended on 15 May 2024.

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