



25 October, 2017

Dear Valued Customer,

### **Service Arrangement on Chung Yeung Festival 2017**

S.F. Express will provide special delivery arrangement on Dragon Boat Festival (28 October, 2017) in Hong Kong and Macau. Details are as follow:

#### **A. Door-to-Door Pick-up & Delivery Service**

| Date                          | Collecting Shipments       | Shipment Delivery   |
|-------------------------------|----------------------------|---|
| 28 October 2017<br>(Saturday) | Cut-off Time: <b>16:00</b> | <ul style="list-style-type: none"><li>● <b>Same Day Delivery Service will not be provided(including SF Next Morning Delivery Service)</b></li><li>● If you wish to deliver your shipment(s) on public holiday, <b>please specify the below information on the waybill:</b><ul style="list-style-type: none"><li>- Valid “<b>contact no.</b>” and “<b>mobile no.</b>” of the recipient</li><li>- <b>Exact delivery date</b> marked in “Remark” field (e.g. Please deliver on 28 October, 2017)</li></ul></li></ul> |

#### **B. Pick-up Service & Delivery Service at S.F. Service Network**

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

##### **1. S.F. Express Service Centers**

- Below S.F. Express Service Centers provide pickup and drop off service on 28 October, 2017 (Sat).  
Business Hours: 09:00-18:00; Cut-off Time: 16:00.

Please [click here](#) to view 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    | Unit 3A, 19/F, Eastern Centre, 1065 King's Road, Quarry Bay, Hong Kong                       |
| 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    |
| San Po Kong   | No. 4A, G/F, Lee Sum Factory Building, No. 21-25 Sze Mei Street, 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.                    |
| Yuen Long     | Unit L & L1, G/F, Wang Yip Centre, 18 Wang Yip Street East, Yuen Long, N.T.                  |
| Tai Po        | G/F, North Wing, 1 & 3 Tung Mau Square, Tai Po, N.T.   |

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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



| 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 28 October, 2017 (Saturday). Business Hours: **12:00-20:00**. Shipments dropped off during the holiday will be delivered on the next working day.

\*S.F. Store in Chai Wan Trend Centre will be closed during the holiday.

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, Hong Kong Newspaper Hawker, All Bridal Tea Hotels, Uselect, NTI Express Auto Care, 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 Chui Kee Vans) will provide service on 28 October, 2017 (Saturday).

^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 Locker

All EF Lockers# will provide service on 28 October, 2017 (Saturday).

#EF Locker in Kwun Tong Hoi Luen Industrial Centre (Food N'more) will be closed during the holiday.

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   |
|-----------------------------|---|--|
| 28 October, 2017 (Saturday) | Service is not available                                    | <ul style="list-style-type: none"> <li>No service for Tung Chung, Discovery Bay and Ma Wan. Other districts maintain normal service.</li> <li>Cut-off Time:<b>16:00</b></li> </ul> |

## D. Customer Service

The service hours of the customer service hotline (Hong Kong and Macau) will be adjusted on 28 October, 2017 (Saturday).

Details of the adjustment are as follow:

| Date                        | Service Hours |
|-----------------------------|---------------|
| 28 October, 2017 (Saturday) | 08:00-20:00   |

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

