



FREQUENTLY ASKED QUESTIONS – For PUDO location

Q – If a customer needs to get the tool repair done, where can he/she drop the tool for repair?

Ans: Now customers can visit the Hilti center to drop off the tool.

Customers may call our customer care on our Toll-Free No. 1800 102 6400 to arrange tool pick up from your location as we provide free pick up and drop services for your convenience.

However, if customers want to drop his/her tool, customers may opt for our PUDO service (Pick Up & Drop Off service). Customers may get the PUDO location details from our website or get information from GCC (Customer care).

Q - What is the process for dropping the tool at the PUDO location?

- Please call GCC (Customer care) at 1800 102 6400 for a Service order for repair
- GCC will communicate about the nearest PUDO location.
- GCC (Customer care) to share the PUDO address and Service Order number with the customer.
- Please visit the PUDO location and share the Service Order number.
- PUDO representative will verify the Service Order
- Once confirmed, please hand the tool to the transporter representative
- Please **collect acknowledgement** from the PUDO representative on LR or challan.

Q - Will PUDO location remain open on all weekdays?

Ans: PUDO locations are operational from Monday to Saturday except for public

holidays.

Q - What will happen if a customer does not drop the tool in the PUDO location?

Ans: Hilti team will cancel the request after confirmation from the customer.

Q - What if a customer brings the tool to the PUDO location without any order number?

Ans: PUDO Rep. will ask a customer to raise a pickup request on Hilti Toll free number 1800 102 6400. It can take up to two hours for the order to reflect in the transporter system after order generation. It is advisable to generate service orders before going to PUDO locations.

Q - Will the customer get any acknowledgement receipt after dropping the tool at PUDO location?

Ans: Yes, the customer must collect the LR copy (signed) from the PUDO rep.

Q - Will the customer collect the tool after repair from PUDO locations?

Ans: No, after repair, the tool will be directly delivered to the customers at the "Ship to" location selected in the service order.