



24 June 2024

Dear Valued Customer,

Service Arrangement on 2024 HKSAR Establishment Day Holiday

SF Express will provide special delivery arrangement on HKSAR Establishment Day Holiday(1 July 2024) in Hong Kong. Details are as follow:

A. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service
Hong Kong	1 July 2024 (Monday)	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 HKSAR Establishment Day 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

19 SF Business Station in Hong Kong will maintain services according to holiday business hours on 1 July.

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

2. SF Stores

All SF Stores will maintain holiday business hours on 1 July. 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 HKSAR Establishment Day Holiday^

^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 HKSAR Establishment Day Holiday. *

* 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 1 July 2024 . Details are as follow:

Date	Warehousing and Cold Chain Warehousing Service	Delivery Service	Cold Chain Delivery Service
1 July	Service not available	Goods will be delivered from 2 July 2024 (Tuesday) onwards by SF delivery team	

Cold chain delivery service is consistent with local delivery service arrangements during the HKSAR Establishment Day Holiday. 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 HKSAR Establishment Day Holiday.

Regions	Date	Service Hours
Hong Kong and Macau	1 July 2024	08:00 - 20:00

Remarks:

1. Pickup Authorization Service in Hong kong will be suspended on 1 July 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