

TERMS & CONDITIONS

1. NO COST WEAR AND TEAR WARRANTY

Hilti will repair purchased Hilti tools at NO-COST (parts, labour and freight costs inclusive) for up to 2 Years* from time of purchase (the invoice date). The complete Hilti Tool Service 2022 Portfolio is defined as per [Annexure 1](#).

Accessories including but not limited to pull cord assemblies, detachable power supply cords, detachable chucks and filters for vacuums are not covered in any warranty. Customers who want these accessories to be replaced must notify during order entry and the replacement costs of these items shall be at customer's expense. If the tools are discovered to have missing spare parts during repair, they will be replaced but will be charged even during no cost period.

Any damages due to abuse, or use not in accordance with the tool operating manual, including but not limited to water damage and damage by dropping, or use of third party spares or attempt to self-repair are not included in no cost warranty coverage.

1.1 No Cost warranty on Diamond Sawing Tool

No cost warranty on diamond sawing tools will be applicable for 1 Year (or) 200 hours whichever is earlier (refer [Annexure 1](#)). Coverage is on remote and saw heads. Accessories such as power & control cables, plastic cases are not covered in any warranty.

2. NON-REPARABLE ITEMS

The list of tools as per [Annexure 2](#) are non-reparable items, and Hilti will provide customers with a trade-in offer instead of repair services. In case customers want to repair these tools by themselves spare parts are available on order basis from Hilti Stores and Toll Free (1800-102-6400)

3. REPAIR COST LIMIT

After expiry of the aforesaid NO COST warranty, Hilti agrees to provide repair of tools with a REPAIR COST LIMIT (parts and labour cost inclusive) of 20% of the tool's LSP of the prevailing Year, for a maximum of 3 Years from the date of purchase. This predefined repair cost limit is applicable for every repair. [Annexure 1](#) details the latest list of tools and their respective repair cost limit value. Hilti reserves the rights to change the repair cost limit without any prior notice. Latest repair cost limit values are always displayed on the Hilti Website. Repair cost limit values do not include charges for outbound freight.

4. 1-MONTH REPAIR WARRANTY

Any repair arising within 30 days, after a charged repair, is covered for free. Parts, labour and freight costs will not be charged within the repair warranty period. 30 days period starts from the date of invoice of a charged repair and deemed to end if no repair order is received within 30 days for the same tool. Any exclusions under the "No cost wear and tear" warranty shall apply to the repair warranty. Repair warranty is not applicable in case of partial repair at customer's request.

5. MANUFACTURER'S WARRANTY

All tools are sold with the benefit of and subject to the conditions of the warranty supplied with them, which is available for inspection upon request. The manufacturer's warranty covers any defect arising out of defective materials or manufacturing faults, excluding but not limited to wear and tear, misuse and force majeure. Refer [Annexure 1](#) for tool wise manufacturer's warranty.

6. REPAIR ORDER NOTIFICATION

All tool repair requests shall be arranged through Hilti customer service (1800 102 6400), Hilti Store or Hilti Website (www.hilti.in). Upon repair order booking, customer name, company name, contact phone number, serial number of tool, pick-up and delivery address will be requested

7. TOOL PICK UP

Customer shall send only tools and accessories necessary for repair and maintenance as described in the repair order notification. Hilti will not bear any responsibility for additional items sent beyond what is listed on the repair order notification. The presence of customers at pick up location is required for verification and signature on delivery note as a proof of pick up. The delivery boy will notify the contact person provided during order entry in advance for pick up and wait for up to 15 minutes after arrival. As per government regulations, every individual tool must have a Repair Request tagged for commencement of time promise.

In the event of a credit block due to outstanding payments obligations, tool pickup and all repair services (one-off repair payments) shall not be permitted.

8. TOOL REPAIR

All repairs undertaken by Hilti are performed in the Hilti Tool Service Center (TSC) by Hilti trained technicians and using only genuine Hilti spares parts.

Hilti provides complete functional repairs rather than partial repairs, ensuring that tools are restored to factory standards for optimal performance.

9. TOOL DELIVERY

The presence of a customer representative at delivery location is required for verification and signature on delivery note as a proof of delivery and acknowledgement of receipt. The delivery boy will notify the contact person provided during order entry in advance of delivery and wait up to 15 minutes after arrival. Hilti will only deliver back at the point of pickup.

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Without prejudice to any other rights and remedies which Hilti may have, if the Goods are submitted to Hilti or its Personnel for repair, Hilti shall have a general lien on the Goods in respect of all debts owed by the Buyer to Hilti (including the costs of the repair), and if the Goods are not collected and paid for by the Buyer within 5 months of the Buyer being informed that the Goods are ready for collection, the Buyer agrees that Hilti shall be entitled after 14 working days' notice to the Buyer to dispose of the Goods as Hilti thinks fit.

10. REPLACEMENT OF PARTS

Only genuine parts will be used during repair. Any spare parts replaced will not be sent back. If the tools are discovered to have missing spare parts during repair, they will be replaced but will be charged even during no cost period.

Customer requests for partial replacement of parts are not permitted. Any modifications made at the customer's request will void the warranty after repair, and Hilti will not be responsible for any future high repair costs or associated losses. Customers who want accessories e.g. chuck, dust cap, depth gauge, side handle, to be replaced must notify Hilti during order entry and the replacement costs of these items shall be at customer's expense.

11. QUOTATION HANDLING

Quotations are sent upon request and only to the person registered for receiving quotation during repair order entry. The quotation will be valid for 30 days or 31st Dec of the current Year, whichever is earlier, and repair request will be canceled if no reply to the quotation is received after reasonable number of attempts to obtain a response to the quotation.

If Hilti is unable to return the repaired tool back to you or obtain a response to the repair quotation after reasonable number of attempts of notification, final notification will be sent that Hilti considers your tool abandoned and that, if you do not collect it and pay any outstanding charges within a further 1 month, Hilti will have a right to dispose of it in accordance with applicable law.

12. NO APPROVAL VALUE

Hilti will proceed with repair without quotation approval when the repair cost is less than or equal to INR 9,499 (exclusive of GST). Quotation will be provided for approval, if the repair cost is greater than INR 9,499 (excluding GST). If the customer wants to change this "no approval value", he/she can provide a different value in the form of preapprovals, Fastrack Agreement.

12.1 Preapproval Priority repair

Preapproval is when customer gives Tool repair quotation approval in advance even before sending the tool for repair. Hilti will give priority to the repair of tools that have preapprovals. [Click here](#) for the online preapproval form

13. TRADE IN

Tools that have reached the end of the economic lifetime or that has been phased out will be collected and scrapped by Hilti without repair after customer agrees for trade-in.

Under trade-in, the customer can exchange his old Hilti/competition tool, for a brand-new Hilti tool, and get benefits as per the ongoing offer at the time of discussion Terms & conditions will be as per the ongoing Trade-in offer during the time of discussion

14. TIME PROMISE

Hilti will repair the tool, with a time promise of 3 days or 5 days (depending on the location), upon the following terms & conditions:

14.1. Terms & conditions

- 14.1.1. Customer provides Hilti with written advice through Pre-Approval Form which enables tool repair without quotation. **For Pre-approvals, please call at 1800 102 6400 or the dedicated Account Manager**
- 14.1.2. The counting of days starts at the point of successful collection of tools by our third-party carrier and will only consider working days from Monday to Friday, excluding bank holidays and, if any, special non-working dates listed on Hilti Website.
- 14.1.3. Time promise applies only to collection point postal codes, as defined in the [Annexure 3](#) for "3 days or free" & [Annexure 4](#) for "5 days or free"
- 14.1.4. If the tool repair turnaround exceeds the Time Promise, then the repair will be free of charge
 - 14.1.4.1. Delays that result in a Time Promise failure and occurring before the invoice is generated will be free and not charged to the customer
 - 14.1.4.2. Delays that result in a Time Promise failure occurring after the invoice is generated will be adjusted in the form of a credit note within 3 weeks
- 14.1.5. Time promise will not be applicable for Repair done on "Cheque on Delivery" payment
- 14.1.6. If the tool is dropped off at Hilti Store, time promise will commence the next working day after tool drop at Hilti Store

14.2. Exclusions

The time promise will not apply but not limited to the following cases:

Policy No: HTS/TC/01/2025 dtd.03.01.2025

Effective till further notice

- 14.2.1. Charged repair orders requiring quotation
- 14.2.2. Charged repair orders of phased-out tools
- 14.2.3. Customer absence on the appointed date of tool delivery
- 14.2.4. Charged repair orders in other than the list as per [Annexure 2](#)
- 14.2.5. Charged repair orders for all non-relevant tools as per [Annexure 1](#)
- 14.2.6. Change of delivery date on customer request
- 14.2.7. Orders with incomplete information necessary for delivery e.g. delivery address and contact person
- 14.2.8. **Force Majeure:** Hilti shall not be liable for delays or any failure to perform the Time Promise due to causes beyond its reasonable control. Such delays include, but are not limited to, fire, explosion, flood or other natural catastrophe, governmental legislation, acts, orders, or regulation, strikes or labor difficulties, to the extent not occasioned by the fault or negligence of the delayed party.
- 14.2.9. For deliveries opted for Hilti Store, Tool Shall be delivered at the respective Hilti Store by end of business hours of the 3rd Hilti Working day.

15. CIRCULARITY

Hilti Cares about Circularity and assesses collected tools for reuse. Refurbished components of equal quality may be reused in repair. If reuse is not possible, we send tools to audited recycling partners

16. CHANGE IN POLICY

Hilti reserves the right to change the terms and conditions without any prior notice to customers. The latest terms and conditions are always available on the Hilti Website at <https://www.hilti.in/>.

Please contact Hilti customer care 1800 102 6400 for any clarification on this document.

Annexure 1 HTS 2.0 – 2024 Portfolio

Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
Breakers	TE 500-X	2 Year	1 month	13,791.00	Yes	1 Year	01/19 -			
	TE 500		1 month	16,842.00	Yes	1 Year	01/08 - 12/20	TE 500 (2 nd Gen)	5	12/25
	TE 500 (2 nd Gen)	2 Year	1 Month	16,842.00	Yes	1 Year	01/21-12/22	TE 500-X	5	12/27
	TE 700-AVR	2 Year	1 month	23,551.00	Yes	1 Year	01/11 -			
	TE 706						01/03 - 12/07	TE 700-AVR		12/18
	TE 800 Std	1 Year	1 month	17,250.00	Yes	1 Year	07/15 -			
	TE 800-AVR	2 Year	1 month	20,700.00	Yes	1 Year	04/15 -			
	TE 905				No		01/07 - 12/09	TE 1000-AVR NG		12/18
	TE 1000-AVR				No		01/09 - 12/15	TE 1000-AVR NG		12/20
	TE 1000-AVR NG		1 month	23,000.00	Yes	1 Year	11/14 – 12/20	TE 1000-AVR Univ Cord	5	12/25
	TE 1000-AVR Univ Cord	2 Year	1 month	23,000.00	Yes	1 Year	12/20-			
	TE 1500-AVR				Yes	1 Year	01/12 – 07/18	TE 2000-AVR		07/23
	TE 2000-AVR	2 Year	1 month	51,750.00	Yes	1 Year	07/18 -			
	TE 3000-AVR				Yes	1 Year	01/12 -12/18			12/23
	TE 3000-AVR (02)			66,813.00			12/18-12/21	TE 3000-AVR (03)	5	12/26
	TE 3000-AVR (03)	2 year	1 month	66,813.00	Yes	1 Year	01/22-			
	TE 500-22	2 year	1 month	34,986.00	Yes	1 Year	07/23-			
	TE 2000-22	2 year	1 month	74,653.00	Yes	1 Year	07/23-			
Combi-hammers	TE 15-C						01/ 00 - 12/05	TE 30 2 nd gen		12/10
	TE 16						01/09 - 12/11	TE 30 2 nd gen		12/18
	TE 16-M						01/09 - 12/11	TE 30 2 nd gen		12/18
	TE 25						01/97 - 12/07	TE 30 2 nd gen		12/17
	TE 40						01/12 - 01/18	TE 50		
	TE 50						01/14 - 06/17	TE 50-AVR 03		
	TE 50-AVR 03	2 Year	1 month	14,636.00	Yes	1 Year	01/17 -			
	TE 56						01/04 – 12/07	TE 70-AVR		06/18
	TE 60-AVR	2 Year	1 month	25,000.00	Yes	1 Year	10/21-			
	TE 60-22	2 year	1 month	39,042.00	Yes	1 Year	07/23-			

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
	TE 70-AVR	2 Year	1 month	24,171.00	Yes	1 Year	01/10 -			
	TE 70-D		1 month	18,000.00	Yes	1 Year	01/14 – 09/21	TE 70-AVR	5	09/26
	TE 70B						01/13 - 12/16	TE 70-AVR		12/21
	TE 76						01/01 - 12/12	TE 70-AVR		12/18
	TE 70-ATC /AVR	2 year	1 month	24,171.00	Yes	1 Year	01/24-			
Grinders	DAG 125-S						01/03 - 12/17	AG 125-13S		12/22
	DCG 125-S						01/03 - 12/17	AG 125-13S		12/22
	DCG 180-P						01/03 - 12/16	AG 180-P		12/21
	AG 100-S	0 Year	NA	NA	No	6 months	01/13 -			
	AG 100-D	0 Year	NA	NA	No	6 months	01/13 -			
	AG 125-13S	0 Year	NA	NA	No	6 months	01/17 -			
	AG 180-P	0 Year	NA	NA	No	6 months	01/17 -			
	DCG 230-D	0 Year	NA	NA	No	6 months	01/06 – 02/21	AG 230-27DB	5	02/26
	AG 230-27DB	0 Year	NA	NA	Yes	6 months	10/21-			
	AG 125-A22 case	2 Year	1 month	6,900.00	No	6 months	01/20 -07/23	AG 6D-22	5	07/28
	AG 125-20SE	1 Year	1 month			6 months	07/24-			
	AG 4S-22	2 year	1 month	6,506.00		6 months	07/23-			
	AG 6D-22	2 year	1 month	9,628.00		6 months	07/23-			
	DG 150	1 Year	1 month	53,653.00	Yes	1 Year	07/19 - 01/21		5	01/26
	DGH 150	1 Year	1 month	34,730.00	Yes	1 Year	01/21			
	DGH 130	0 Year	NA	NA	No	6 months	07/19 -			
	GDG 6-22	2 year	1 month	8,228.00		6 months	07/23-			
	TE 1	1 Year	1 month	3,036.00	Yes	1 Year	01/09 -			
	TE 2-S						01/02 - 12/07	TE 2		12/14
	TE 2 01						01/00 - 12/05	TE 2		12/14
	TE 2-M 01						01/00 - 12/05	TE 2-M		12/14
	TE 2	1 Year	1 month	4,290.00	Yes	1 Year	01/06 -			
	TE 2-M	1 Year	1 month	6,986.00	Yes	1 Year	01/06 -			
	TE 2-A22	2 Year	1 month	4,997.00	Yes	1 Year	01/09 -07/23	TE 2-22	5	07/28
	TE 3 CL	1 Year	1 month	5,971.00	Yes	1 Year	07/18 -			
	TE 3 ML	1 Year	1 month	5,971.00	Yes	1 Year	07/18 -			
	TE 6-CL	2 Years	1 month	8,000.00	Yes	1 Year	07/22-			

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
Rotary Hammers	TE 6-S						01/06 - 12/08	TE 7		12/18
	TE 6-A						01/04 - 12/07	TE 6-A36-AVR		12/12
	TE 6-A36-AVR	2 Year	1 month	8,459.00	Yes	1 Year	01/18 -07/23	TE 6-22	5	07/28
	TE 6-A22	2 Year	1 month	6,785.00	Yes	1 Year	01/20 -07/23	TE 6-22	5	07/28
	TE 7	1 Year	1 month	4,975.00	Yes	1 Year	01/10 -07/22	TE 6-CL	5	07/27
	TE 7-C	2 Year	1 month	6,472.00	Yes	1 Year	01/14 -12/22	TE 6-CL	5	12/27
	TE 30 1 st gen						01/09 - 06/17	TE 30 2 nd gen	5	12/24
	TE 30 2 nd gen	2 Year	1 month	9,655.00	Yes	1 Year	01/17 -			
	TE 30-A36	2 Year	1 Month	25,501.00	No	1 Year	1/18 – 07/23	TE 30-22	5	07/28
	TE 2-22	2 Year	1 Month	8,012.00		1 Year	07/23-			
	TE 4-22	2 Year	1 Month	10,780.00		1 Year	07/23-			
	TE 6-22	2 Year	1 Month	11,892.00		1 Year	07/23-			
	TE 30-22	2 Year	1 Month	32,010.00		1 Year	07/23-			
Cordless tools	SF 121-A						01/06 - 12/10	SFC 14-A		12/17
	SF 144-A						01/06 - 12/12	SFC 14-A		12/19
	SFC 14-A	1 Year	1 month	4,651.00	Yes	1 Year	01/13 – 07/18	SFC 22-A		07/23
	SFC 22-A	2 Year	1 month	4,651.00	Yes	1 Year	07/18 – 01/22	SF 4-A22	5	01/27
	SF 4-A22	2 Year	1 month	4,651.00	Yes	1 Year	12/21-07/23	SF 4H-22	5	07/28
	SID 121-A						01/06 - 12/10	SID 14-A	5	12/17
	SID 144-A						01/06 - 12/12	SID 14-A	5	12/19
	SID 14-A	1 Year	1 month	4,995.00	Yes	1 Year	01/09 - 07/18	SID 4-A	5	07/23
	SID 4-A	2 Year	1 month	7,431.00	Yes	1 Year	07/18 – 07/23	SID 4-22	5	07/28
	SIW 121-A						01/06 - 12/10	SIW 22T-A	5	12/17
	SIW 144-A						01/06 - 12/12	SIW 22T-A	5	12/19
	SIW 22T-A 3/4"	2 Year	1 month	5,635.00	Yes	1 Year	01/09 -07/23		5	07/28
	SIW 22T-A 1/2"	2 Year	1 month	5,635.00	Yes	1 Year	01/09 -07/23		5	07/28
	SIW 22-A	2 Year	1 month	5,635.00	Yes	1 Year	01/09 -07/23		5	07/28
	SCO 6-A	2 Year	1 month	11,056.00	Yes	1 Year	07/18 -07/23		5	07/28
	SIW 6 AT - A22	2 Year	1 month	6,815.00	Yes	1 Year	07/19 -07/23	SIW 6AT-22	5	07/28
	SI AT -A22	2 Year	1 month	8,100.00	No	1 Year	07/19 -07/23	SI AT-22	5	07/28
	SIW 9-A22	2 Year	1 month	10,985.00	Yes	1 Year	01/20 -07/23	SIW 8-22 ½ "	5	07/28
	SID 2-A12	1 Year	1 month	2,993.00	Yes	1 Year	01/21 -07/23		5	07/28

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
	SFD 2-A12	1 Year	1 month	2,571.00	Yes	1 Year	01/21 -07/23		5	07/28
	SF 2-A12	1 Year	1 month	2,643.00	Yes	1 Year	01/21 -07/23		5	07/28
	RT 6-A22	2 Year	1 month	15,057.00	Yes	1 Year	01/21 -07/23	RT 6-22	5	07/28
Drill Drivers	UD 4	0 Year	NA	NA	No	6 months	01/18 -			
	UD 30	1 Year	1 month	5,663.00	Yes	1 Year	01/08 -			
	SF 4H-22	2 Year	1 Month	6,330.00		1 Year	07/23-			
	SF 6H-22	2 Year	1 Month	11,532.00		1 Year	07/23-			
	SF 8M-22	2 Year	1 Month	12,900.00		1 Year	07/23-			
	SBT 6-22	2 Year	1 Month	11,394.00		1 Year	07/23-			
	SF BT 22-A	1 Year	1 Month	7,110.00		1 Year	07/21-			
Screw Driver	ST 1800	1 Year	1 month	13,354.00		1 year	01/02-			
	ST 1800-A22	2 Year	1 Month	16,800.00		1 year	01/19-			
	ST 2000-22	2 Year	1 Month	12,062.00		1 year	07/24-			
Impact Driver	SID 4-22	2 Year	1 month	6,836.00		1 Year	07/23-			
	SID 6-22	2 Year	1 month	7,706.00		1 Year	07/23-			
Impact Wrench	SIW 4AT-22 ½"	2 Year	1 month	8,872.00		1 Year	07/23-			
	SIW 6AT-22	2 Year	1 month	10,030.00		1 Year	07/23-			
	SIW 8-22 ½"	2 Year	1 month	12,170.00		1 Year	07/23-			
	SIW 10-22 ¾"	2 Year	1 month	14,554.00		1 Year	07/23-			
	SIW 4R-22 3/8"	2 Year	1 month	7,640.00		1 Year	07/23-			
	SI AT-22	2 Year	1 month	NA		1 Year	07/23-			
Direct Fastening	BX 3-ME A22	2 Year	1 month	38,088.00	No	1 Year	01/19—1/24	BX 3-ME	5	01/29
	BX 3 ME	2 Year	1 month	37,982.00	No	1 Year	06/22 -			
	BX 3-BT A22	2 Year	1 month	44,111.00	No	1 Year	01/20 -			
	GX 120						01/13 - 06/18	GX 3		06/23
	GX3	2 Year	1 month	28,750.00	No	1 Year	06/17 -			
	BX 3-L-22	2 Year	1 month	27,133.00		1 Year	07/23-			
	BX 3 SCT 02	2 Year	1 month	52,834.00		1 Year	01/22-			
	SD 5000 -A22	2 Year	1 month	5,444.00	No	1 Year	01/20-			
	SD5000 -22	2 Year	1 month	10,123.00	No	1 Year	01/24-			
	SPN 6-22	2 Year	1 month	21,180.00		1 Year	07/23-			
	RT 6-22	2 Year	1 month	20,172.00		1 Year	07/23-			

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
Specialty Power Tools	NCV 4-22	2 Year	1 month	14,884.00		1 Year	07/24-			
	NCV 10-22	2 Year	1 month	44,324.00		1 Year	07/24-			
	NCV Whip 38*1500 - 1.5*5	2 Year	1 month	34,010.00		1 Year	07/24-			
	NCV Whip 38x3000-1.5x10	2 Year	1 month	35,794.00		1 Year	07/24-			
	NCV Whip 38x5000-1.5x16	2 Year	1 month	38,030.00		1 Year	07/24-			
	NCV Whip 45x1500-1.75x5	2 Year	1 month	38,850.00		1 Year	07/24-			
	NCV Whip 45x3000-.75x10	2 Year	1 month	41,362.00		1 Year	07/24-			
	NCV Whip 45x5000-.75x16	2 Year	1 month	44,612.00		1 Year	07/24-			
	NCV Whip 58x1500-2.25x5	2 Year	1 month	42,010.00		1 Year	07/24-			
	NCV Whip 58x3000-.25x10	2 Year	1 month	44,542.00		1 Year	07/24-			
	NCV Whip 58x5000-2.25x16	2 Year	1 month	47,828.00		1 Year	07/24-			
Chemical Dispenser	HDE 500-22	2 Year	NA	NA		1 Year	07/23-			
	HDE 500-A12	1 Year	NA	NA	No	1 Year	02/22-			
Lights and Blower	SL 6-22	2 Year	1 month	10,868.00		1 Year	07/23-			
	SL 10-22	2 Year	1 month	18,084.00		1 Year	07/23-			
	NBL 4-22	2 Year	1 month	4,070.00		1 Year	07/23-			
Sawing	WSR 900-PE				No	1 Year	01/09 - 12/10	WSR 1400		12/21
	WSR 1400-PE	1 Year	1 month	22,094.00	Yes	1 Year	01/18 -			
	SR 30	1 Year	1 month	12,984.00	Yes	1 Year	01/18 -			
	SCM 22-A	2 Year	1 month	11,927.00	Yes	1 Year	01/15 -07/23	SC 4MR-22	5	07/28
	SCW 22-A	2 Year	1 month	9,815.00	Yes	1 Year	01/20 -07/23	SC 6WL-22	5	07/28
	SC 55W	2 Year	1 month	5,622.00	Yes	1 Year	01/20 -			
	SR 4-22	2 Year	1 month	9,261.00		1 Year	07/23-			
	SC 6WL-22	2 Year	1 month	12,822.00		1 Year	07/23-			
	SC 4MR-22	2 Year	1 month	10,552.00		1 Year	07/23-			
	SJD 6-22	2 Year	1 month	12,084.00		1 Year	07/23-			
	SMT 6-22	2 Year	1 month	7,902.00		1 Year	07/23-			
	DD 120	1 Year	1 month	29,244.00	Yes	1 Year	01/14 -			

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
Diamond Drilling	DD ST-120	1 Year	1 month	7,368.00		1 Year				
	DD 30-W	2 Year	1 month	103,090.00		1 Year	01/24-			
	DD 160	2 Year	1 month	46,000.00	Yes	1 Year	01/11 -			
	DD-ST 160	2 Year	1 month	38,564.00	Yes	1 Year	01/11 -			
	DD 200 G01				Yes	1 Year	01/07 – 12/17	DD 200 G02	5	01/22
	DD 200 G02	2 Year	1 month	69,000.00	Yes	1 Year	12/17 -			
	DD 200 G02 (DD- ST 200)	2 Year	1 month	57,500.00	Yes	1 Year	01/17 -			
	DD-HD 30	2 Year	1 month	65,992.00	Yes	1 Year	01/07 -			
	DD-ST 200	2 Year	1 month	36,710.00						
	DD 350-CA	2 Year	1 month	129,552.00	Yes	1 Year	01/08 -			
	DD WMS 100	1 Year	1 month	22,999.00	Yes	1 Year	01/19 -			
	DWP 15-22	0 days		9,344.00			07/23-			
	DWP 10	0 days					01/19-			
Dust Extractor	VC-20-U	2 Year	1 month	12,167.00	Yes	1 Year	01/05 – 01/22		5	01/27
	VC 20 L-X	2 Years		18,360.00			01/22-			
	VC 10L-22	1 year	1 month	20,558.00			07/23-			
Diamond Cutting	DCH 300	2 Year	1 month	32,106.00	Yes	1 Year	01/09 -12/21	DCG 300-X	5	12/26
	DCH 300-X	2 Year	1 month	36,000.00	Yes	1 Year	01/20 -			
	DSH 900-X	1 Year	1 month	89,169.00	No	1 Year	01/18 -			
	DSH 600-22	2 Years	1 month	48,712.00			07/23-			
Diamond sawing	DS TS32 LP32	NA	NA	NA	No	1 Year	01/06 – 12/20		5	12/25
	DS WS15 2 nd gen	NA	NA	NA	No	1 Year	01/08 – 01/22	DSW 1510	5	01/27
	DSW 1510-CA	NA	NA	NA	No	1 Year	01/22-			
	DSW 1005E	NA	NA	NA	No	1 Year	01/18 – 12/22		5	12/27
	DS WSS30	NA	NA	NA	No	1 Year	01/08 -12/22		5	12/27
	DSW 3018-E	NA	NA	NA	No	1 Year	10/17 -			
	DS TS20E	NA	NA	NA	No	1 Year	02/16 – 03/21	DST 20 CA EC	5	03/26
	DST 20 CA EC	1 Year (or) 200 hours whichever earlier	NA	NA	No	1 Year	01/19 – 12/23	DST 20 CA 2 nd	5	12/28

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
	DST 20 CA 2 nd	1 Year (or) 200 hours whichever earlier	NA	NA	No	1 Year	01/24-			
Distance Lasers	PD 4				No		01/06 - 12/08	PD 5		12/13
	PD 5				No	1 Year	01/09 - 12/18	PD S		12/23
	PD S	1 Year	NA	NA	No	1 Year	01/19 -			
	PD 42				No		01/06 - 12/08	PD I Gen 2		12/13
	PD-I				No	1 Year	01/09 – 06/19	PD I Gen 2		06/24
	PD-I Gen 2	1 Year	NA	NA	No	1 Year	07/19 -			
	PD-E	1 Year	NA	NA	No	1 Year	01/09 -			
Line Lasers	PM 2-L	2 Year	1 month	6,210.00	No	1 Year	01/16 – 07/22	PM 2L-G	5	07/27
	PM 2L-G	2 Year	1 month	10,347.00	No	1 Year	06/17 – 07/22	PM 2L-G (2 nd Gen)	5	07/27
	PM 2L-G (2 nd Gen)	2 Year	1 month	13,350.00	No	1 Year	07/22 -			
	PM 2-P	2 Year	1 month	5,400.00	No	1 Year	01/16 – 07/22	PM 2-PG	5	07/27
	PM 2-PG	2 Year	1 month	6,554.00		1 Year	07/22-			
	PM 2-PE	2 Year	1 month	14,000.00		1 Year				
	PM 4-M	2 Year	1 month	15,097.00	No	1 Year	06/17 – 07/22		5	07/27
	PM 40-MG	2 Year	1 month	16,750.00	No	1 Year	07/18 -			
	PMP 34						01/07 - 12/12	PM 4-M		12/17
	PMC 46						01/10 - 12/17	PMC 46 (2 nd)		12/24
	PMC 46 (2 nd)	2 Year	1 month	19,693.00	No	1 Year	01/21 - 07/22	PM 20CG	5	07/27
	PM 20CG	2 Year	1 month	14,123.00	No	1 Year	07/22 -			
Rotating Lasers	PRI 2				No		01/07 - 12/12	PR 30 HVS A12		12/17
	PRE 3				No		01/09 - 12/14	PR 30 HVS A12		12/19
	PR 3				No		01/09 - 12/16	PR 30 HVS A12		12/21
	PR 2-HS				No	1 Year	09/16 - 12/17	PR 2-HS A12		12/22
	PR 2-HS A12	2 Year	1 month	33,638.00	No	1 Year	01/18 -			
	PR 30 HVS A12	2 Year	1 month	39,100.00	No	1 Year	01/18 -			
Scanners & Total Station	PS 35				No		01/12 - 12/15	PS 250		12/20
	PS 50				No		01/16 - 12/17	PS 250		12/22
	PS 85	2 Year	1 Month	26,615.00	No	1 Year	12/17			

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
Scanners & Total Station	PS 250				No	1 Year	01/09 -09/19	PS 300	5	09/24
	PS 300	2 Year	1 month	309,164.00	No	1 Year	01/20 -			
	PS 1000	2 Year	1 month	818,792.00	No	1 Year	01/09 -			
	POS 18	1 Year	1 month		No	1 Year	06/18 – 12/19		5	12/24
Battery	B 22/8.0 Li-ion	2 Year	NA	NA	No	1 Year	01/20 –			
	B 22/5.2 Li-ion	2 Year	NA	NA	No	1 Year	01/20 –12/22			
	B 22/2.6 Li-ion	2 Year	NA	NA	No	1 Year	01/20 –			
	B 22/4.0 Li-ion	2 Year	NA	NA	No	1 Year	09/22 -			
	B 36/5.2 Li-ion	2 Year	NA	NA	No	1 Year	01/20 –			
	B 36/2.6 Li-ion	2 Year	NA	NA	No	1 Year	01/20 –			
	B 36/9.0 Li-ion	2 Year	NA	NA	No	1 Year	01/21 –			
	B 12/4.0	2 Year	NA	NA	No	1 Year	01/21 –			
	B 12/2.6	1 Year	NA	NA	No	1 Year	01/20 –			
	B22-55	2 Year	NA	NA	No	1 Year	07/23-			
	B22-85	2 Year	NA	NA	No	1 Year	07/23-			
	B22-110	2 Year	NA	NA	No	1 Year	07/23-			
	B22-170	2 Year	NA	NA	No	1 Year	07/23-			
	B22-255	2 Year	NA	NA	No	1 Year	07/23-			
Charger	C 4/12-50	1 Year	NA	NA	No	1 Year	01/20 –			
	C 4/36-90	2 Year	NA	NA	No	1 Year	01/20 –			
	C 4/36-350	2 Year	NA	NA	No	1 Year	01/20 –			
	C 4-22	2 Year	NA	NA	No	1 Year	07/23-			
	C 6-22	2 Year	NA	NA	No	1 Year	07/23-			
	C 8-22	2 Year	NA	NA	No	1 Year	07/23-			
Dust Removal System	TE DRS 4/6	2 Year	NA	NA	No	1 Year	07/23-			

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Annexure 2
List of non-Reparable items

BU	Tool Type
Angle Grinders	AG 100-8S
	AG 100-8D
	AG 125-13S
Distance Lasers	PD 5
	PD S
	PD-I
	PD-I Gen 2
	PD-E
Cordless	All batteries
	All chargers
Universal Drills	UD 4
Chemical dispenser	HDE 500 A-22
Screw Fastening	SBT 4 A-22

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

Annexure 3 TIME PROMISE (3 days or free) – List of Pin codes

S.No.	Location	List of pin codes covered	S.No.	Location	List of pin codes covered
1	Ahmedabad	380001 to 380002	52	Gurgaon	122101
2	Ahmedabad	380004 to 380009	53	Mumbai	400001 to 400010
3	Ahmedabad	380013 to 380016	54	Mumbai	400012 to 400023
4	Ahmedabad	380018 to 380019	55	Mumbai	400025 to 400028
5	Ahmedabad	380021 to 380026	56	Mumbai	400030 to 400031
6	Ahmedabad	380050 to 380052	57	Mumbai	400033 to 400034
7	Ahmedabad	380054 to 380056	58	Mumbai	400037
8	Ahmedabad	380058 to 380061	59	Mumbai	400042 to 400043
9	Ahmedabad	380063	60	Mumbai	400049 to 400054
10	Ahmedabad	381270	61	Mumbai	400056 to 400060
11	Ahmedabad	382330	62	Mumbai	400062 to 400072
12	Ahmedabad	382340	63	Mumbai	400074
13	Ahmedabad	382345 to 382346	64	Mumbai	400076 to 400083
14	Ahmedabad	382350	65	Mumbai	400087 to 400089
15	Ahmedabad	382405	66	Mumbai	400093
16	Ahmedabad	382418	67	Mumbai	400095
17	Ahmedabad	382424 to 382425	68	Mumbai	400097 to 400099
18	Ahmedabad	382430	69	Mumbai	400101 to 400102
19	Ahmedabad	382445	70	Mumbai	400104
20	Ahmedabad	382470	71	Mumbai	400601 to 400604
21	Ahmedabad	382480	72	Mumbai	400606 to 400608
22	Ahmedabad	382481	73	Mumbai	400610
23	Bengaluru	560001 to 560011	74	Mumbai	400701 to 400706
24	Bengaluru	560016 to 560020	75	Mumbai	400708 to 400710
25	Bengaluru	560022 to 560030	76	New Delhi	110001 to 110049
26	Bengaluru	560032 to 560038	77	New Delhi	110051 to 110078
27	Bengaluru	560040 to 560043	78	New Delhi	110080 to 110097
28	Bengaluru	560045 to 560053	79	New Delhi	110201
29	Bengaluru	560055	80	Pune	410401
30	Bengaluru	560057 to 560058	81	Pune	410501
31	Bengaluru	560060 to 560064	82	Pune	410503
32	Bengaluru	560066 to 560072	83	Pune	410505
33	Bengaluru	560075 to 560087	84	Pune	410507
34	Bengaluru	560091 to 560095	85	Pune	411001 to 411009
35	Bengaluru	560098 to 560100	86	Pune	411011 to 411021
36	Bengaluru	560102 to 560103	87	Pune	411026 to 411028

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

37	G.B. Nagar (UP)	203207	88	Pune	411030
38	G.B. Nagar (UP)	201301 to 201310	89	Pune	411032 to 411048
39	Ghaziabad	201001 to 201005	90	Pune	411051 to 411052
40	Ghaziabad	201007	91	Pune	411057 to 411058
41	Ghaziabad	201009 to 201010	92	Pune	411060 to 411062
42	Ghaziabad	201012	93	Pune	412101
43	Ghaziabad	201014	94	Pune	412105 to 412106
44	Ghaziabad	201017	95	Pune	412108 to 412109
45	Ghaziabad	201019	96	Pune	412114 to 412115
46	Ghaziabad	201102	97	Pune	412202
47	Gurgaon	122001 to 122006	98	Pune	412208 to 412209
48	Gurgaon	122008 to 122011	99	Pune	412214
49	Gurgaon	122015 to 122018	100	Pune	412216
50	Gurgaon	122051	101	Pune	412220
51	Gurgaon	122052	102	Pune	412307 to 412308

Annexure 4 TIME PROMISE (5 days or free) – List of Pin codes

S.No.	Location	List of pincodes covered	S.No.2	Location3	List of pincodes covered4
1	Faridabad	121008	86	Hyderabad	500001
2	Faridabad	121010	87	Hyderabad	500004
3	Faridabad	121012	88	Hyderabad	500010
4	Faridabad	121101	89	Hyderabad	500013
5	Gurugram	122007	90	Hyderabad	500014
6	Gurugram	122017	91	Hyderabad	500025
7	Gurugram	122018	92	Hyderabad	500033
8	Gurugram	122102	93	Hyderabad	500038
9	Sonepat	131001	94	Hyderabad	500053
10	Sonepat	131101	95	Hyderabad	500056
11	Ludhiana	141011	96	Hyderabad	500060
12	Ludhiana	141101	97	Hyderabad	500064
13	Jalandhar	144533	98	Hyderabad	500074
14	Chandigarh	160009	99	Hyderabad	500083
15	Chandigarh	160014	100	Hyderabad	500090
16	Chandigarh	160036	101	Hyderabad	501203
17	Chandigarh	160104	102	Hyderabad	501301
18	Jammu	180007	103	Sangareddy	502278
19	Poonch	185121	104	Sangareddy	502319
20	Ghaziabad	201011	105	Sangareddy	502324
21	Ghaziabad	201206	106	Warangal	506004
22	Ghaziabad	201312	107	Bangalore	560013
23	Lucknow	226101	108	Bangalore	560065

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

24	Moradabad	244401	109	Bangalore	560109
25	Sahranpur	247670	110	Bangalore	560114
26	Dehradun	248145	111	Bangalore	561204
27	Dehradun	248171	112	Yelahanka,Bangalore	562101
28	Dehradun	248197	113	Bangalore	563101
29	Meerut	250501	114	Bangalore	563116
30	Jaipur	302006	115	Mangalore	575014
31	Jaipur	302007	116	Davangare	577001
32	Jaipur	302018	117	Chennai	600002
33	Jaipur	302025	118	Chennai	600035
34	Jaipur	302026	119	Chennai	600039
35	Jaipur	302034	120	Chennai	600063
36	Jaipur	302039	121	Chennai	600091
37	Jaipur	303007	122	Chennai	600107
38	Jamnagar	361002	123	Chennai	600118
39	Bhuj	370203	124	Chennai	600127
40	Ahmedabad	380003	125	Chennai	602021
41	Ahmedabad	380027	126	Chennai	602106
42	Gandhinagar	382428	127	Chennai	603204
43	Mehsana	384001	128	Salem	635110
44	Nadiad	387120	129	Salem	635119
45	Nadiad	387130	130	Hasthampatty	636004
46	Baroda	390004	131	Hasthampatty	636016
47	Baroda	390017	132	Erode	638004
48	Baroda	391520	133	Coimbatore	641002
49	Baroda	391770	134	Coimbatore	641011
50	Bharuch	392011	135	Coimbatore	641016
51	Surat	394125	136	Coimbatore	641663
52	Surat	394315	137	Cochin	682018
53	Mumbai	400024	138	Cochin	682028
54	Mumbai	400055	139	Cochin	682032
55	Mumbai	400061	140	Aluva	683101
56	Mumbai	400094	141	Aluva	683503
57	Mumbai	400605	142	Aluva	683578
58	Mumbai	400615	143	Kolkata	700002
59	Mumbai	401201	144	Kolkata	700003
60	Mumbai	401305	145	Kolkata	700012
61	Mumbai	401403	146	Kolkata	700020
62	Mangaon	402303	147	Kolkata	700024
63	Pune	411031	148	Kolkata	700025
64	Talegaon	412110	149	Kolkata	700028
65	Pune	412111	150	Kolkata	700038
66	Talegaon	412801	151	Kolkata	700043
67	Kolhapur	416003	152	Kolkata	700046

Policy No: HTS/TC/01/2025 dtd.03.01.2025
Effective till further notice

68	Kolhapur	416528	153	Kolkata	700055
69	Ambernath	421002	154	Kolkata	700056
70	Ambernath	421202	155	Kolkata	700058
71	Ambernath	421502	156	Kolkata	700065
72	Nasik	422009	157	Kolkata	700069
73	Nagpur	440029	158	Kolkata	700075
74	Nagpur	440036	159	Kolkata	700080
75	Nagpur	441001	160	Kolkata	700100
76	Nagpur	441206	161	Kolkata	700148
77	Nagpur	441302	162	Parganas	700161
78	Indore	452012	163	Howrah	711113
79	Pithampur	453332	164	Howrah	711316
80	Pithampur	453555	165	Howrah	711409
81	Bhopal	462003	166	Hoogly	712258
82	Gwalior	474004	167	Hoogly	712311
83	Gwalior	474005	168	Kolkatta	743504
84	Gwalior	474010	169	Port Blair	744102
85	Gwalior	474015	170	Bhubaneswar	751001