

Policy No: HTS/TC/19/05 dtd 10.7.2019 Effective till further notice

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 wants 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 <u>Annexure 1</u>). 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. Incase 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 <u>Annexure 1</u> 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.

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.



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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 2,000 (exclusive of GST). Quotation will be provided for approval, if the repair cost is greater than INR 2,000 (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, only 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 Preapprovals, 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
- 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. 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 – 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
	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 - 12/18	TE 500-X	5	12/23
	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	
Breakers	TE 800-AVR	2 Year	1 month	18,000	Yes	1 Year	04/15 -		5	
Dieakeis	TE 905		1 month		No		01/07 - 12/09	TE 1000-AVR NG		12/18
	TE 1000-AVR		1 month		No		01/09 - 12/13	TE 1000-AVR NG	5	12/20
	TE 1000-AVR NG	2 Year	1 month	20,000	Yes	1 Year	01/14 -		5	
	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	
	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 1st gen						01/09 - 06/17	TE 30 2 nd gen		12/24
	TE 30 2 nd gen	2 Year	1 month	8,396	Yes	1 Year	01/17 -		5	
0 1: 1:	TE 40						01/12 - 01/18	TE 30 2 nd gen		01/23
Combihammers	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 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	Effective till further notic	ТооІ Туре	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
DCG 180-P		DCG 125-S						01/03 - 12/17	AG 125	5	12/22
AG 100-8S 0 Year NA NA NA NO 6 months 01/13 NA										-	-
AG 100-8D 0 Year NA NA NA NO 6 months 01/13 · NA NA NA NO 6 months 01/17 · 5 5 AG 125-13S 0 Year NA NA NA NO 6 months 01/17 · NA NA NA NO 6 months 01/17 · NA									AG 180		12/21
DCG 125-S		AG 100-8S	0 Year	NA	NA	No	6 months			NA	
AG 125-13S							6 months				
AG 125-A22					NA	No	6 months			5	
AG 180-20P 0 Year NA NA NO 6 months 01/17 - NA NA NO 6 months 01/16 - 5 S		AG 125-13S	0 Year	NA	NA	No	6 months	01/17 -		NA	
DCG 230-D		AG 125-A22	0 Year	NA	NA	No	6 months	01/17 -		NA	
TE 1		AG 180-20P	0 Year	NA	NA	No	6 months	01/17 -		NA	
TE 2-S TE 2 TE 2 TE 2 TE 2 TE 2 TE 2 TE 2-M TE 2-M TE 2-O TE 2-M		DCG 230-D	0 Year	NA	NA	No	6 months	01/06 -		5	
TE 2		TE 1	1 Year	1 month	2,640	Yes	1 Year	01/09 -		5	
TE 2-M		TE 2-S						01/02 - 12/07	TE 2 02	5	12/14
Rotary Hammers TE 2-M2		TE 2						01/00 - 12/05	TE 2 02		12/14
Rotary Hammers Rotary Hammers TE 2-M 02		TE 2-M						01/00 - 12/05	TE 2-M 02		12/14
Rotary Hammers TE 2-A22		TE 2 02	1 Year	1 month	3,585	Yes	1 Year	01/06 -		5	
TE 3 CL		TE 2-M 02	1 Year	1 month	3,772	Yes	1 Year	01/06 -		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 1 Year 1 month 5,900 Yes 1 Year 01/18 - 5 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 Universal Drills UD 30 1 Year 1 month 4,924 Yes 1 Year 01/08 - 5 SF 121-A 01/06 - 12/10 SFC 14-A 12/17 SF 144-A 1 Year 1 month 4,200 Yes 1 Year 01/13 - 07/18 SFC 22-A 07/23	Determine	TE 2-A22	1 Year	1 month	4,547	Yes	1 Year	01/09 -		5	
TE 6-S TE 6-A TE 6-A TE 6-A36-AVR 1 Year 1 month 5,900 TE 7 TE 7 1 Year 01/10 - 12/07 TE 6-A36-AVR TE 7 TE 7 TE 7-C 2 Year 1 month 5,628 TE 7 UD 4 UD 4 UD 30 1 Year 1 month 4,924 TE 8-B 1 Year 01/10 - 5 TE 7 SF 121-A SF 144-A Cordless TE 7 1 Year 1 month 4,200 Yes 1 Year 01/10 - 5 TE 7 TE 7-C 2 Year 1 month 5,628 Yes 1 Year 01/14 - 5 NA NO 6 months 01/18 - NA UD 30 1 Year 1 month 4,924 Yes 1 Year 01/08 - 5 O1/06 - 12/10 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	Rotary Hammers	TE 3 CL	1 Year	1 month	5,192	Yes	1 Year	07/18 -		5	
TE 6-A TE 6-A36-AVR TE 6-A36-AVR TE 7 TE 6-A36-AVR TE 7 TE 7 TE 7 TE 7 TE 6-A36-AVR TE 6-A36-AVR TE 7		TE 3 ML	1 Year	1 month	5,192	Yes	1 Year	07/18 -		5	
TE 6-A36-AVR 1 Year 1 month 5,900 Yes 1 Year 01/18 - 5 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 UD 4 0 Year NA NA NA NO 6 months 01/18 - NA UD 30 1 Year 1 month 4,924 Yes 1 Year 01/08 - 5 SF 121-A 01/06 - 12/10 SFC 14-A 12/17 SF 144-A 1 Year 1 month 4,200 Yes 1 Year 01/13 - 07/18 SFC 22-A 07/23		TE 6-S						01/06 - 12/08	TE 7		12/18
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 Universal Drills UD 4 0 Year NA NA NA NO 6 months 01/18 - NA UD 30 1 Year 1 month 4,924 Yes 1 Year 01/08 - 5 SF 121-A 01/06 - 12/10 SFC 14-A 12/17 SF 144-A 01/06 - 12/12 SFC 14-A 12/19 Cordless SFC 14-A 1 Year 1 month 4,200 Yes 1 Year 01/13 - 07/18 SFC 22-A 07/23		TE 6-A						01/04 - 12/07	TE 6-A36-AVR		12/12
TE 7-C 2 Year 1 month 5,628 Yes 1 Year 01/14 - 5 Universal Drills UD 4 0 Year NA NA NA NO 6 months 01/18 - NA UD 30 1 Year 1 month 4,924 Yes 1 Year 01/08 - 5 SF 121-A 01/06 - 12/10 SFC 14-A 12/17 SF 144-A 01/06 - 12/12 SFC 14-A 12/19 Cordless SFC 14-A 1 Year 1 month 4,200 Yes 1 Year 01/13 - 07/18 SFC 22-A 07/23		TE 6-A36-AVR	1 Year	1 month	5,900	Yes	1 Year	01/18 -		5	
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 SF 121-A 01/06 - 12/10 SFC 14-A 12/17 SF 144-A 01/06 - 12/12 SFC 14-A 12/19 Cordless SFC 14-A 1 Year 1 Year 01/13 - 07/18 SFC 22-A 07/23		TE 7	1 Year	1 month	4,135	Yes	1 Year	01/10 -		5	
Universal Drills UD 30 1 Year 1 month 4,924 Yes 1 Year 01/08 - 5 SF 121-A 01/06 - 12/10 SFC 14-A 12/17 SF 144-A 01/06 - 12/12 SFC 14-A 12/19 Cordless SFC 14-A 1 Year 1 Year 01/13 - 07/18 SFC 22-A 07/23		TE 7-C	2 Year	1 month	5,628	Yes	1 Year	01/14 -		5	
UD 30	Haliana A. Daille	UD 4	0 Year	NA	NA	No	6 months	01/18 -		NA	
SF 144-A 01/06 - 12/12 SFC 14-A 12/19 Cordless SFC 14-A 1 Year 1 month 4,200 Yes 1 Year 01/13 – 07/18 SFC 22-A 07/23	Universal Drills	UD 30	1 Year	1 month	4,924	Yes	1 Year	01/08 -		5	
Cordless SFC 14-A 1 Year 1 month 4,200 Yes 1 Year 01/13 – 07/18 SFC 22-A 07/23		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 22-A 1 Year 1 month 4,200 Yes 1 Year 07/18 - 5	Cordless	SFC 14-A	1 Year	1 month	4,200	Yes	1 Year	01/13 – 07/18	SFC 22-A		07/23
		SFC 22-A	1 Year	1 month	4,200	Yes	1 Year	07/18 -		5	
SID 121-A 01/06 - 12/10 SID 14-A 12/17		SID 121-A						01/06 - 12/10	SID 14-A		12/17



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	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	1 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"	1 Year	1 month	4,900	Yes	1 Year	01/09 -		5	
	SIW 22T-A 1/2"	1 Year	1 month	4,900	Yes	1 Year	01/09 -		5	
	SIW 22-A	1 Year	1 month	4,900	Yes	1 Year	01/09 -		5	
	SCO 6-A	1 Year	1 month		Yes	1 Year	07/18 -		5	
	SIW 6 AT - A22	1 Year	1 month	6815	Yes	1 Year	07/19 -		5	
	SI AT - A22	1 Year	1 month	8100	No	1 Year	07/19 -		5	
	WSR 900-PE	1 Year	1 month	8,542	Yes	1 Year	01/09 - 12/10	WSR 1400		12/18
Sawing	WSR 1400	1 Year	1 month	12,500	Yes	1 Year	01/18 -		5	
	SCM 22-A	1 Year	1 month	9,630	Yes	1 Year	01/15 -		5	
	DD 100 MEC						01/00 - 12/04	DD 120		12/14
	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	
Discussion distribution	DD 250E						01/97 - 12/02	DD 200		12/18
Diamond drilling	DD 200	2 Year	1 month	50,000	Yes	1 Year	01/07 -		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	
D: 1 : "	DG 150	1 Year	1 month		Yes	1 Year	07/19 -		5	
Diamond grinding	DGH 130	0 Year	NA	NA	No	6 months	07/19 -		5	
	VC-20-U	2 Year	1 month	9,882	Yes	1 Year	01/05 -		5	
Diamond cutting	DCH 300	2 Year	1 month	27,918	Yes	1 Year	01/09 -		5	
	DSH 900-X	1 Year	1 month	77,538	No	1 Year	01/18 -		5	



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	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 1st 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 -		5	
	DS WS10						01/10 - 12/17	DSW 1005E		12/22
Diamond sawing	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 TS 20 CA EC	1 Year (or) 200 hours whichever earlier	NA	NA	No	1 Year	01/19 -		5	
	GX 120						01/13 - 06/18	GX 3		06/23
	GX3	2 Year	1 month	25,000	Yes	1 Year	06/17 -		5	
Direct Fastening	ST 1800	1 Year	1 month	7,098	Yes	1 Year	01/02 -		5	
	ST 1800 A	2 Year	1 month	8,380	Yes	1 Year	01/19 -		5	
	ST 18	NA	NA	NA	No	1 Year	01/06 - 12/08	ST 1800		
	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	
Distance Lasers	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	
	PM 2-L	1 Year	1 month	5,400	No	1 Year	01/16 -		5	
	PM 2L-G	1 Year	1 month	10,000	No	1 Year	06/17 -		5	
	PM 4-M	2 Year	1 month	13,128	No	1 Year	06/17 -		5	
Line Lasers	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	PM 4-M		12/24



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
	PM 2-P	1 Year	1 month	5,400	No	1 Year	01/16 -		5	
	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
Pototing Logoro	PR 3				No		01/09 - 12/16	PR 30 HVS A12		12/21
Rotating Lasers	PR 2-HS	2 Year	1 month	29,250	No	1 Year	09/16 - 12/17	PR 2-HS A12		12/22
	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	
	PS 35				No		01/12 - 12/15	PS 250		12/20
	PS 50				No		01/16 - 12/17	PS 250		12/22
Scanners	PS 250	2 Year	1 month	282,406	No	1 Year	01/09 -		5	
	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	1 Year	NA	NA	No	1 Year	06/18 -		5	
Chemical dispenser	HDE 500 A-22	1 Year	NA	NA	No	1 Year	07/16 -		5	



HILTI TOOL SERVICE

Annexure 2 List of non-Reparable items

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





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
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
44	Pune	410401

S.No.	Location	List of pincodes covered
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	412207 to 412209
63	Pune	412214
64	Pune	412216
65	Pune	412220
66	Pune	412307 to 412308
67	Kolkata	700001 to 700050
68	Kolkata	700052 to 700054
69	Kolkata	700056
70	Kolkata	700058 to 700069
71	Kolkata	700071 to 700075
72	Kolkata	700077 to 700082
73	Kolkata	700084 to 700092
74	Kolkata	700094 to 700095
75	Kolkata	700098 to 700109
76	Kolkata	700111
77	Kolkata	700117
78	Kolkata	700119 to 700120
79	Kolkata	700124
80	Kolkata	700132
81	Kolkata	700136
82	Kolkata	700140
83	Kolkata	700156 to 700157
84	Kolkata	700160
85	Howrah	711101
86	Howrah	711102
87	Howrah	711104
88	Howrah	711105





S.No.	Location	List of pincodes covered
89	Howrah	711107
90	Howrah	711113
91	Howrah	711202
92	Howrah	711205
93	Hooghly	712202
94	Hooghly	712203
95	Hooghly	712310
96	Hyderabad	500001 to 500020
97	Hyderabad	500022 to 500042
98	Hyderabad	500044 to 500070
99	Hyderabad	500072 to 500077
100	Hyderabad	500079 to 500087
101	Hyderabad	500089 to 500098
102	Hyderabad	500100
103	Bangalore	560001 to 560011
104	Bangalore	560016 to 560020
105	Bangalore	560022 to 560030
106	Bangalore	560032 to 560038
107	Bangalore	560040 to 560043
108	Bangalore	560045 to 560053
109	Bangalore	560055
110	Bangalore	560057 to 560058
111	Bangalore	560060 to 560064
112	Bangalore	560066 to 560072
113	Bangalore	560075 to 560087
114	Bangalore	560091 to 560095
115	Bangalore	560098 to 560100
116	Bangalore	560102 to 560103
117	Ahmedabad	380001 to 380002
118	Ahmedabad	380004 to 380009
119	Ahmedabad	380013 to 380016
120	Ahmedabad	380018 to 380019
121	Ahmedabad	380021 to 380026
122	Ahmedabad	380050 to 380052
123	Ahmedabad	380054 to 380056
124	Ahmedabad	380058 to 380061
125	Ahmedabad	380063
126	Ahmedabad	381270
127	Ahmedabad	382330
128	Ahmedabad	382340
129	Ahmedabad	382345 to 382346
130	Ahmedabad	382350
131	Ahmedabad	382405
132	Ahmedabad	382418

133 Ahmedabad 382424 to 382425 134 Ahmedabad 382430 135 Ahmedabad 382445 136 Ahmedabad 382480 137 Ahmedabad 382481 138 Ahmedabad 382481 139 Chennai 600001 to 600008 140 Chennai 600010 to 600015 141 Chennai 600021 142 Chennai 600021 143 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600042 150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600101 to 600102 155 Chennai 600101 to 600108 156 Chennai			
134 Ahmedabad 382430 135 Ahmedabad 382445 136 Ahmedabad 382470 137 Ahmedabad 382480 138 Ahmedabad 382481 139 Chennai 600001 to 600008 140 Chennai 600017 to 600015 141 Chennai 600021 142 Chennai 600023 144 Chennai 600023 145 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600094 153 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	S.No.	Location	List of pincodes covered
135 Ahmedabad 382445 136 Ahmedabad 382470 137 Ahmedabad 382480 138 Ahmedabad 382481 139 Chennai 600001 to 600008 140 Chennai 600010 to 600015 141 Chennai 600021 142 Chennai 600021 143 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600101 to 600102 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	133	Ahmedabad	382424 to 382425
136 Ahmedabad 382470 137 Ahmedabad 382480 138 Ahmedabad 382481 139 Chennai 600001 to 600008 140 Chennai 600010 to 600015 141 Chennai 600021 to 600018 142 Chennai 600023 143 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600030 to 600032 147 Chennai 600034 to 600032 148 Chennai 600038 to 600040 149 Chennai 600078 150 Chennai 600080 to 600081 151 Chennai 600083 to 600084 153 Chennai 600101 to 600102 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	134	Ahmedabad	382430
137 Ahmedabad 382480 138 Ahmedabad 382481 139 Chennai 600001 to 600008 140 Chennai 600010 to 600015 141 Chennai 600021 142 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	135	Ahmedabad	382445
138 Ahmedabad 382481 139 Chennai 600001 to 600008 140 Chennai 600010 to 600015 141 Chennai 600017 to 600018 142 Chennai 600021 143 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600078 150 Chennai 600080 to 600081 151 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	136	Ahmedabad	382470
139 Chennai 600001 to 600008 140 Chennai 600010 to 600015 141 Chennai 600017 to 600018 142 Chennai 600021 143 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600038 to 600040 149 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600084 154 Chennai 600094 155 Chennai 600101 to 600102 155 Chennai 600114	137	Ahmedabad	382480
140 Chennai 600010 to 600015 141 Chennai 600017 to 600018 142 Chennai 600021 143 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600078 150 Chennai 600080 to 600081 151 Chennai 600080 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	138	Ahmedabad	382481
141 Chennai 600017 to 600018 142 Chennai 600021 143 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600078 150 Chennai 600080 to 600081 151 Chennai 600083 to 600084 152 Chennai 600094 153 Chennai 600101 to 600102 154 Chennai 600101 to 600108 155 Chennai 600106 to 600108 156 Chennai 600114	139	Chennai	600001 to 600008
142 Chennai 600021 143 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600042 150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	140	Chennai	600010 to 600015
143 Chennai 600023 144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600042 150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	141	Chennai	600017 to 600018
144 Chennai 600025 to 600026 145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600042 150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600101 to 600102 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	142	Chennai	600021
145 Chennai 600028 146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600042 150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	143	Chennai	600023
146 Chennai 600030 to 600032 147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600042 150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	144	Chennai	600025 to 600026
147 Chennai 600034 to 600035 148 Chennai 600038 to 600040 149 Chennai 600042 150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	145	Chennai	600028
148 Chennai 600038 to 600040 149 Chennai 600042 150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	146	Chennai	600030 to 600032
149 Chennai 600042 150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	147	Chennai	600034 to 600035
150 Chennai 600078 151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	148	Chennai	600038 to 600040
151 Chennai 600080 to 600081 152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	149	Chennai	600042
152 Chennai 600083 to 600084 153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	150	Chennai	600078
153 Chennai 600094 154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	151	Chennai	600080 to 600081
154 Chennai 600101 to 600102 155 Chennai 600106 to 600108 156 Chennai 600114	152	Chennai	600083 to 600084
155 Chennai 600106 to 600108 156 Chennai 600114	153	Chennai	600094
156 Chennai 600114	154	Chennai	600101 to 600102
100 0.101.11.01	155	Chennai	600106 to 600108
157 Chennai 600118	156	Chennai	600114
31011101	157	Chennai	600118