



FREQUENTLY ASKED QUESTIONS – For PUDO location

Q - After Hilti Center is closed what will change?

Ans: After Hilti Center is closed with respective time , customer walk in billings/counter invoicing and Hilti tool drop facility for repair tools will not be available.

Q - How can I get Hilti products after Hilti Center is closed?

Ans: Now, you will be able to place online orders at www.hilti.in . To register or to learn more about it, you may call customer care at our Toll Free No. 1800 102 6400 or get in touch with your dedicated Hilti Account Managers.

Q – If I need to get the tool repair done, where can I drop the tool for repair?

Ans: Now you need not visit Hilti center for dropping the tool as we provide free pick up and drop services for your convenience. You may call our customer care at our Toll Free No. 1800 102 6400 for arranging tool pick up from your location. However, if you want to drop your tool, you may opt for our PUDO service(Pick Up & Drop Off service).You may get the PUDO location details from our website.

Q - What is the process to drop the tool at PUDO location?

- Please call to GCC (Customer care) at 1800 102 6400 for Service order for repair
- Inform GCC (Customer care) that you would like to drop the tool at PUDO location
- GCC (Customer care) to share PUDO address and Service Order number with customer
- Please visit the PUDO location and share Service Order number. PUDO representative will verify the Service Order
- Once confirmed, please handover the tool to transporter representative
- Please do **collect acknowledgement** from PUDO representative on LR or challan.

Q - What is 3 days / 5 days or Free Repair Service that is being offered in various locations for Repair?

Ans: We deliver the repaired tool within 3 days or 5 days depending on your location else repair is free. The first day starts from when we pick up the tool. For more details, you may contact your dedicated account manager or Customer Tool Service at our **Toll Free No: 1800 102 6400** or write to Customercare@hilti.com