



15 December 2020

Dear Valued Customer,

Service Arrangement on 2020 Macau S.A.R. Establishment Day, Christmas and 2021 New Year Holidays

SF Express will provide special delivery arrangements on Macau Special Administrative Region Establishment Day (20 December 2020), Christmas Day (25 December 2020), the first weekday after Christmas Day (26 December 2020) and New Year Holiday (1 January 2021) in Hong Kong and Macau. Details are as follow:

A. Door-to-Door Pickup & Delivery Service

| District | Date | Pickup Service | Delivery Service |
|------------------------|--|---------------------|--|
| Macau | 20 December 2020 (Sunday) and 24 December 2020 | Cut-off Time: 16:00 | <ul style="list-style-type: none"> SF Next Morning Delivery of which delivery date is 20/12/2020, 24-26/12/2020 and 1/1/2021 will not be provided If you wish to deliver your shipment(s) soonest, 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 25 December 2020) |
| Hong Kong and Macau | 25 December 2020 (Friday) | | <ul style="list-style-type: none"> SF Next Morning Delivery of which delivery date is 20/12/2020, 25-26/12/2020 and 1/1/2021 will not be provided If you wish to deliver your shipment(s) soonest, 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 25 December 2020) |
| | 26 December 2020 (Saturday) | | <ul style="list-style-type: none"> Maintain normal service (SF Next Morning Delivery will not be provided) |
| | 1 January 2021 (Friday) | | <ul style="list-style-type: none"> SF Next Morning Delivery of which delivery date is 20/12/2020, 25-26/12/2020 and 1/1/2021 will not be provided If you wish to deliver your shipment(s) soonest, 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 25 December 2020) |



B. Pickup Service & Delivery Service at SF Service Network

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

1. SF Express Business Station

Below SF Express Business Station in Hong Kong will provide service on 25 December 2020 (Friday) and 1 January 2021 (Friday). Business Hours: **09:00-18:00**; Cut-off Time: **16:00**.

Below SF Express Business Station in Macau will provide service on 20 December 2020 (Sunday), 25 December 2020 (Friday) and 1 January 2021 (Friday). Business Hours: **09:00-18:00**; Cut-off Time: **16:00**.

All SF Express Business Station in Hong Kong and Macau maintain normal service on 26 December 2020 (Saturday). Business Hours: **09:00-20:00**; Cut-off Time: **16:00**.

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

| Hong Kong | Code | Address |
|-------------|--------|--|
| Sheung Wan | 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 |
| Wan Chai | 852T | Shop A & B, G/F, Man Shek Building, No. 404-406 Jaffe Road, Wan Chai, Wan Chai District, Hong Kong Island, Hong Kong |
| Kwun Tong | 852C | Room B, G/F, Fung Yip Industrial Building, No. 170 Wai Yip Street, Kwun Tong, Kwun Tong District, Kowloon, Hong Kong |
| Kowloon Bay | 852H | G/F, Block B, Tonic Industrial Centre, No. 19 Lam Hing Street, Kowloon Bay, Kwun Tong District, Kowloon, Hong Kong |
| San Po Kong | 852J | G/F, Fuk Wo Industrial Building, No. 5 Sheung Hei Street, San Po Kong, Wong Tai Sin District, Kowloon, Hong Kong |
| Mong Kok | 852BD | No. AB1, G/F, Fook Hong Mansion No. 17 & 19 Fuk Tsun Street, Mong Kok, Yau Tsim Mong District, Kowloon, Hong Kong |
| Lai Chi Kok | 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 |
| Kwai Chung | 852L | Workshop C, G/F, Ching Cheong Industrial Building, No. 1-7 Kwai Cheong Road, Kwai Chung, Kwai Tsing District, New Territories, Hong Kong |
| Tsuen Wan | 852G | Room 7& 8B, G/F, Thriving Industrial Centre, No. 26-38 Sha Tsui Road, Tsuen Wan, Tsuen Wan District, New Territories, Hong Kong |
| Fo Tan | 852FE | Unit E, G/F, Yue Cheung Centre, No. 1-3 Wong Chuk Yeung Street, Fo Tan, Sha Tin District, New Territories, Hong Kong |
| Tuen Mun | 852UAB | Unit A, G/F, Tins' Centre Block I, 3 Hung Cheung Road, Tuen Mun, Tuen Mun District, New Territories, Hong Kong |
| Tuen Mun | 852U | Unit F, G/F, Hoi Cheung Industrial Building, No. 4 Ho Tin Street, Tuen Mun, Tuen Mun District, New Territories, Hong Kong |
| Tai Po | 852AA | G/F, North Wing ,1 & 3 Tung Mau Square, Tai Po, Tai Po District, New Territories, Hong Kong |

| Macau | Code | Address |
|---------------------------------|------|---|
| Rua Cinco Bairro Da Areia Preta | 853A | G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau |

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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



- Below SF Business Station remains opening throughout the holidays.

| Hong Kong | Code | Address |
|--------------|-------|--|
| Chek Lap Kok | 852QB | Counter 1 & 2, Zone J, T1 L7 check-in hall at the Hong Kong International Airport, Chek Lap Kok, Islands District, New Territories, Hong Kong (Pick-up service is not available) |

2. SF Stores

All SF Stores in Hong Kong and Macau will maintain normal service throughout the holidays. Shipments will be delivered on the next working day.

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

3. SF Service Partners

SF Service Partners including the designated 7-Eleven Convenience Stores, Circle K Convenience Stores, Shell Stations, Li Yuen Store in Lamma Island will maintain normal service throughout the holidays.

Red Hall Furniture at Mui Wo in Lantau Island, Lok's Shop on Cheung Chau, , Lamma Fisherfolk's Village, Chiu Kee Vans, Ball Ball Pet Shop, 新日尚士多, Yuen Tai Stationery, 資料電腦, P Solution (HK) Ltd., 尚車駁, 森美士多, 天空之城, Simply Shop, 福澤辦館 will close on Sundays and Public Holidays^.

^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.

3. EF Lockers

All EF Lockers maintain normal service throughout the holidays.

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 |
|---------------------------------|---|---|
| 23 December 2020 (Wednesday) | Normal service | Maintain normal service |
| 24 December 2020 (Thursday) | Normal service | Maintain normal service |
| 25 December 2020 (Friday) | Service Suspended | Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00 |
| 26 December 2020 (Saturday) | Service Suspended | Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00 |
| 31 December 2020 (Thursday) | Normal Service | Maintain normal service |
| 1 January 2021 (Friday) | Service Suspended | Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00 |

D. SF Office and Warehousing Services

The SF Office and Warehousing Services will have special delivery arrangement during the holidays. Details are as follow:

| Date | Office | Warehousing Service |
|---|------------------------------|---------------------|
| 25 to 26 December 2020 (Fri to Sat) and 1 January 2021 (Fri) | Service not available | |

Please kindly contact (852) 3902 7191, if you have any questions or special needs on outbound service, thank you!

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

SF Same Day Delivery Service **will be suspended** until further notice.

SF Next Morning Delivery Service **will be suspended** on **25 to 27 December 2020 (Friday to Sunday) and 31 December 2020 to 3 January 2021 (Thursday to Sunday)** and your shipment will be delivered on the next business day. Normal service will be resumed from **28 December 2020 (Monday) and 4 January 2021 (Monday)**. Please kindly refer to our suspended delivery date before using the service and arrange your delivery in advance or later.

F. Customer Service

The service hours of Hong Kong and Macau Customer Service Hotline will be adjusted during the holidays as below:

| District | Date | Service Hours |
|---------------------|-----------------------------|---------------|
| Hong Kong and Macau | 20 December 2020 (Sunday) | 08:00-20:00 |
| | 25 December 2020 (Friday) | |
| | 26 December 2020 (Saturday) | |
| | 1 January 2021 (Friday) | |

Remarks:

- Pickup Authorization Service in Hong Kong is not available on 25 December 2020 (Friday) to 26 December 2020 (Saturday) and 1 January 2021 (Friday).
- Pickup Authorization Service in Macau is not available on 20 December 2020 (Sunday), 25 December 2020 (Friday) to 26 December 2020 (Saturday) and 1 January 2021 (Friday).

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

Yours faithfully,
S.F. Express (Hong Kong) Limited

