

TERMS & CONDITIONS

1. Time promise

Hilti will repair the tool, with a time promise of 3 days, only upon the following terms & conditions:

- .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**
- .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.
- .1.3. Time promise applies only to collection point postal codes, as defined in the *Annexure 3*
- .1.4. If the tool repair turnaround exceeds the Time Promise, then the repair will be free of charge
 - 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
 - 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
- 1.5 Time promise will not be applicable for Repair done on “Cheque on Delivery” payment
- 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

2. Exclusions

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

- 2.1 Charged repair orders requiring quotation
- 2.2 Charged repair orders of phased-out tools
- 2.3 Customer absence on the appointed date of tool delivery
- 2.4 Charged repair orders in other than the list as per *Annexure 2*
- 2.5 Charged repair orders for all non-relevant tools as per *Annexure 1*
- 2.6 Change of delivery date on customer request
- 2.7 Orders with incomplete information necessary for delivery e.g. delivery address and contact person
- 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.
- 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.
- 2.10 Cases of special repair orders

**Annexure 1
 HTS 2.0 – 2018 Portfolio**

BU	Tool Type	Wear and Tear Coverage	Repair warranty	Repair cost limit for 3 years, INR	Time Promise Relevant	Manufacturer's Warranty
Diamond	DD 120	1 Year	1 month	29,192	Yes	1 Year
	DD 160	2 Year	1 month	40,000	Yes	1 Year
	DD-ST 160	2 Year	1 month	24,661	Yes	1 Year
	DD 200	2 Year	1 month	50,000	Yes	1 Year
	DD 200	2 Year	1 month	60,000	Yes	1 Year
	DD-HD	2 Year	1 month	57,384	Yes	1 Year
	DD 350-CA	2 Year	1 month	112,654	No	1 Year
	VC-20-U	2 Year	1 month	9,882	Yes	1 Year
	DCH 300	2 Year	1 month	27,918	Yes	1 Year
DSH 900-X	0 Year	NA	NA	No	1 Year	
Direct Fastening	GX3	2 Year	1 month	25,000	Yes	1 Year
	ST 1800	1 Year	1 month	7,098	Yes	1 Year
Combihammers	TE 30	2 Year	1 month	8,396	Yes	1 Year
	TE 50 AVR	2 Year	1 month	12,727	Yes	1 Year
	TE 70-AVR	2 Year	1 month	18,000	Yes	1 Year
	TE 70-D	2 Year	1 month	15,000	Yes	1 Year
Breakers	TE 500	2 Year	1 month	11,992	Yes	1 Year
	TE 700-AVR	2 Year	1 month	20,479	Yes	1 Year
	TE 800	1 Year	1 month	15,000	Yes	1 Year
	TE 800-AVR	2 Year	1 month	18,000	Yes	1 Year
	TE 1000-AVR	2 Year	1 month	20,000	Yes	1 Year
	TE 1500-AVR	2 Year	1 month	32,650	Yes	1 Year
Angle Grinders	TE 3000-AVR	1 Year	1 month	58,098	Yes	1 Year
	AG 100-8S	0 Year	NA	NA	No	6 months
	AG 100-8D	0 Year	NA	NA	No	6 months
	AG 115-8S	0 Year	NA	NA	No	6 months
	DCG 125-S	0 Year	NA	NA	No	6 months
	DAG 125-S	0 Year	NA	NA	No	6 months
	AG 125-13S	0 Year	NA	NA	No	6 months
	AG 125-A22	0 Year	NA	NA	No	6 months
	AG 180-20P	0 Year	NA	NA	No	6 months
DCG 180-P	0 Year	NA	NA	No	6 months	
DCG 230-D	0 Year	NA	NA	No	6 months	
Rotary Hammers	TE 1	1 Year	1 month	2,640	Yes	1 Year
	TE 2	1 Year	1 month	3,585	Yes	1 Year
	TE 2-M	1 Year	1 month	3,772	Yes	1 Year
	TE 2-A22	1 Year	1 month	4,547	Yes	1 Year
	TE 6-A36-AVR	1 Year	1 month	5,900	Yes	1 Year
	TE 7	1 Year	1 month	4,135	Yes	1 Year
	TE 7-C	1 Year	1 month	5,628	Yes	1 Year

BU	Tool Type	Wear and Tear Coverage	Repair warranty	Repair cost limit for 3 years, INR	Time Promise Relevant	Manufacturer's Warranty
Universal Drills	UD 4	0 Year	NA	NA	No	6 months
	UD 30	1 Year	1 month	4,924	Yes	1 Year
Impact wrenches	SID 14-A	1 Year	1 month	4,400	Yes	1 Year
	SFC 14-A	1 Year	1 month	2,879	Yes	1 Year
	SIW 22T-A	1 Year	1 month	4,900	Yes	1 Year
Sawing	WSR 900-PE	1 Year	1 month	8,542	Yes	1 Year
	WSR 1400	1 Year	1 month	12,500	Yes	1 Year
	SCM 22-A	1 Year	1 month	9,630	Yes	1 Year
Distance Lasers	PD 5	1 Year	1 month	3,840	No	1 Year
	PD-I	1 Year	1 month	6,209	No	1 Year
	PD-E	1 Year	1 month	9,101	No	1 Year
Line Lasers	PM 2-L	1 Year	1 month	5,400	No	1 Year
	PM 2L-G	1 Year	1 month	10,000	No	1 Year
	PM 4-M	2 Year	1 month	14,696	No	1 Year
Rotating Lasers	PR 2-HS	2 Year	1 month	29,250	No	1 Year
	PR 30 HVS	2 Year	1 month	34,000	No	1 Year
Scanners	PS 250	2 Year	1 month	282,406	No	1 Year
	PS 1000	2 Year	1 month	419,775	No	1 Year
	PS 1000	2 Year	1 month	580,000	No	1 Year
Heavy Diamonds	DD 750-HY 20	0 Year	NA	NA	No	1 Year
	DS TS20-E	0 Year	NA	NA	No	1 Year
	D-LP 15	0 Year	NA	NA	No	1 Year
	D-LP 32	0 Year	NA	NA	No	1 Year
	DS WS10-E/15E	0 Year	NA	NA	No	1 Year
	DS WS10/30	0 Year	NA	NA	No	1 Year

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-I
	PD-E
Cordless	All batteries
	All chargers
Universal Drills	UD 4

Annexure 3
TIME PROMISE – 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