

## 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 2018 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](http://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 customer 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.

### 8. 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.

### 9. 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. 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.

## 10. 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.

## 11. NO APPROVAL VALUE

Hilti will proceed with repair without quotation approval, when the repair cost is less than or equal to INR 4,999 (exclusive of GST). Quotation will be provided for approval, if the repair cost is greater than INR 4,999 (excluding GST). If the customer wants to change this "no approval value", he/she can provide a different value in the form of preapprovals.

### 11.1 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

## 12. 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

## 13. 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:

### 13.1. Terms & conditions

- 13.1.1. 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**
- 13.1.2. 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.
- 13.1.3. 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"
- 13.1.4. If the tool repair turnaround exceeds the Time Promise, then the repair will be free of charge
  - 13.1.4.1. Delays that result in a Time Promise failure and occurring before the invoice is generated will be free and not charged to the customer
  - 13.1.4.2. 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
- 13.1.5. Time promise will not be applicable for Repair done on "Cheque on Delivery" payment
- 13.1.6. If the tool is dropped off at Hilti Store, time promise will commence the next working day after tool drop at Hilti Store

### 13.2. Exclusions

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

- 13.2.1. Charged repair orders requiring quotation
- 13.2.2. Charged repair orders of phased-out tools
- 13.2.3. Customer absence on the appointed date of tool delivery
- 13.2.4. Charged repair orders in other than the list as per [Annexure 2](#)
- 13.2.5. Charged repair orders for all non-relevant tools as per [Annexure 1](#)
- 13.2.6. Change of delivery date on customer request
- 13.2.7. Orders with incomplete information necessary for delivery e.g. delivery address and contact person
- 13.2.8. **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.
- 13.2.9. 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.

## 14. 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

## 15. 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



## HILTI TOOL SERVICE

*Policy No: HTS/TC/19/08 d 02.2022*

*Effective till further notice*

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 – 2018 Portfolio

Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 <sup>rd</sup> 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	11,992	Yes	1 Year	01/19 -		5	
	TE 500	2 Year	1 month	11,992	Yes	1 Year	01/08 - 12/20	TE 500 (2 <sup>nd</sup> Gen)	5	12/25
	TE 500 (2 <sup>nd</sup> Gen)	2 Year	1 Month	15,945	Yes	1 Year	01/21			
	TE 700-AVR	2 Year	1 month	20,479	Yes	1 Year	01/11 -		5	
	TE 706						01/03 - 12/07	TE 700-AVR		12/18
	TE 800 Std	1 Year	1 month	15,000	Yes	1 Year	07/15 -		5	
	TE 800-AVR	2 Year	1 month	18,000	Yes	1 Year	04/15 -		5	
	TE 905		1 month		No		01/07 - 12/09	TE 1000-AVR NG		12/18
	TE 1000-AVR		1 month		No		01/09 - 12/15	TE 1000-AVR NG	5	12/20
	TE 1000-AVR NG	2 Year	1 month	20,000	Yes	1 Year	11/14 – 12/20	TE 1000-AVR Univ Cord	5	12/25
	TE 1000-AVR Univ Cord	2 Year	1 month	20,000	Yes	1 Year	11/14 – 10/20			
	TE 1500-AVR	2 Year	1 month	32,650	Yes	1 Year	01/12 – 07/18	TE 2000		07/23
	TE 2000	2 Year	1 month	45,000	Yes	1 Year	07/18 -		5	
	TE 3000-AVR	1 Year	1 month	58,098	Yes	1 Year	01/12 -		5	
Combihammers	TE 15-C						01/ 00 - 12/05	TE 30 2 <sup>nd</sup> gen		12/10
	TE 16						01/09 - 12/11	TE 30 2 <sup>nd</sup> gen		12/18
	TE 16-M						01/09 - 12/11	TE 30 2 <sup>nd</sup> gen		12/18
	TE 25						01/97 - 12/07	TE 30 2 <sup>nd</sup> gen		12/17
	TE 30 1 <sup>st</sup> gen						01/09 - 06/17	TE 30 2 <sup>nd</sup> gen		12/24
	TE 30 2 <sup>nd</sup> gen	2 Year	1 month	8,396	Yes	1 Year	01/17 -		5	
	Cordless TE 30-A36 2 <sup>nd</sup> gen	2 Year	1 Month	22,175	No	1 Year	1/18 -		5	
	TE 40						01/12 - 01/18	TE 30 2 <sup>nd</sup> gen		01/23
	TE 50						01/14 - 06/17	TE 50-AVR 03		06/22
	TE 50-AVR 03	2 Year	1 month	12,727	Yes	1 Year	01/17 -		5	
	TE 56						01/04 – 12/07	TE 70-AVR		06/18
	TE 60-AVR	2 Year	1 month	25000	Yes	1 Year	10/21		5	

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Product Group	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3 <sup>rd</sup> 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	18,000	Yes	1 Year	01/10 -		5	
	TE 70-D	2 Year	1 month	15,000	Yes	1 Year	01/14 -		5	
	TE 70B						01/13 - 12/16	TE 70-AVR		12/21
	TE 76						01/01 - 12/12	TE 70-AVR		12/18
Angle Grinders	DAG 125-S						01/03 - 12/17	AG 125	5	12/22
	DCG 125-S						01/03 - 12/17	AG 125	5	12/22
	DCG 125-S						01/03 - 12/17	AG 125	5	12/22
	DCG 180-P						01/03 - 12/16	AG 180	5	12/21
	AG 100-8S	0 Year	NA	NA	No	6 months	01/13 -		NA	
	AG 100-8D	0 Year	NA	NA	No	6 months	01/13 -		NA	
	DCG 125-S	0 Year	NA	NA	No	6 months	01/17 -		5	
	AG 125-13S	0 Year	NA	NA	No	6 months	01/17 -		NA	
	AG 180-20P	0 Year	NA	NA	No	6 months	01/17 -		NA	
	DCG 230-D	0 Year	NA	NA	No	6 months	01/06 – 02/21	AG 230	5	
	AG 230	0 Year	NA	NA	YES	6 months	10/21		5	
AG 125-A22 case	2 Year	1 month	6000	No	6 months	01/20 -		5		
Rotary Hammers	TE 1	1 Year	1 month	2,640	Yes	1 Year	01/09 -		5	
	TE 2-S						01/02 - 12/07	TE 2 02	5	12/14
	TE 2						01/00 - 12/05	TE 2 02		12/14
	TE 2-M						01/00 - 12/05	TE 2-M 02		12/14
	TE 2 02	1 Year	1 month	3,585	Yes	1 Year	01/06 -		5	
	TE 2-M 02	1 Year	1 month	3,772	Yes	1 Year	01/06 -		5	
	TE 2-A22	2 Year	1 month	4,547	Yes	1 Year	01/09 -		5	
	TE 3 CL	1 Year	1 month	5,192	Yes	1 Year	07/18 -		5	
	TE 3 ML	1 Year	1 month	5,192	Yes	1 Year	07/18 -		5	
	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	5,900	Yes	1 Year	01/18 -		5	
	TE 6-A22	2 Year	1 month	7,700	Yes	1 Year	01/20 -			
	TE 7	1 Year	1 month	4,135	Yes	1 Year	01/10 -		5	
TE 7-C	2 Year	1 month	5,628	Yes	1 Year	01/14 -		5		

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Universal Drills	UD 4	0 Year	NA	NA	No	6 months	01/18 -		NA	
	UD 30	1 Year	1 month	4,924	Yes	1 Year	01/08 -		5	
Cordless	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	4,200	Yes	1 Year	01/13 - 07/18	SFC 22-A		07/23
	SFC 22-A	2 Year	1 month	4,200	Yes	1 Year	07/18 - 01/22	SF 4-A22	5	
	SF 4-A22	2 Year	1 month	4,200	Yes	1 Year	12/21		5	
	SID 121-A						01/06 - 12/10	SID 14-A		12/17
	SID 144-A						01/06 - 12/12	SID 14-A		12/19
	SID 14-A	1 Year	1 month	4,400	Yes	1 Year	01/09 - 07/18	SID 4-A		07/23
	SID 4-A	2 Year	1 month	7,000	Yes	1 Year	07/18 -		5	
	SIW 121-A						01/06 - 12/10	SIW 22T-A		12/17
	SIW 144-A						01/06 - 12/12	SIW 22T-A		12/19
	SIW 22T-A 3/4"	2 Year	1 month	4,900	Yes	1 Year	01/09 -		5	
	SIW 22T-A 1/2"	2 Year	1 month	4,900	Yes	1 Year	01/09 -		5	
	SIW 22-A	2 Year	1 month	4,900	Yes	1 Year	01/09 -		5	
	SCO 6-A	2 Year	1 month	9,650	Yes	1 Year	07/18 -		5	
	SIW 6 AT - A22	2 Year	1 month	6,815	Yes	1 Year	07/19 -		5	
	SI AT - A22	2 Year	1 month	8,100	No	1 Year	07/19 -		5	
	SIW 9-A22	2 Year	1 month	10,000	Yes	1 Year	01/20 -		5	
	SID 2-A12	1 Year	1 month	2,833	Yes	1 Year	01/21 -		5	
	SFD 2-A12	1 Year	1 month	2,433	Yes	1 Year	01/21 -		5	
SF 2-A12	1 Year	1 month	2,500	Yes	1 Year	01/21 -		5		
RT 6-A22	2 Year	1 month	14,170	Yes	1 Year	01/21 -		5		
Sawing	WSR 900-PE	1 Year	1 month	8,542	No	1 Year	01/09 - 12/10	WSR 1400		12/21
	WSR 1400	1 Year	1 month	12,500	Yes	1 Year	01/18 -	SR 30	5	
	SR 30	1 Year	1 month	9,980	Yes	1 Year	01/18 -		5	
	SCM 22-A	2 Year	1 month	9,630	Yes	1 Year	01/15 -		5	
	SCW 22-A	2 Year	1 month	6,000	Yes	1 Year	01/20 -		5	
	SC 55W	1 Year	1 month	4,240	Yes	1 Year	01/20 -		5	
Diamond drilling	DD 100 MEC						01/00 - 12/04	DD 120		12/14

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	DD 120	1 Year	1 month	29,192	Yes	1 Year	01/14 -		5	
	DD 160E						01/02 - 12/07	DD 160		12/18
	DD 160	2 Year	1 month	40,000	Yes	1 Year	01/11 -		5	
	DD-ST 160	2 Year	1 month	24,661	Yes	1 Year	01/11 -		5	
	DD 250E						01/97 - 12/02	DD 200		12/18
	DD 200 Gen 1	2 Year	1 month	50,000	Yes	1 Year	01/07 – 12/17	DD 200 Gen 2	5	01/22
	DD 200 Gen 2	2 Year	1 month	50,000	Yes	! Year	12/17 -		5	
	DD 200 Std	2 Year	1 month	60,000	Yes	1 Year	01/17 -		5	
	DD-HD	2 Year	1 month	57,384	Yes	1 Year	01/07 -		5	
	DD 350-CA	2 Year	1 month	112,654	No	1 Year	01/08 -		5	
	DD 400						01/97 - 12/05	DD 350-CA		12/18
	DD WMS 100	1 Year	1 month	19,999	Yes	1 Year	01/19 -		5	
Diamond grinding	DG 150	1 Year	1 month		Yes	1 Year	07/19 -		5	
	DGH 130	0 Year	NA	NA	No	6 months	07/19 -		5	
Diamond cutting	VC-20-U	2 Year	1 month	9,882	Yes	1 Year	01/05 -		5	
	DCH 300	2 Year	1 month	27,918	Yes	1 Year	01/09 -		5	
	DCH 300-X	2 Year	1 month	36,000	Yes	1 Year	01/20 -		5	
	DSH 900-X	1 Year	1 month	77,538	No	1 Year	01/18 -		5	
Diamond sawing	DS TS22 LP15						01/10 - 12/17	DS TS32 LP32		12/22
	DS TS32 LP32	NA	NA	NA	No	1 Year	01/06 -		5	
	DS WS10-E						01/10 - 12/17	DSW 1005E		12/18
	DS WS 15 1 <sup>st</sup> gen						01/00 - 12/07	DS WS15 2 <sup>nd</sup> gen		12/18
	DS WS15 2 <sup>nd</sup> gen	NA	NA	NA	No	1 Year	01/08 -		5	
	DS WS10						01/10 - 12/17	DSW 1005E		12/22
	DSW 1005E	NA	NA	NA	No	1 Year	01/18 -		5	
	DS WSS30	NA	NA	NA	No	1 Year	01/08 -		5	
	DSW 3018	NA	NA	NA	No	1 Year	10/17 -		5	
	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	NA	NA	NA	No	1 Year	01/19 -		5	

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Direct Fastening	BX 3	2 Year	1 month	31,309	No	1 Year	08/18 -	BX 3 Gen 2	5	
	BX 3 Gen 2	2 Year	1 month	33,120	No	1 Year	01/20 -		5	
	BX 3-BT	2 Year	1 month	38,357	No	1 Year	01/20 -		5	
	GX 120						01/13 - 06/18	GX 3		06/23
	GX3	2 Year	1 month	25,000	No	1 Year	06/17 -		5	
	ST 1800	1 Year	1 month	7,098	No	1 Year	01/02 -		5	
	ST 1800 A	2 Year	1 month	8,380	No	1 Year	01/19 -		5	
	ST 18	NA	NA	NA	No	1 Year	01/06 - 12/08	ST 1800		
	SD 5000	2 Year	1 month	4,332	No	1 Year	07/18 – 12/21	SD 5000 (2 <sup>nd</sup> Gen)		12/26
SD5000 (2 <sup>nd</sup> Gen)	2 Year	1 month	4,884	No	1 Year	01/21		5		
Distance Lasers	PD 4		NA	NA	No		01/06 - 12/08	PD 5		12/13
	PD 5	1 Year	NA	NA	No	1 Year	01/09 - 12/18	PD S		12/23
	PD S	1 Year	NA	NA	No	1 Year	01/19 -		5	
	PD 42		NA	NA	No		01/06 - 12/08	PD I Gen 2		12/13
	PD-I	1 Year	NA	NA	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 -		5	
	PD-E	1 Year	NA	NA	No	1 Year	01/09 -		5	
Line Lasers	PM 2-L	2 Year	1 month	5,400	No	1 Year	01/16 – 07/22		5	07/27
	PM 2L-G	2 Year	1 month	10,000	No	1 Year	06/17 – 07/22		5	07/27
	PM 4-M	2 Year	1 month	13,128	No	1 Year	06/17 – 07/22		5	07/27
	PM 40-MG	2 Year	1 month	14,565	No	1 Year	07/18 -		5	
	PMP 34						01/07 - 12/12	PM 4-M		12/17
	PMC 46						01/10 - 12/17	PMC 46 (2 <sup>nd</sup> )		12/24
	PMC 46 (2 <sup>nd</sup> )	2 Year	1 month	18,154	No	1 Year	01/21 - 07/22		5	07/27
	PM 2-P	2 Year	1 month	5,400	No	1 Year	01/16 – 07/22		5	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	2 Year	1 month	29,250	No	1 Year	09/16 - 12/17	PR 2-HS A12		12/22



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	PR 2-HS A12	2 Year	1 month	29,250	No	1 Year	01/18 -		5	
	PR 30 HVS A12	2 Year	1 month	34,000	No	1 Year	01/18 -		5	
Scanners	PS 35				No		01/12 - 12/15	PS 250		12/20
	PS 50				No		01/16 - 12/17	PS 250		12/22
	PS 250	2 Year	1 month	282,406	No	1 Year	01/09 -	PS 300	5	
	PS 300	2 Year	1 month	410,000	No	1 Year	01/20 -			
	PS 1000	2 Year	1 month	419,775	No	1 Year	01/09 -		5	
	PS 1000-B	2 Year	1 month	580,000	No	1 Year	01/09 -		5	
Total Station	POS 18				No	1 Year	06/18 – 12/19		5	
Chemical dispenser	HDE 500 A-22	1 Year	NA	NA	No	1 Year	07/16 -		5	
	HDE 500-A12	1 Year	NA	NA	No	1 Year	02/22-		5	
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 –			
	B 22/2.6 Li-ion	2 Year	NA	NA	No	1 Year	01/20 –			
	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	NA	No	1 Year	01/20 –			
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 –			

## 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

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

S.No.	Location	List of pincodes covered
1	New Delhi	110001 to 110049
2	New Delhi	110051 to 110078
3	New Delhi	110080 to 110097
4	New Delhi	110201
5	Mumbai	400001 to 400010
6	Mumbai	400012 to 400023
7	Mumbai	400025 to 400028
8	Mumbai	400030 to 400031
9	Mumbai	400033 to 400034
10	Mumbai	400037
11	Mumbai	400042 to 400043
12	Mumbai	400049 to 400054
13	Mumbai	400056 to 400060
14	Mumbai	400062 to 400072
15	Mumbai	400074
16	Mumbai	400076 to 400083
17	Mumbai	400087 to 400089
18	Mumbai	400093
19	Mumbai	400095
20	Mumbai	400097 to 400099
21	Mumbai	400101 to 400102
22	Mumbai	400104
23	Mumbai	400601 to 400604
24	Mumbai	400606 to 400608
25	Mumbai	400610
26	Mumbai	400701 to 400706
27	Mumbai	400708 to 400710
28	Gurgaon	122001 to 122006
29	Gurgaon	122008 to 122011
30	Gurgaon	122015 to 1222018
31	Gurgaon	122051
32	Gurgaon	122052
33	Gurgaon	122101
34	G.B. Nagar (UP)	203207
35	G.B. Nagar (UP)	201301 to 201310
36	Ghaziabad	201001 to 201005
37	Ghaziabad	201007
38	Ghaziabad	201009 to 201010
39	Ghaziabad	201012
40	Ghaziabad	201014
41	Ghaziabad	201017
42	Ghaziabad	201019
43	Ghaziabad	201102

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44	Pune	410401
45	Pune	410501
46	Pune	410503
47	Pune	410505
48	Pune	410507
49	Pune	411001 to 411009
50	Pune	411011 to 411021
51	Pune	411026 to 411028
52	Pune	411030
53	Pune	411032 to 411048
54	Pune	411051 to 411052
55	Pune	411057 to 411058
56	Pune	411060 to 411062
57	Pune	412101
58	Pune	412105 to 412106
59	Pune	412108 to 412109
60	Pune	412114 to 412115
61	Pune	412202
62	Pune	412208 to 412209
63	Pune	412214
64	Pune	412216
65	Pune	412220
66	Pune	412307 to 412308
67	Ahmedabad	380001 to 380002
68	Ahmedabad	380004 to 380009
69	Ahmedabad	380013 to 380016
70	Ahmedabad	380018 to 380019
71	Ahmedabad	380021 to 380026
72	Ahmedabad	380050 to 380052
73	Ahmedabad	380054 to 380056
74	Ahmedabad	380058 to 380061
75	Ahmedabad	380063
76	Ahmedabad	381270
77	Ahmedabad	382330
78	Ahmedabad	382340
79	Ahmedabad	382345 to 382346
80	Ahmedabad	382350
81	Ahmedabad	382405
82	Ahmedabad	382418
83	Ahmedabad	382424 to 382425
84	Ahmedabad	382430
85	Ahmedabad	382445
86	Ahmedabad	382470
87	Ahmedabad	382480
88	Ahmedabad	382481



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

**Due to the current situation of Logistical challenges being faced around the country because of the COVID-19 Pandemic and in accordance with point number 13.2.8, we shall be temporarily suspending our Time Promise Service of 5 days till further notice.**