



24 April, 2019

Dear Valued Customer,

Service Arrangement on Labour Holiday 2019

S.F. Express will provide special delivery arrangement during Labour Holiday 2019 in Hong Kong and Macau. Details are as follow:

A. Door-to-Door Pickup & Delivery Service

| District | Date | Pickup Service | Delivery Service |
|-------------------|------------------------|---------------------|--|
| Hong Kong & Macau | 1 May 2019 (Wednesday) | Cut-off Time: 16:00 | <ul style="list-style-type: none">● Same Day and Next Morning Delivery Service will not be provided● If you wish to deliver your shipment(s) on public holiday, please specify the below information on the waybill:<ul style="list-style-type: none">- Valid “contact no.” and “mobile no.” of the recipient● Exact delivery date marked in “Remark” field (e.g. Please deliver on 1 May, 2019) |

B. Pickup Service & Delivery Service at S.F. Service Network

During the public holiday, pickup and drop-off services are available. Details are as follow:

1. S.F. Express Service Centers

Below S.F. Express Service Centers will maintain normal service on 1 May 2019 (Wednesday), Business Hours: **09:00 - 20:00**; Cut-off Time: **16:00**.

Please [click here](#) for the details of S.F. Express Service Centers.

| Hong Kong | Service Center Address |
|---------------|--|
| Sheung Wan | Shop A, G/F, Man Lok Building, 91 Bonham Strand & 117 Wing Lok Street, Sheung Wan, Hong Kong |
| Quarry Bay | Shop A, G/F, King's View Court Block D, No.9 Hoi Chak Street, Quarry Bay (901-907 King's Road) |
| Wan Chai | Shop A & B, G/F, Man Shek Building, 404-406 Jaffe Road, Wan Chai, Hong Kong |
| Kwun Tong | Room B, G/F, Fung Yip Industrial Building, 170 Wai Yip Street, Kwun Tong, Kowloon |
| Kowloon Bay | Workshop No. 5, G/F, Wing Fat Industrial Building, 12 Wang Tai Road, Kowloon Bay, Kowloon |
| Prince Edward | G/F, 26 Tai Nan Street, Prince Edward, Kowloon |



| | |
|---------------------------------|--|
| Lai Chi Kok | Unit A, G/F, Shun Cheung Industrial Building, 24 & 26 Wing Hong Street, Lai Chi Kok, Kowloon |
| Hung Hom | Shop D3, G/F, 2G Hang Fung Industrial Building, Hok Yuen Street, Hung Hom, Kowloon |
| Tsim Sha Tsui | G/F, Creative Mansion, 6 & 8 Chatham Court, Tsim Sha Tsui, Kowloon |
| Kwai Chung | Workshop C, G/F, Ching Cheong Industrial Building, 1-7 Kwai Cheong Road, Kwai Chung, N.T. |
| Tsuen Wan | Room 7 & 8B, G/F, Thriving Industrial Centre, 26-38 Sha Tsui Road, Tsuen Wan, N.T. |
| Sha Tin | Room E, G/F, Yue Cheung Centre, 1-3 Wong Chuk Yeung Street, Sha Tin, N.T. |
| Tuen Mun | Unit A, Ground Floor, Tins' Centre Block I, 3 Hung Cheung Road, Tuen Mun, N.T. |
| Tai Po | G/F, North Wing, 1&3 Tung Mau Square, Tai Po, N.T. |
| Macau | Service Center Address |
| Rua Cinco Bairro Da Areia Preta | G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau |

2. S.F. Stores

All S.F. Stores will maintain service on 1 May 2019 (Wednesday): Business Hours: **12:00 - 20:00**. Shipments dropped off during the public holiday will be delivered on the next working day.

Please [click here](#) for the details of S.F. Stores.

3. S.F. Service Points

S.F. Service Points (including the designated 7-Eleven Convenience Stores, Circle K Convenience Stores, VanGo Convenience Stores, Shell Stations, Red Hall Furniture at Mui Wo on Lantau Island, Lok's Shop on Cheung Chau, Li Yuen Store on Lamma Island, Lamma Fisherfolk's Village and Chiu Kee Vans) will provide service on 1 May 2019 (Wednesday) ^.

^The above information is for reference only. Business hours of S.F. Service Points might fluctuate due to the retail business operating purpose.

Please [click here](#) for the details of S.F. Service Points.

4. EF Lockers

During Labour Holiday, **all EF Lockers** will provide service on 1 May 2019 (Wednesday).

Please [click here](#) for the details of EF Lockers.



C. Refrigerated Delivery Service

| Date | Enterprise Refrigerated Delivery & Airport Shipment Service | Door-to-Door Refrigerated Delivery Service |
|---------------------------|---|---|
| 1 May 2019 (Wednesday) | Service is not available | Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00 |

D. SF Next Morning Delivery and SF Same Day Delivery Services

SF Next Morning Delivery will be unavailable between 30 April and 5 May 2019 (Tuesday to Sunday). SF Same Day Delivery will be unavailable between 1 May and 5 May 2019 (Wednesday to Sunday). Normal service will be resumed on 6 May 2019 (Monday).

E. Customer Service

The service hours of the customer service hotline (Hong Kong and Macau) will be adjusted on 1 May 2019 (Wednesday). Details of the adjustment are as follow:

| Date | Customer Service Hotline Service Hours |
|------------------------|--|
| 1 May 2019 (Wednesday) | 08:00 - 20:00 |

Remarks:

- Pickup Authorization Service in Hong Kong and Macau is not available on 1 May 2019 (Wednesday).

For any enquiries, please contact our Customer Service Hotlines at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).