

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 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.

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.

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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 wants 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 7,999 (exclusive of GST). Quotation will be provided for approval, if the repair cost is greater than INR 7,999 (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.

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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 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.

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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 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	13791	Yes	1 Year	01/19 -		5	
	TE 500	2 Year	1 month	16842	Yes	1 Year	01/08 - 12/20	TE 500 (2 nd Gen)	5	12/25
	TE 500 (2 nd Gen)	2 Year	1 Month	16842	Yes	1 Year	01/21			
	TE 700-AVR	2 Year	1 month	23551	Yes	1 Year	01/11 -		5	
	TE 706						01/03 - 12/07	TE 700-AVR		12/18
	TE 800 Std	1 Year	1 month	17250	Yes	1 Year	07/15 -		5	
	TE 800-AVR	2 Year	1 month	20700	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	24486	Yes	1 Year	11/14 – 12/20	TE 1000-AVR Univ Cord	5	12/25
	TE 1000-AVR Univ Cord	2 Year	1 month	24486	Yes	1 Year	11/14 – 10/20			
	TE 1500-AVR	2 Year	1 month	37548	Yes	1 Year	01/12 – 07/18	TE 2000		07/23
	TE 2000	2 Year	1 month	51750	Yes	1 Year	07/18 -		5	
TE 3000-AVR	1 Year	1 month	66813	Yes	1 Year	01/12 -		5		
Combihammers	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 30 1 st gen						01/09 - 06/17	TE 30 2 nd gen		12/24
	TE 30 2 nd gen	2 Year	1 month	9655	Yes	1 Year	01/17 -		5	
	Cordless TE 30-A36 2 nd gen	2 Year	1 Month	25501	No	1 Year	1/18 -		5	
	TE 40						01/12 - 01/18	TE 30 2 nd gen		01/23
	TE 50						01/14 - 06/17	TE 50-AVR 03		06/22
	TE 50-AVR 03	2 Year	1 month	14636	Yes	1 Year	01/17 -		5	
TE 56						01/04 – 12/07	TE 70-AVR		06/18	

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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 60-AVR	2 Year	1 month	25000	Yes	1 Year	10/21		5	
	TE 70-AVR	2 Year	1 month	24171	Yes	1 Year	01/10 -		5	
	TE 70-D	2 Year	1 month	18000	Yes	1 Year	01/14 – 09/21	TE 70-AVR	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	6900	No	6 months	01/20 -		5		
Rotary Hammers	TE 1	1 Year	1 month	3036	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	4290	Yes	1 Year	01/06 -		5	
	TE 2-M 02	1 Year	1 month	6986	Yes	1 Year	01/06 -		5	
	TE 2-A22	2 Year	1 month	4997	Yes	1 Year	01/09 -		5	
	TE 3 CL	1 Year	1 month	5971	Yes	1 Year	07/18 -		5	
	TE 3 ML	1 Year	1 month	5971	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	8459	Yes	1 Year	01/18 -		5	
TE 6-A22	2 Year	1 month	6785	Yes	1 Year	01/20 -				

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	TE 7	1 Year	1 month	4975	Yes	1 Year	01/10 -		5	
	TE 7-C	2 Year	1 month	6472	Yes	1 Year	01/14 -		5	
Universal Drills	UD 4	0 Year	NA	NA	No	6 months	01/18 -		NA	
	UD 30	1 Year	1 month	5663	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	4651	Yes	1 Year	01/13 – 07/18	SFC 22-A		07/23
	SFC 22-A	2 Year	1 month	4651	Yes	1 Year	07/18 – 01/22	SF 4-A22	5	
	SF 4-A22	2 Year	1 month	4651	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	4995	Yes	1 Year	01/09 - 07/18	SID 4-A		07/23
	SID 4-A	2 Year	1 month	7431	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	5635	Yes	1 Year	01/09 -		5	
	SIW 22T-A 1/2"	2 Year	1 month	5635	Yes	1 Year	01/09 -		5	
	SIW 22-A	2 Year	1 month	5635	Yes	1 Year	01/09 -		5	
	SCO 6-A	2 Year	1 month	11056	Yes	1 Year	07/18 -		5	
	SIW 6 AT - A22	2 Year	1 month	6815	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	10985	Yes	1 Year	01/20 -		5	
	SID 2-A12	1 Year	1 month	2993	Yes	1 Year	01/21 -		5	
	SFD 2-A12	1 Year	1 month	2571	Yes	1 Year	01/21 -		5	
SF 2-A12	1 Year	1 month	2643	Yes	1 Year	01/21 -		5		
RT 6-A22	2 Year	1 month	15057	Yes	1 Year	01/21 -		5		
Sawing	WSR 900-PE	1 Year	1 month		No	1 Year	01/09 - 12/10	WSR 1400		12/21
	WSR 1400	1 Year	1 month	14375	Yes	1 Year	01/18 -	SR 30	5	
	SR 30	1 Year	1 month	10541	Yes	1 Year	01/18 -		5	
	SCM 22-A	2 Year	1 month	10985	Yes	1 Year	01/15 -		5	

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	SCW 22-A	2 Year	1 month	6591	Yes	1 Year	01/20 -		5	
	SC 55W	1 Year	1 month	4565	Yes	1 Year	01/20 -		5	
Diamond drilling	DD 100 MEC						01/00 - 12/04	DD 120		12/14
	DD 120	1 Year	1 month	33571	Yes	1 Year	01/14 -		5	
	DD 160E						01/02 - 12/07	DD 160		12/18
	DD 160	2 Year	1 month	46000	Yes	1 Year	01/11 -		5	
	DD-ST 160	2 Year	1 month	28360	Yes	1 Year	01/11 -		5	
	DD 250E						01/97 - 12/02	DD 200		12/18
	DD 200 Gen 1	2 Year	1 month	69000	Yes	1 Year	01/07 - 12/17	DD 200 Gen 2	5	01/22
	DD 200 Gen 2	2 Year	1 month	69000	Yes	! Year	12/17 -		5	
	DD 200 Std	2 Year	1 month	57500	Yes	1 Year	01/17 -		5	
	DD-HD	2 Year	1 month	65992	Yes	1 Year	01/07 -		5	
	DD 350-CA	2 Year	1 month	129552	No	1 Year	01/08 -		5	
	DD 400						01/97 - 12/05	DD 350-CA		12/18
Diamond grinding	DD WMS 100	1 Year	1 month	22999	Yes	1 Year	01/19 -		5	
	DG 150	1 Year	1 month	53653	Yes	1 Year	07/19 - 01/21		5	
	DGH 150	1 Year	1 month	34730	Yes	1 Year	01/21		5	
Diamond cutting	DGH 130	0 Year	NA	NA	No	6 months	07/19 -		5	
	VC-20-U	2 Year	1 month	12167	Yes	1 Year	01/05 -		5	
	DCH 300	2 Year	1 month	32106	Yes	1 Year	01/09 -		5	
	DCH 300-X	2 Year	1 month	36,000	Yes	1 Year	01/20 -		5	
Diamond sawing	DSH 900-X	1 Year	1 month	89169	No	1 Year	01/18 -		5	
	DS TS22 LP15						01/10 - 12/17	DS TS32 LP32		12/22
	DS TS32 LP32	NA	NA	NA	No	1 Year	01/06 - 12/20		5	
	DS WS10-E						01/10 - 12/17	DSW 1005E		12/18
	DS WS 15 1 st gen						01/00 - 12/07	DS WS15 2 nd gen		12/18
	DS WS15 2 nd gen	NA	NA	NA	No	1 Year	01/08 - 01/22	DSW 1510	5	
	DSW 1510	NA	NA	NA	No	1 Year	01/22-			
DS WS10	NA	NA	NA	No		01/10 - 12/17	DSW 1005E		12/22	
DSW 1005E	NA	NA	NA	No	1 Year	01/18 -		5		

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	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 earlier	NA	NA	No	1 Year	01/19 -		5	
Direct Fastening	BX 3	2 Year	1 month	38088	No	1 Year	08/18 -	BX 3 Gen 2	5	
	BX 3 Gen 2	2 Year	1 month	38088	No	1 Year	01/20 -		5	
	BX 3-BT	2 Year	1 month	44111	No	1 Year	01/20 -		5	
	GX 120						01/13 - 06/18	GX 3		06/23
	GX3	2 Year	1 month	28750	No	1 Year	06/17 -		5	
	ST 1800	1 Year	1 month	8163	No	1 Year	01/02 -		5	
	ST 1800 A	2 Year	1 month	9637	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	5444	No	1 Year	07/18 – 12/21	SD 5000 (2 nd Gen)		12/26	
	SD5000 (2 nd Gen)	2 Year	1 month	5444	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	6210	No	1 Year	01/16 – 07/22	PM 2L-G	5	07/27
	PM 2L-G	2 Year	1 month	10347	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		No	1 Year	07/22 -			
	PM 4-M	2 Year	1 month	15097	No	1 Year	06/17 – 07/22		5	07/27
	PM 40-MG	2 Year	1 month	16750	No	1 Year	07/18 -		5	

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	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	19693	No	1 Year	01/21 - 07/22	PM 20CG	5	07/27
	PM 20CG	2 Year	1 month	14123	No	1 Year	07/22 -			
	PM 2-P	2 Year	1 month	5400	No	1 Year	01/16 – 07/22	PM 2-PG	5	07/22
Rotating Lasers	PRI 2				No		01/07 - 12/12	PR 30 HVS A12		12/17
Rotating Lasers Scanners	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	33638	No	1 Year	09/16 - 12/17	PR 2-HS A12		12/22
	PR 2-HS A12	2 Year	1 month	33638	No	1 Year	01/18 -		5	
	PR 30 HVS A12	2 Year	1 month	39100	No	1 Year	01/18 -		5	
	PS 35				No		01/12 - 12/15	PS 250		12/20
Scanners Total Station	PS 50				No		01/16 - 12/17	PS 250		12/22
	PS 85	2 Year	1 Month	26615	No	1 Year	12/17			
	PS 250	2 Year	1 month	324767	No	1 Year	01/09 -	PS 300	5	
	PS 300	2 Year	1 month	410000	No	1 Year	01/20 -			
	PS 1000	2 Year	1 month	482741	No	1 Year	01/09 -		5	
	PS 1000-B	2 Year	1 month	580,000	No	1 Year	01/09 -		5	
	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	
Chemical dispenser Battery	HDE 500-A12	1 Year	NA	NA	No	1 Year	02/22-		5	
	B 22/8.0 Li-ion	2 Year	NA	NA	No	1 Year	01/20 –			
Battery Charger	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 –			

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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
	B 12/2.6	1 Year	NA	NA	No	1 Year	01/20 –			
	C 4/12-50	1 Year	NA	NA	No	1 Year	01/20 –			
Charger	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 –			

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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

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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 122018
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

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43	Ghaziabad	201102
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

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88	Ahmedabad	382481
89	Bengaluru	560001 to 560011
90	Bengaluru	560016 to 560020
91	Bengaluru	560022 to 560030
92	Bengaluru	560032 to 560038
93	Bengaluru	560040 to 560043
94	Bengaluru	560045 to 560053
95	Bengaluru	560055
96	Bengaluru	560057 to 560058
97	Bengaluru	560060 to 560064
98	Bengaluru	560066 to 560072
99	Bengaluru	560075 to 560087
100	Bengaluru	560091 to 560095
101	Bengaluru	560098 to 560100
102	Bengaluru	560102 to 560103

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.