



17 December 2019

Dear Valued Customer,

Service Arrangement on 2019 Macau S.A.R. Establishment Day, Christmas and 2020 New Year Holidays

SF Express will provide special delivery arrangements on Macau Special Administrative Region Establishment Day (20 December 2019), Christmas Day (25 December 2019), the first weekday after Christmas Day (26 December 2019) and New Year Holiday (1 January 2020) 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 2019 (Friday)	Cut-off Time: 16:00	<ul style="list-style-type: none"> • Same Day Delivery Service 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 20 December 2019)
Hong Kong and Macau	25 December 2019 (Wednesday)	Cut-off Time: 16:00	<ul style="list-style-type: none"> • Same Day Delivery Service will not be provided (SF Next Morning Delivery included#) • 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 2019)
	26 December 2019 (Thursday)	Cut-off Time: 19:00	Normal Delivery Service
	1 January 2020 (Wednesday)	Cut-off Time: 16:00	<ul style="list-style-type: none"> • Same Day Delivery Service will not be provided (SF Next Morning Delivery included#) • 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 1 January 2020)

Macau is not applicable.





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 2019 (Wednesday) and 1 January 2020 (Wednesday). Business Hours: **09:00-18:00**; Cut-off Time: **16:00**.

Below SF Express Business Station in Macau will provide service on 20 December 2019 (Friday), 25 December 2019 (Wednesday) and 1 January 2020 (Wednesday). 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 2019 (Thursday). Business Hours: **09:00-20:00**; Cut-off Time: **19:00**.

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

Hong Kong	Business Station Address
Sheung Wan	Shop A, G/F, Man Lok Building, 91 Bonham Strand & 117 Wing Lok Street, Sheung Wan, Hong Kong
Wan Chai	Shop A & B, G/F, Man Shek Building, 404-406 Jaffe Road, Wan Chai, Hong Kong
Hong Kong East	Shop No.2 on Ground Floor, Wang Fai Mansion, Nos 2-12 Wang On Road, 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
	Ground Floor, Fuk Wo Industrial Building, No.5 Sheung Hei Street, San Po Kong, 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
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	Business Station Address
Rua Cinco Bairro Da Areia Preta	G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau

2. SF Stores

All SF Stores in Macau will maintain service on 20 December 2019 (Friday). Business Hours: **12:00-20:00**. Shipments dropped off during the holiday will be delivered on the next working day.

All SF Store in Hong Kong and Macau[#] will maintain service on 25 December 2019 (Wednesday) to 26 December 2019 (Thursday) and 1 January 2020 (Wednesday). Business Hours: **12:00-20:00**. Shipments dropped off during the holiday will be delivered on the next working day.

[#] Chai Wan Trend Centre SF Store will be closed during the holiday.

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

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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



3. SF Service Partners

SF Service Partners (including the designated 7-Eleven Convenience Stores, Circle K 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, Chiu Kee Vans, Ball Ball Pet Shop, 新日尚士多, Wing Hing Co, Tai Chun Magazine Store, 理想點集運自取點, Yuen Tai Stationery, 資料電腦, Jyun Yip Store at Pui O on Lantau Island and Keung Kee Store in San Po Kong) will provide service on 20 December 2019 (Friday), 25 December 2019 (Wednesday) to 26 December 2019 (Thursday) and 1 January 2020 (Wednesday) ^.

^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.

4. EF Lockers

All EF Lockers will provide service on 20 December 2019 (Friday), 25 December 2019 (Wednesday) to 26 December (Thursday) and 1 January 2020 (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
23 December 2019 (Monday)	Normal service	Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00
24 December 2019* (Tuesday)	Normal service	Maintain normal service Cut-off Time: 16:00
		<ul style="list-style-type: none"> - Central, Admiralty, Wan Chai, Causeway Bay, Tin Hau and Yau Tsim Mong district provide delivery service in time slot A (09:00-13:00) and B (13:00-1700) only. - Tung Chung, Ma Wan and Discovery Bay service suspended.
25 December 2019* (Wednesday)	Service Suspended	Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00
26 December 2019* (Thursday)	Service Suspended	Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00
31 December 2019* (Tuesday)	Normal Service	Maintain normal service Cut-off Time: 16:00
		<ul style="list-style-type: none"> - Central, Admiralty, Wan Chai, Causeway Bay, Tin Hau and Yau Tsim Mong district provide delivery service in time slot A (09:00-13:00) and B (13:00-1700) only. - Tung Chung, Ma Wan and Discovery Bay service suspended.
1 January 2020 (Wednesday)	Service Suspended	Maintain normal service (Except Tung Chung, Discovery Bay and Ma Wan districts) Cut-off Time: 16:00

*Pickup & delivery services will be suspended in affected districts if The Transport Department announce any special traffic arrangement based on the traffic condition on 24 December 2019 to 26 December 2019 and 31 December 2019 in advance. Shipments will be processed in another day. (Districts in time slot B will not be affected).



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

SF Next Morning Delivery will not be available on 25 December 2019 (Wednesday) to 26 December 2019 (Thursday), 31 December 2019 (Tuesday) and 1 January 2020 (Wednesday). Service will be resumed normal on 27 December 2019 (Friday) and 2 January 2020 (Thursday).

SF Same Day Delivery will not be available on 25 December 2019 (Wednesday) to 26 December 2019 (Thursday) and 1 January 2020 (Wednesday). Service will be resumed normal on 27 December 2019 (Friday) and 2 January 2020 (Thursday).

E. Customer Service

The service hours of Hong Kong and Macau Customer Service Hotline will be adjusted on 20 December 2019 (Friday), 25 December 2019 (Wednesday) to 26 December 2019 (Thursday) and 1 January 2020 (Wednesday). Details of the adjustment are as follow:

District	Date	Service Hours
Hong Kong and Macau	20 December 2019 (Friday)	08:00-20:30
	25 December 2019 (Wednesday)	08:00-20:00
	26 December 2019 (Thursday)	
	1 January 2020 (Wednesday)	

Remarks:

- Pickup Authorization Service in Hong Kong is not available on 25 December 2019 (Wednesday) to 26 December 2019 (Thursday) and 1 January 2020 (Wednesday).
- Pickup Authorization Service in Macau is not available on 20 December 2019 (Friday), 25 December 2019 (Wednesday) to 26 December 2019 (Thursday) and 1 January 2020 (Wednesday)

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