



19 Mar 2024

Dear Valued Customer,

Service Arrangement on 2024 Easter Holidays and Ching Ming Festival

SF Express will provide special delivery arrangement on **2024 Easter Holidays(29 Mar to 1 Apr 2024)** and **Ching Ming Festival (4 Apr 2024)** in Hong Kong and Macau. Details are as follow:

A. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service
Hong Kong	29 Mar 2024 (Friday)	Cut-off Time: 19:00	<ul style="list-style-type: none">Same Day Delivery Service will not be availableOther delivery services remain normal
	30 Mar 2024 (Saturday)	Cut-off Time: 16:00	
	31 Mar 2024 (Sunday)	Cut-off Time: 16:00	<ul style="list-style-type: none">Same Day Delivery Service will not be availableIf 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.
	1 Apr 2024 (Monday)	Cut-off Time: 19:00	<ul style="list-style-type: none">Same Day Delivery Service will not be availableOther delivery services remain normal
Hong Kong and Macau	4 Apr 2024 (Thursday)	Cut-off Time: 16:00	<ul style="list-style-type: none">Same Day Delivery Service will not be availableIf 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 Easter Holidays and Ching Ming Festival.

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 29 Mar to 1 Apr and 4 Apr.**
29 Mar(Friday) and 1 Apr(Monday) business Hours: 09:00-20:00; Cut-off Time: 19:00.
30 Mar(Saturday) business Hours: 09:00-20:00; Cut-off Time: 16:00.
31 Mar(Sunday) business Hours: 09:00-18:00; Cut-off Time: 16:00.
4 Apr(Thursday) 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
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
Macau	853A	G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta , Macau
Macau	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 **29 Mar to 1 Apr and 4 Apr**. 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

Please [click here](#) for the service arrangements of SF Service Partners during **2024 Easter Holidays(29 Mar to 1 Apr 2024) and Ching Ming Festival (4 Apr 2024)** ^

^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 **2024 Easter Holidays(29 Mar to 1 Apr 2024) and Ching Ming Festival (4 Apr 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. SF Warehousing and Distribution Service, Cold Chain Warehousing and Distribution Service

The Warehousing Services and Cold Chain Warehousing Services will have special delivery arrangement during 2024 Easter Holidays(29 Mar to 1 Apr 2024) and Ching Ming Festival (4 Apr 2024). Details are as follow:

Date	Warehousing and Cold Chain Warehousing Service	Delivery Service	Cold Chain Delivery Service
29 Mar to 1 Apr 2024	Service not available	Goods will be delivered from 2 April 2024 (Tuesday) onwards by SF delivery team	Cold chain warehousing and distribution orders shipped on the same day will be shipped according to the time requested by the customer.
4 Apr 2024	Service not available	Goods will be delivered from 5 April 2024 (Friday) onwards by SF delivery team	

Cold chain delivery service is consistent with local delivery service arrangements during the 2024 Easter Holidays and Ching Ming Festival period. 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) will have special arrangement during 2024 Easter Holidays(29 Mar to 1 Apr 2024) and Ching Ming Festival (4 Apr 2024). Details are as follow:

Regions	Date	Service Hours
Hong Kong and Macau	29 Mar to 1 Apr 2024 and 4 Apr 2024	08:00 - 20:00

Remarks:

- Pickup Authorization Service in Hong kong will be suspended on 29 Mar to 1 Apr 2024 and 4 Apr 2024.
- Pickup Authorization Service in Macau will be suspended on 4 Apr 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](https://www.whatsapp.com/channel/00299a61111111111111); [Facebook Messenger: sfexpresshk](https://www.facebook.com/sfexpresshk); WeChat : SF_Express-HK.

Yours faithfully,

S.F. Express (Hong Kong) Limited