



22 September 2022

Dear Valued Customer,

Service Arrangement on 2022 National Day and Chung Yeung Festival Holidays

SF Express will provide special delivery arrangement on the National Day (1 October 2022) and Chung Yeung Festival (4 October 2022) in Hong Kong and Macau. Details are as follow:

A. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service
Hong Kong and Macau	1 October 2022 (Saturday)	Cut-off Time: 16:00	<ul style="list-style-type: none">• Same Day Delivery Service will not be available• If you wish to deliver your shipment(s), 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 October 2022).
	4 October 2022 (Tuesday)		

Remarks: Custom clearance might be delayed due to the National Day and Chung Yeung Festival holidays.

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

- Below SF Business Stations maintain service on 1 October 2022 (Saturday) and 4 October 2022 (Tuesday). Business Hours: 09:00-18:00; Cut-off Time: 16:00.

Hong Kong	Code	Address
Tai Po	852AA	G/F, North Wing ,1 & 3 Tung Mau Square, Tai Po, Tai Po District, New Territories, 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
Kwun Tong	852C	Room B, G/F, Fung Yip Industrial Building, No. 170 Wai Yip Street, Kwun Tong, Kwun Tong District, Kowloon, Hong Kong
Kwun Tong	852CAB	Workshop No. 1, G/F, Hung To Industrial Building, No. 80 Hung To Road, Kwun Tong, Kwun Tong 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
Tsim Sha Tsui	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



Kowloon City	852K	Room A2, G/F, Phase 2, Hang Fung Industrial Building, 2G Hok Yuen Street, Hung Hom, Kowloon City District, Kowloon, 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
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
Tsing Yi	852GH	Workshop Nos. 3-5, G/F, Block C, Tsing Yi Industrial Centre Phase 2, Cheung Fai Road, Tsing Yi, Kwai Tsing District, New Territories, 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
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
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
Chai Wan	852PB	Workshop B, G/F, Yiko Industrial Building, No. 10 Ka Yip Street, Chai Wan, Eastern 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
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
Yuen Long	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
Yuen Long	852UAB	Unit no. F, G/F, Hung Wai Industrial Building, Nos.1-5 Hi Yip Street West, Yuen Long, New Territories, Hong Kong

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

2. SF Stores

All SF Stores will maintain holiday business hours on **1 October 2022 (Saturday)** and **4 October 2022 (Tuesday)**.
Cut-off time: 15:00.

- Below SF Network Point will **maintain normal service during the holiday**.

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)

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



3. SF Service Partners

Please [click here](#) for the service arrangements of SF Service Partners on **1 October 2022 (Saturday)** and **4 October 2022 (Tuesday)**.^

^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.

4. SF Lockers

All SF Lockers will provide normal service on **1 October 2022 (Saturday)** and **4 October 2022 (Tuesday)**. *

* 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 Services

The Warehousing Services will have special delivery arrangement on **4 October 2022 (Tuesday)**. Details are as follow:

Date	Warehousing Service	Delivery Service
4 October 2022 (Tuesday)	Service not available	Goods will be delivered from 5 October 2022 (Wednesday onwards by SF delivery team)

D. SF-eship and E-commerce Standard Express

Due to the National Day holidays, SF-eship and E-commerce Standard Express service will be temporarily suspended from 28 September 2022 (Wednesday) to 6 October 2022 (Thursday); Services will resume normal from 7 October 2022 (Friday).

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(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



E. Customer Service

Customer Service Hotline (Hong Kong and Macau) will have special arrangement on **1 October 2022 (Saturday)**, **2 October 2022 (Sunday)** and **4 October 2022 (Tuesday)**. Details are as follow:

Date	Service Hours
1-2 October 2022 And 4 October 2022	08:00 - 20:00

Remarks: Pickup Authorization Service in Hong Kong will be suspended on 1 October 2022 (Saturday), 2 October 2022 (Sunday) and 4 October 2022 (Tuesday).

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 ID: SF_Express-HK.

Yours faithfully,

S.F. Express (Hong Kong) Limited