

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



Dear Valued Customer,

2015 Chinese New Year Delivery Arrangement

S.F. Express will have Special Delivery Arrangements during Chinese New Year Holiday. Details are as follows:

1. Chinese New Year Delivery Arrangement

Date	Content
14 th February (Saturday)	For Hong Kong to Macau shipments* , customers should place order before 11:15 . No export from 14 th February (Saturday) after 11:15
18 th February (Wednesday)	Pick-up Service: Order must be placed before 16:00 ; Same day delivery service will not be provided Delivery Service: Delivery upon request * No export service on shipments from Hong Kong and Macau to Mainland China
19 th February to 22 nd February (Thursday to Sunday)	Pick-up Service: Only self-drop off service is available; Same day delivery service will not be provided Delivery Service: Only self-pick up service is available No export service on shipments from Hong Kong to Macau and Macau to Hong Kong
23 rd February to 25 th February (Monday to Wednesday)	Pick-up Service: Order must be placed before 16:00 ; Same day delivery service will not be provided Delivery Service: Delivery upon request * Export service on shipments from Hong Kong to Macau and Macau to Hong Kong will be resumed Export service on shipments from Hong Kong and Macau to Mainland China will be resumed*
26 th February (Thursday)	Service will be resumed

*If you wish to deliver your shipment on these days, **please specify the following information onto the waybill:**

- Please state the valid **"contact number"** and **"mobile phone number"** of the recipient
- Please state the **exact delivery date** in the Remarks Field (e.g. **to be delivered on 18th February 2015**)

+Macau restricted shipments: Weight per shipment is 30kg or above OR dimension per shipment exceeds 62.5cm X 50cm X 25cm, no export service from **15th February (Sun) to 22nd February (Sun)**

×Custom Clearance maybe delayed due to the Special Arrangement during Chinese New Year Holiday.

2. Holiday Service Surcharge

Please note that **Holiday Service Surcharge** will be applied to shipments collected from **18th February (Wed) to 24th February (Tue)** in specified districts:

Sender district	Mainland China	Hong Kong/ Macau/ Taiwan
Shipping date	18 th February to 24 th February (Wednesday to Tuesday)	19 th February to 22 nd February (Thursday to Sunday)

The payment method of the Holiday Service Surcharge should be the same as the shipment fee payment method. Holiday Service Surcharge will be charged according to the payment district. Details as below:

Sender district	Mainland China	Hong Kong	Macau	Taiwan
Service charge	RMB 10/shipment	HK15/shipment	MOP15 /shipment	NTD 60 /shipment



3. Service Centers Arrangement

The following **Service Centers** provide **Self-pick up and Self-drop off service from 19th February (Thu) to 22nd February (Sun)**. Operating hour: 09:00-18:00

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
Chai Wan	Workshop B, G/F, Yiko Industrial Building, 10 Ka Yip Street, 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
San 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.
Fanling	Workshop 3, G/F, Lincoln Centre, 20 Yip Fung Street, Fanling, N.T.
Macau	Service Center Address
Rua Cinco Bairro Da Areia Preta	G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau

4. S.F. Stores Service Arrangement

S.F. Stores maintain service on **18th February (Wed)** (Operating hour: 11:00-18:00, Cut-off Time: 15:00); S.F. Stores will be closed **from 19th February (Thu) to 22nd February (Sun)**. Shipments can be picked up at above designated Service Centers in this period; S.F. Stores maintain service on **23rd February (Mon) to 27th February (Fri)** (Operating hour: 12:00-20:00) and normal service will be resumed on **28th February (Sat)**.

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

5. Authorized Service Points Self-pick up and Self-drop off Service Arrangement for Chinese New Year:

Service Points	Services	Arrangement
Shell Station	Self-pickup Service	Maintain Normal Service
Bridal Tea House Hotel	Self Drop-off Service(Local) and Self-pickup	Maintain Normal Service
Li Yuen Shop	Self-pickup Service	Maintain Normal Service
Circle K Convenience Stores	Self-pickup Service	Maintain Normal Service
7-Eleven Convenience Stores	Self-pickup Service	Maintain Normal Service
Red Hall Furniture	Self-pickup and Drop-off Service	No service from 19 th February (Thu) to 22 nd February (Sun)

Delivery Service maybe delayed due to the Special Arrangement on Custom Clearance during Chinese New Year Holiday.

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

We wish you a very Happy Chinese New Year!

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

