



Dear Valued Customer,

### Service Arrangement on 2024 National Day and Double Ninth Festival Holiday

SF Express will provide special delivery arrangement on 2024 National Day(1 October 2024) Double Ninth Festival (11 October 2024) in Hong Kong and Macau.

#### A. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service	Customer Service Hotline
Hong Kong & Macau	1 October 2024 (Tuesday)	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.	08:00 - 20:00
	11 October 2024 (Friday)			

Remarks: Custom clearance might be delayed due to the special arrangement during National Day and Double Ninth Festival 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

21 SF Business Station in Hong Kong and Macau will maintain services according to holiday business hours during the National Day and Double Ninth Festival holidays.

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

##### 2. SF Stores

All SF Stores will maintain holiday business hours during the National Day and Double Ninth Festival holidays. 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 National Day and Double Ninth Festival Holiday<sup>^</sup>

<sup>^</sup>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 National Day and Double Ninth Festival 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 National Day and Double Ninth Festival Holiday. Details are as follow:

Date	Warehousing and Cold Chain Warehousing Service	Cold Chain Delivery Service
1 October 2024	Service not available	Goods will be delivered from 2 October 2024 (Wednesday) onwards by SF delivery team
11 October 2024		Goods will be delivered from 12 October 2024 (Saturday) onwards by SF delivery team

Cold chain delivery service is consistent with local delivery service arrangements during National Day and Double Ninth Festival 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 National Day and Double Ninth Festival Holiday.

Regions	Date	Customer Service Hotline
Hong Kong and Macau	1 October 2024	08:00 - 20:00
	11 October 2024	

Remarks:

1. Pickup Authorization Service in Hong Kong and Macau will be suspended on 1 October 2024 and 11 October 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