



TERMS AND CONDITIONS OF REPAIR OF HILTI POWER TOOLS

NO COST WARRANTY:	<p>Other than the “Special Warranty Items”, Hilti agrees to repair purchased Hilti tools at NO-COST (parts and labour costs inclusive) for up to 2 years from time of purchase (the invoice date) or replace the non-repairable items (see the section “NON-REPARABLE ITEMS” below).</p> <p>The list of “Special Warranty Items” can be found at https://hilti.to/czdhnz, which includes the repair warranty scope, duration and charges (if any) for such Hilti tools.</p>
OUTSIDE OF COVERAGE AND NULLIFICATION OF WARRANTY:	<p>Accessories including but not limited to piston, buffers and spring clips for powder actuated tools, pull cord assemblies, detachable power supply cords, and filters for vacuums are not covered in any warranty. Any replacement of accessories shall be at customer’s expense.</p> <p>Any damages due to abuse or usage of the tool that is not in accordance with the tool operating manual, including but not limited to water damage and damage by dropping, or the use of third-party spare parts or are not included in no cost warranty coverage.</p> <p>Any attempt to repair the tool (other than by Hilti tool service centre) shall nullify the repair service warranty for such tool.</p>
NON-REPARABLE ITEMS:	<p>Non-repairable items can be found in link https://hilti.to/czdhnz for details. Hilti will provide replacement of these tools if the tool the damage to the tool is not 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 during the no cost warranty period. After the no cost warranty period, Hilti will suggest customers get new tools instead of providing repair services.</p>
REPAIR COST LIMIT:	<p>After the expiry of the NO COST warranty period, Hilti agrees to provide repair of tools, other than the “Special Warranty Items”, with a REPAIR COST LIMIT (parts and labour cost inclusive). The maximum repair cost is set at a level no higher than 40% of the corresponding new tool’s retail price. Please see the repair cost limit file on Hilti Website for 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* (https://hilti.to/7qbgsz). Repair cost limit values do not include charges for outbound freight.</p>
REPAIR WARRANTY:	<p>Any repair arising within 3 calendar months after a charged repair is covered for free. Parts and labour costs will not be charged within the repair warranty period. The 3-month period starts from the time of dispatch of a charged repair from our service centre and deemed to end if no repair order is received within 3 months for the same tool. Any exclusions under the no cost warranty shall apply to the repair warranty.</p> <p>Repair warranty is not applicable in case of partial repair at customer’s request.</p>
REPLACEMENT OF PARTS:	<p>Only genuine Hilti parts will be used during repair and Hilti may use parts or products that are new or equivalent to new in reliability and performance. Hilti will retain the replaced spare part(s) or product(s) that is/are exchanged as its property.</p> <p>If the tools are discovered to have missing spare parts during repair, they will be replaced but will be charged even during no cost warranty 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.</p> <p>If applicable law requires Hilti to return a replaced part to Customer, Customer agrees to pay Hilti the additional cost of the replacement item.</p>
REPAIR ORDER NOTIFICATION:	<p>All tool repair requests shall be arranged through Hilti customer service, Hilti Store or Hilti Website. Upon repair order booking, customer name, company name, contact phone number, serial number of tool, pick-up and delivery address will be requested.</p>



QUOTATION HANDLING:	<p>If the repair cost is below the MINIMUM QUOTATION VALUE of HK\$1,200, Hilti shall carry out the repair directly without sending any quotation.</p> <p>Quotations are sent upon request and only to person registered for receiving quotation during repair order entry. The quotation will be valid for 28 days 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.</p> <p>If Hilti is unable to return the repaired tool back to Customer or obtain a response to the repair quotation after reasonable number of attempts of notification, final notification will be sent that Hilti will consider that Customer has abandoned its tool abandoned and that, if Customer does not collect it and pay any outstanding charges within a further 1 month, Hilti will dispose of the tools without further notice.</p>						
PRIORITY REPAIR:	<p>Hilti will give priority to the repair of tools requiring no quotation as confirmed during order entry. Customer who agrees to proceed the repairs without quotation shall enjoy the priority repair service as well as 3-day repair turnaround time promise subject to conditions described in "Time Promise".</p>						
TIME PROMISE:	<p>3-working-day repair turnaround time promise is given by Hilti upon receipt of pre-approval from customer to proceed with the tool repair without quotation. 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.</p> <p>In case of failure of the time promise, the respective repair order shall be free of charge and refund will be made to customers in appropriate method within 3 weeks.</p> <p>The time promise will not apply in but not limited to the following cases:</p> <ol style="list-style-type: none"> a) Repair orders under no-cost warranty b) Charged repair orders requiring quotation c) Customer absence on the appointed date of tool delivery d) Charged repair orders in Macau areas e) Charged repair orders for all measuring products, DD 350, DD 500, wall saw and wire saw f) Change of delivery date on customer request g) Orders with incomplete information necessary for delivery e.g. delivery address and contact person h) Force majeure i) Customer using own carrier to send the tools to Hilti Tool Services Centre j) Tools received at Tool Services Centre are not in accordance with the tool information on the corresponding repair order k) Bulk deliveries of more than 15 tools from one customer per job site at a time 						
SERVICE LEVEL:	<p>Cut off time for booking in repair order for next-day pick up of tools:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Customer Service Hotline</td> <td style="padding: 2px;">Before 4:30 p.m.</td> </tr> <tr> <td style="padding: 2px;">Hilti Online</td> <td style="padding: 2px;">Before 4:30 p.m.</td> </tr> <tr> <td style="padding: 2px;">Hilti Store</td> <td style="padding: 2px;">Before 4:30 p.m.</td> </tr> </table>	Customer Service Hotline	Before 4:30 p.m.	Hilti Online	Before 4:30 p.m.	Hilti Store	Before 4:30 p.m.
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LABOUR AND SMALL SPARES:	<p>Labour costs will be charged based on time taken for repairs. Small spares will be covered under one fixed charge of HK\$60.5 for most orders or HK\$176 for heavy diamond tools.</p>						
FREIGHT CHARGE:	<p>One-way freight charge at HK\$208 will be levied on charged repairs: (a) after the no cost warranty period or (b) if pick-up and delivery arrangement is different from Hilti's standard.</p>						
TOOL PICK UP:	<p>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. Delivery driver will notify the contact person provided during order entry in advance for pick up and wait for up to 15 minutes after arrival.</p>						
TOOL DELIVERY:	<p>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. Delivery driver will notify the contact person provided in advance of delivery and wait up to 15 minutes after arrival.</p>						
CHANGE POLICY:	<p>Hilti reserves the right to change the terms and conditions of repair without any prior notice to customers. The latest terms and conditions of repair are available on the Hilti Website at https://hilti.to/lpui8y</p>						

If there is any inconsistency or ambiguity between the English version and the Chinese version of these terms and conditions of repair, the English version shall prevail.