

14 January 2025

Dear Valued Customer

Service Arrangement During 2025 Chinese New Year

SFHK will provide special delivery arrangement during 2025 Chinese New Year (28 January to 4 February)in Hong Kong and Macau. Details are as follows :

A. To-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service	Customer service Hotline
Hong Kong and Macau	28 January 2025 (Tuesday)	<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
	29 January 2025 (Wednesday) To 31 January 2025 (Friday)		<ul style="list-style-type: none"> Self pick up and to-door delivery services are available Same Day Delivery will not be available 	
	1 February 2025 (Saturday) To 2 February 2025 (Sunday)	<ul style="list-style-type: none"> Cut-off Time:16:00 Self-drop off and to-door pick up services are available 	<ul style="list-style-type: none"> 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 08:00-20:00
Hong Kong	3 to 4 February 2025 (Monday to Tuesday)			Service hours 08:00-20:30
Macau	3 to 4 February 2025 (Monday to Tuesday)	All services return to normal		Service hours 08:00-20:30
Hong Kong and Macau	5 February 2025 (Wednesday)	All services return to normal		Service hours 08:00-20:30

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 29 to 31 January 2025.

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 will maintain service on the 29 to 31 January 2025.

Type of shop	Code	Address	29 to 31 January
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, Hong Kong	
	852K	Room A2, G/F, Phase 2, Hang Fung Industrial Building, 2G Hok Yuen Street, Hung Hom, Kowloon City District, Kowloon, Hong Kong	
	852FH	Workshop C5 on UG/F, Wah Lok Industrial Centre(Phase II), Ngau Wu Tok 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. B2, G/F, Tsing Yi Industrial Centre Phase 1, Cheung Lung Street, Tsing Yi, 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	

- If you wish to collect your shipment(s) in different district, it will take extra day to transit.
- All SF Store will maintain normal services from 1 February 2025 (Saturday).
- The details of [SF Business Station](#).

2. SF Store

- Below 21 SF Store will maintain service on 29 to 31 January 2025. Please contact our Customer Service Hotline one day in advance (before 12:00) for arrangement to collect your shipment(s) at the mentioned SF Stores. If you wish to collect your shipment(s) in different district, it will take extra day to transit.

Type of shop	Code	Address	29 to 31 January 2025
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	
	852FDL	Shop No. G-3/68B, G/F, MOSTown Street, Ma On Shan, Sha Tin District, New Territories, Hong Kong	
	852FSL	Shop G41, G/F, Fortune City One Plus, Pak Tak Street, Sha Tin, Sha Tin District, New Territories, Hong Kong	
	852NAL	Shop No. 51, G/F, Ming Shun Lau, No.3 Jat Min Chuen Street, Shatin, Sha Tin District, New Territories, Hong Kong	
852GBL	Shop No. 201, 2/F., Commercial Centre 1 (also known as Yat Tung Shopping		

		Centre) (forming part of Commercial Blocks), Yat Tung Estate, 8 Yat Tung Street, Tung Chung, Islands District, New Territories, Hong Kong
852Z355		Unit Nos. 807 & 808 on 8/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
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
852NPTM		Shop 8, G/F, Fung Full Plaza, 480 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

- All SF Store will maintain normal services on 28 January 2025. Business hours: 10:00- 19:00, shipment sent on this day will take extra 1 day to transit.
- The business hours of all SF Store from 1 to 4 February 2025: 12:00-20:00. All SF Stores will maintain normal services from 5 February 2025.
- The details of [SF Store](#).
- Below SF Store will provide normal service during 2025 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)

3. SF Service Partners

Please [click here](#) for 2025 Chinese New Year service arrangement of other SF Service Partners.

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.

4. SF Lockers

Please [click here](#) to view the SF locker with service adjustments during the 2025 Chinese 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

Date	Warehousing Service	Delivery Service
29 January 2025 (Wednesday) To 31 January 2025 (Friday)	Service not available	Goods will be delivered from 1 February 2025 onwards by SF delivery team

Date	Cold Chain Warehousing Service	Delivery Service
29 January 2025 (Wednesday) To 3 February 2025 (Monday)	Service not available	Orders shipped from 29 January to 3 February must be pushed before the order cutoff time on 28 January and will be delivered normally according to the delivery time.

Cold chain delivery service is consistent with local delivery service arrangements during 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 2025 Chinese New Year.

District	Date	Customer Service Hotline
Hong Kong and Macau	28 to 31 January 2025 (Tuesday to Friday)	08:00 - 18:00

Remark:

Pickup Authorization Service in Hong Kong and Macau will be suspended on 29 to 31 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; Facebook Messenger: SFEXPRESS HK; WeChat: SF_Express-HK.

Yours faithfully,

S.F. Express (Hong Kong) Limited