



26 January 2024

Dear Valued Customer

Service Arrangement During 2024 Chinese New Year

SFHK will provide special delivery arrangement during 2024 Chinese New Year (9 to 18 February) in Hong Kong and Macau. Details are as follows :

A. To-Door Pickup & Delivery Service

Area	Date	Pickup Service	Delivery Service	Customer service Hotline
Hong Kong and Macau	9 February 2024 (Friday)	<ul style="list-style-type: none"> Cut-off Time: 12:00 	<ul style="list-style-type: none"> Remain Normal Service Same Day Delivery Service as usual 	Service hours 08:00 - 18:00
	10 February 2024 (Saturday) To 13 February 2024 (Tuesday)	<ul style="list-style-type: none"> Cut-off Time:16:00 Self-drop off and to-door pick up services are available Shipping to Mainland China, Hong Kong Region, Macau Region and Taiwan Region ,Chinese New Year Surcharge will be charged of HKD/MOP 15 per shipment. 	<ul style="list-style-type: none"> Self pick up and to-door delivery services are available Same Day Delivery 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. 	Service hours 08:00-18:00
	14 February 2024 (Wednesday) To 17 February 2024 (Saturday)	<ul style="list-style-type: none"> Cut-off Time:16:00 Remain Normal Service 	<ul style="list-style-type: none"> Remain Normal Service Same Day Delivery Service will not be available 	Service hours Monday to Friday 08:00 – 20:30 Saturday to Sunday 08:00 – 20:00
	18 February 2024 (Sunday)	<ul style="list-style-type: none"> Cut-off Time:16:00 	<ul style="list-style-type: none"> 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. 	
	18 February 2024 (Monday)	<ul style="list-style-type: none"> All services return to normal 		

Remark:

1. Due to customs clearance holiday arrangements at different ports, cross-border delivery services may be adjusted due to customs clearance time.
2. No import and export service between Hong Kong and Macau from 10 to 13 February 2024.
3. Export service from Hong Kong and Macau to Taiwan will be suspended from 6 to 13 February 2024.

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 and SF Store

- Below 19 SF Business Stations and 19 SF Store will maintain service on the 10 to 13 February 2024.
- If you wish to collect your shipment(s) in different district, it will take extra day to transit.

Type of shop	Code	Address	10 to 13 February
SF Business Station	852AA	G/F, North Wing ,1 & 3 Tung Mau Square, Tai Po, Tai Po District, New Territories, Hong Kong	09:00 - 18:00
	852BD	No. AB1, G/F, Fook Hong Mansion No. 17 & 19 Fuk Tsun Street, Mong Kok, Yau Tsim Mong District, Kowloon, Hong Kong	
	852CH	G/F, Career and Kenson Industrial Mansion, No. 58 Hung To Road, Kwun Tong, Kwun Tong District, Kowloon, Hong Kong	
	852CAB	Workshop No. 1, G/F, Hung To Industrial Building, No. 80 Hung To Road, Kwun Tong, Kwun Tong District, Kowloon, Hong Kong	
	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	
	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	
	852K	Room A2, G/F, Phase 2, Hang Fung Industrial Building, 2G Hok Yuen Street, Hung Hom, Kowloon City District, Kowloon, Hong Kong	
	852FE	Unit E, G/F, Yue Cheung Centre, No. 1-3 Wong Chuk Yeung Street, Fo Tan, Sha Tin District, New Territories, Hong Kong	
	852G	Room 7& 8B, G/F, Thriving Industrial Centre, No. 26-38 Sha Tsui Road, Tsuen Wan, Tsuen Wan District, New Territories, Hong Kong	

	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	
	852HC	Workshop No. 5, G/F, Wing Fat Industrial Building, No. 12 Wang Tai Road, Kowloon Bay, Kwun Tong District, Kowloon, Hong Kong	
	852J	G/F, Fuk Wo Industrial Building, No. 5 Sheung Hei Street, San Po Kong, Wong Tai Sin District, Kowloon, Hong Kong	
	852L	Workshop C, G/F, Ching Cheong Industrial Building, No. 1-7 Kwai Cheong Road, Kwai Chung, Kwai Tsing District, New Territories, Hong Kong	
	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	
	852PB	Workshop B, G/F, Yiko Industrial Building, No. 10 Ka Yip Street, Chai Wan, Eastern District, Hong Kong Island, Hong Kong	
	852T	Shop A & B, G/F, Man Shek Building, No. 404-406 Jaffe Road, Wan Chai, Wan Chai District, Hong Kong Island, Hong Kong	
	852U	Unit F, G/F, Hoi Cheung Industrial Building, No. 4 Ho Tin Street, Tuen Mun, Tuen Mun District, New Territories, Hong Kong	
	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	
	853A	G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau	

Type of shop	Code	Address	10 to 13 February
SF Store	852FCL	Shop A5, G/F, Fortune Plaza, 4 On Chee Road, Tai Po, Tai Po District, New Territories, Hong Kong	11:00-18:00
	852NDL	G/F, 4 Fu Hing Street, Sheung Shui, North District, New Territories, Hong Kong	
	852BDL	Shop A, G/F, No. 24, 24A & 26 Tai Nan Street, Prince Edward, 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	
	852Z101	Shop 340, Level 3, The Lohas, No.1 Lohas Park Road, Tseung Kwan O, N.T. 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, Hunghom, 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		

	Territories
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
852PDL	Shop 202 & 203, 2/F, Olympia Plaza, 255 King's Road, North Point, Eastern District, Hong Kong Island, Hong Kong
852Z601	209D, 2/F, Marina Square West Centre, 12A South Horizon Drive, 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
852UFL	Shop No.79 on the Ground Floor of Ho Shun Lee Building, No.9 Fung Yau Street South, Yuen Long, Yuen Long District, New Territories, Hong Kong
852Z661	Shop No. 32, Level 2, North Wing, Trend Plaza, Tuen Mun District, New Territories, Hong Kong

- The business hours of all SF Business Stations and SF Store during the Chinese New Year are as follows:

Type of shop	14 to 17 February (Wednesday to Saturday)	18 February(Sunday)
SF Business Stations	09:00 - 18:00	Business hours based on public holidays
SF Store	12:00- 20:00	Business hours based on public holidays

- All SF Store will maintain normal services from 9 February 2024 (Friday). Business hours: 10:00- 19:00 · shipment sent on this day will take extra 1 day to transit. Export service to the Mainland will be suspended.
- The details of [SF Business Station](#) and [SF Store](#).
- Below SF Store will provide normal service during 2024 Chinese New Year.

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)

2. SF Service Partners

Please [click here](#) for 2024 Chinese New Year service arrangement of other SF Service Partners.

KE Lockers will suspend delivery from 10 to 13 February 2024.

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.

3. SF Lockers

Please [click here](#) to view the SF locker with service adjustments during the Chinese New Year holiday from 10 to 13 February 2024 .

* 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

Cold chain delivery service is consistent with local delivery service arrangements during the Chinese New Year period. Customers are welcome to enjoy the Cold Chain Delivery Service at designated SF self-operated network points. For further enquiries, please contact (852) 2929 2929.

D. SF Warehousing and Distribution Service, Cold Chain Warehousing and Distribution Service

Date	Warehousing and Cold Chain Warehousing Service	Delivery Service
10 to 13 February 2024	Service not available	Goods will be delivered from 14 February 2024 onwards by SF delivery team

Cold Chain Warehousing and Distribution orders shipped out on 9 February 2024 will be dispatched according to the time requested by the customer.

E. Other Service

1. Pickup Authorization Service in Macau will be suspended on 10 to 12 February 2024
2. Pickup Authorization Service in Hong kong will be suspended on 10 to 13 February 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: SFEXPRESS HK; WeChat: SF_Express-HK.

Yours faithfully,

S.F. Express (Hong Kong) Limited