



Dear Valued Customer,

10<sup>th</sup> December, 2014

### Christmas and New Year Holidays Service Arrangement

For the coming holidays, S.F. Express will have special delivery arrangements during Christmas, New Year and special holidays. Details are as follows:

#### Door-to-Door Pick-up & Delivery Service

District	Date	Collecting Shipments	Delivering Shipment
Hong Kong	<b>Christmas Day</b> 25 <sup>th</sup> December (Thursday)	Cut-off Time: <b>16:00</b>	<ul style="list-style-type: none"> <li>● Same day delivery service will not be provided;</li> <li>● Delivery upon request *</li> </ul>
	<b>The Day following Christmas Day</b> 26 <sup>th</sup> December (Friday)		
	<b>New Year Holiday</b> 1 <sup>st</sup> January (Thursday)		
Macau	<b>Macau Special Administrative Region Establishment Day</b> 20 <sup>th</sup> December (Saturday)	Cut-off Time: <b>16:00</b>	<ul style="list-style-type: none"> <li>● Same day delivery service will not be provided;</li> <li>● Delivery upon request *</li> <li>● All exports will be suspended</li> </ul>
	<b>Christmas Day</b> 25 <sup>th</sup> December (Thursday)	Cut-off Time: <b>16:00</b>	<ul style="list-style-type: none"> <li>● Same day delivery service will not be provided;</li> <li>● Delivery upon request *</li> </ul>
	<b>The Day following Christmas Day</b> 26 <sup>th</sup> December (Friday)		
	<b>New Year Holiday</b> 1 <sup>st</sup> January (Thursday)		
<p><b>*Remarks:</b> *If you wish to deliver your shipment on this day, please specify the below information onto the waybill:  a) Please state the valid "contact number" and "mobile phone number" of the recipient  b) Please state the exact delivery date in the Remarks Field (e.g. to be delivered on 25<sup>th</sup> December 2014)</p>			

#### B. Self drop-off & Self pickup Service

During the public holiday, self drop-off & self pickup service are available for you. Details are as follows:

- Below **Hong Kong S.F. Express Service Centers** maintain normal service during Christmas Holidays on 25<sup>th</sup>, 26<sup>th</sup> December 2014 and New Year Holiday on 1<sup>st</sup> January 2015. Business Hours: 09:00-18:00, Cut-off Time: 16:00

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	Shop M, G/F, Oceanic Building, 22-46 Finnie Street & 1-17 Hoi Chak Street, 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 5, G/F, Wing Fat Industrial Building, 12 Wang Tai Road, Kowloon Bay, Kowloon
Sun Po Kong	Shop C1A, G/F, 3 Tsat Po Street, Chin Fat Factory Building, 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



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 Center, 26-38 Sha Tsui Road, Tsuen Wan, N.T.
Sha Tin	Workshop B, G/F, Meeco Industrial Building, 53-55 Au Pui Wan Street, Shatin, N.T.
Yuen Long	Unit L&L1, G/F, Wang Yip Center, 18 Wang Yip Street East, Yuen Long, N.T.

Below **Macau S.F. Express Service Center** maintains normal service during Macau Special Administrative Region Establishment Day on 20<sup>th</sup> December 2014, Winter solstice on 22<sup>nd</sup> December 2014, Christmas Eve on 24<sup>th</sup> December 2014, Christmas Day on 25<sup>th</sup> December 2014 and New Year Holiday on 1<sup>st</sup> January 2015. Business Hours: 09:00-18:00, Cut-off Time: 16:00

Macau	Service Center Address
Rua Cinco Bairro Da Areia Preta	G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau

### C. International Shipment Service

Special arrangements on overseas pick-up and delivery service during local public holidays are as follows:

Date	District	Singapore	Malaysia	Thailand	Vietnam	South Korea	Japan	Australia	United States
23 Dec-14		Available	Available	Available	Available	Available	Not available <sup>^</sup>	Available	Available
24 Dec-14		Holiday delivery service <sup>#</sup>	Available	Available	Available	Available	Available	Not available	Available
25 Dec-14		Not available	Not available	Available	Available	Not available	Available	Not available	Not available
26 Dec-14		Available	Available	Available	Available	Available	Available	Not available	Available
29 Dec-14		Available	Available	Available	Available	Available	Not available <sup>^</sup>	Available	Available
30-Dec-14		Available	Available	Available	Available	Available	Not available	Available	Available
31-Dec-14		Holiday delivery service <sup>#</sup>	Available	Not available	Available	Available	Not available	Not available	Not available
1-Jan-15		Not available	Not available <sup>+</sup>	Not available	Not available	Not available	Not available	Not available <sup>*</sup>	Not available
2-Jan-15		Available	Available	Not available	Available	Available	Not available	Available	Available
3-Jan-15		Available	Not available	Not available	Not available	Available	Not available	Available	Available
4-Jan-15		Available	Available	Not available	Available	Available	Not available	Available	Available

<sup>^</sup>23 Dec 2014: Japan pickup service is not available, and maintains limited delivery service on that day

<sup>#</sup>24 and 31 Dec 2014: Singapore pickup and delivery service time to 14:00

<sup>^</sup>29 Dec 2014: Japan pickup service is not available and delivery service is available on that day

<sup>+</sup>1 Jan 2015: Malaysia pickup and delivery service are not available, excluding Johor, Kedah, Kelantan, Perlis & Terengganu

<sup>\*</sup>1 Jan 2015: Australia delivery service is not available, and maintains limited pickup service on that day

**The above information is for reference only; S.F. Express has make change according to operation condition without prior notice. For further information, please call our Customer Service Hotline at (852) 2730 0273 (Hong Kong) or (852) 2873 7373 (Macau).**

2. **S.F. Stores** have special service arrangement with Holiday Business Hours.

\*Please [click here](#) to view the details of S.F. Stores

---

順豐速運(香港)有限公司  
S.F. EXPRESS (HONG KONG) LIMITED  
27/F, AIA Financial Centre,  
712 Prince Edward Road East,  
San Po Kong, Kowloon  
九龍新蒲崗太子道東712號友邦(九龍)  
金融中心27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. **S.F. Express Authorized Service Points** maintain normal service. (Including designated 7-Eleven Convenience Stores, Circle K Convenience Stores and Bridal Tea House Hotel, Red Hall Furniture at Mui Wo on Lantau Island & Li Yuen Shop on Lamma Island)  
\*Please [click here](#) to view the details of S.F. Express Authorized Service Points

Remarks:

1. Hong Kong's Pickup Authorization Service during Christmas Holidays on 25<sup>th</sup>, 26<sup>th</sup> December 2014 and New Year Holiday on 1<sup>st</sup> January 2015 are not available.
2. Macau's Pickup Authorization Service during Macau Special Administrative Region Establishment Day on 20<sup>th</sup> December 2014, Winter solstice on 22<sup>nd</sup> December 2014, Christmas Eve on 24<sup>th</sup> December 2014, Christmas Day on 25<sup>th</sup> December 2014, and New Year Holiday on 1<sup>st</sup> January 2015 are not available.

For enquiries, please contact our customer service representatives at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).

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