



29 April 2019

Dear Valued Customer,

Service Arrangement on Buddha's Birthday 2019

S.F. Express will provide special delivery arrangement on Buddha's Birthday, 13 May 2019 (Monday) 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	13 May 2019 (Monday)	Cut-off Time: 19:00	<ul style="list-style-type: none">● SF Same Day Delivery Services will not be provided (including SF Next Morning Delivery)● 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 13 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

All S.F. Express Service Centers will maintain normal service on 13 May 2019 (Monday)
Business Hours: **09:00 - 20:00**; Cut-off Time: **19:00**.

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

2. S.F. Stores

All S.F. Stores will maintain service on 13 May 2019 (Monday), 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 13 May 2019 (Monday)^.

^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 Easter Holiday, **all EF Lockers** will provide service on 13 May 2019 (Monday).

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
13 May 2019 (Monday)	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, SF Same Day Delivery and 2-Hour Express Delivery Services

SF Next Morning Delivery, SF Same Day Delivery and 2-Hour Express Delivery Services will be unavailable on 13 May 2019 (Monday). Normal service will be resumed on 14 May 2019 (Tuesday).

E. Customer Service

The service hours of the customer service hotline (Hong Kong and Macau) will be adjusted on 13 May 2019 (Monday). Details of the adjustment are as follow:

Date	Service Hours
13 May 2019 (Monday)	08:00 - 20:30

Remarks:

1. Pickup Authorization Service in Hong Kong and Macau is not available on 13 May 2019 (Monday).

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