

順豐速運(香港)有限公司
S.F. EXPRESS (HONG KONG) LIMITED
9/F, Asia Logistics Hub – SF Centre
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Tsing Yi, Hong Kong
香港青衣青衣航運路36號
亞洲物流中心 - 順豐大廈9樓
www.sf-express.com

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



Dear Valued Customer,

Service Arrangement on 2024 Macau S.A.R. Establishment Day, Christmas and 2025 New Year Holidays

SF Express will provide special delivery arrangement on the 2024 Macau S.A.R. Establishment Day, Christmas Holiday and 2025 New Year Holiday in Hong Kong and Macau.

A. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service	Customer Service Hotline
Macau	20 December,2024 (Friday)	Cut-off Time:1600	-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. (e.g. Please deliver on 25 December2024)	08:00 to 20:30
Hong Kong	25 December,2024 (Wednesday)			08:00 to 20:00
	26 December,2024 (Thursdays)			08:00 to 20:00
Hong Kong & Macau	1 January,2025 (Wednesday)			

Remarks: Custom clearance might be delayed due to the special arrangement during 2024 Macau S.A.R. Establishment Day, Christmas Holiday and 2025 New Year 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 Stations in Hong Kong will maintain services according to holiday business hours during the Christmas Holiday(25-26 December, 2024) and 2025 New Year Holiday(1 January, 2025). Please [click here](#) for the details of SF Business Station.
- 2 SF Business Stations in Macau will maintain services according to holiday business hours during the 2024 Macau S.A.R. Establishment Day(20 December, 2024)and 2025 New Year Holiday(1 January, 2025). Please [click here](#) for the details of SF Business Station.

2. SF Stores

All SF Stores will maintain holiday business hours during the Christmas Holiday and 2025 New Year Holiday. 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 Macau S.A.R. Establishment Day, Christmas Holiday and 2025 New Year Holiday^

^The above 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 Macau S.A.R. Establishment Day, Christmas Holiday and 2025 New Year 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 during Christmas Holiday and 2025 New Year Holiday. Details are as follow:

Date	Warehousing and Cold Chain Warehousing Service	Cold Chain Delivery Service
25 December,2024 (Wednesday)	Service not available	Goods will be delivered from 27 December 2024 (Friday) onwards by SF delivery team
26 December 2024 (Thursdays)		
1 January,2025 (Wednesday)		Goods will be delivered from 2 January 2025 (Wednesday) onwards by SF delivery team

Cold Chain Delivery Service is consistent with local delivery service arrangements. 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 Christmas Holiday and 2025 New Year Holiday.

Regions	Date	Customer Service Hotline
Hong Kong and Macau	25 December,2024 (Wednesday)	08:00 - 20:00
	26 December 2024 (Thursdays)	
	1 January,2025 (Wednesday)	

Remarks:

- 1.Pickup Authorization Service in Macau will be suspended on 20 December 2024 and 1 January 2025.
- 2.Pickup Authorization Service in Hong kong will be suspended on 25-26 December 2024) and 1 January 2025.

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