



VIP CUSTOMER EXPERIENCE

Excellent products, solutions and services are what you expect from Hilti.

As a VIP customer you get even more.



HILTI SERVICES

Support from
our Experts

We want to work with you across the entire value chain - from Customer Service, Engineering, Marketing, Tool Service, Finance, Logistics, Training and Human Resources - to bring you in direct contact with our experts, so you can experience the full power of Hilti.

We want to develop a long-term business relationship with you by bringing an individual approach and tailor-made solutions you can rely on. By listening and understanding your challenges we want to wow and engage you with value-adding, world-class services and VIP treatment.

Give us your trust and we will show you our innovation, enthusiasm and commitment.



VIP SERVICES



1. Direct access to Hilti leadership

Your Hilti leadership team is only a call away with direct VIP access.

2. VIP Partnership Meetings

Up to two management meetings with real-time partnership data.

3. Get our latest innovations first*

Demo, purchase or fleet the latest innovations before they go on general sale.

4. Engineering support, within 48 hours

Support you on the phone, in the office or on-site. Within 48 hours, wherever you need us.

5. Express Delivery on time, or delivery is FREE!^

We'll meet our express delivery time promise, or your delivery is FREE!

*This is available from August 2018 onwards.

^This is valid only in Hong Kong excluding Macau.

To Learn more, go to next page.

Terms and conditions apply, for details see www.hilti.com.hk/vip

OTHER HILTI SERVICES

Dedicated Account Manager

A face-to-face meeting, at a location suitable for you, at least once a month.

In-house Customer Services

Calls answered within 20 seconds on average by our Hilti team.

Access to Hilti Engineers

Our office-based engineering team are never more than a click or call away.

Digital engineering tools

Access to a range of webinars, mobile apps, design software and more.

Fair pricing

Peace of mind with fair pricing - consistent across all Hilti channels - and stable throughout the year.

Dedicated Finance contact

Access to a dedicated finance contact who understands your business and the history.

Pre-approvals with repair cost limit

Sign on the pre-approval form and save your downtime cost. You may not be required to pay more than a defined maximum cost with Hilti's repair cost limit.

Tool Service: 3 business days or FREE!

Get your tool repaired, cleaned and serviced in three business days or it's FREE*.

Tool Repair expertise

Access to a Tool Service Representative to advise on all aspects of your repair.

ON!Track on-site analysis

Our Process Consultants will help improve the transparency and efficiency of your business.

More delivery options

Choose the delivery option you need when you are placing your order.

*Valid only for repairs with pre-approval in Hong Kong, excluding Macau. Detailed terms and conditions please refer to www.hilti.com.hk/toolservice



1. DIRECT ACCESS TO HILTI LEADERSHIP

Access to Hilti leadership team is only a call away.

As a VIP customer you get personal access to the Hilti leadership team to bring you in direct contact with our experts. If there is anything you want from us, anything you need, then it is never more than a call away.

One of our top management team members will then aim to come back to you within 24 working hours to address your urgent matters and the wider team will be working hard to resolve your query in the meantime.



2. VIP PARTNERSHIP MEETINGS

Up to two management meetings with real-time partnership data.

In addition to our regular monthly face-to-face meetings, we offer you up to two management meetings per year to review our business relationship and develop a deeper, forward-looking partnership.

During the meeting we will provide real-time, online 'My partnership with Hilti' data. This includes what you bought, how you bought it and all the additional services you received.

Plus, we'll provide recommendations on products and services that will add value to your business and could save you money.



3. GET OUR LATEST INNOVATIONS FIRST*

Demo, purchase or fleet the latest innovations before they go on general sale.

As a VIP Customer you will be the first* to receive information of all the latest products, software and services - including great content, engaging videos and more.

You will also receive an invitation to an exclusive on-site demonstration, by your dedicated Account Manager, so you can get your hands on the latest innovations before the competition.



*This is available from August 2018 onwards.



4. ENGINEERING SUPPORT, WITHIN 48 HOURS

Our team of highly-trained Engineers will support you on the phone, in the office or on the job site. Wherever you need us.

With a vast array of backgrounds and experience, they can support you in every detail, from design to installation, for every Hilti product.

As a VIP customer, we commit to reacting to your engineering enquiries within 48 hours. If it's a critical issue we can be there alongside you to assist.



5. EXPRESS DELIVERY ON TIME, OR DELIVERY IS FREE!

We'll meet our express delivery time promise, or your delivery is FREE!

Sometimes you ask for more than a standard delivery. You need the goods and you need them now. With express delivery, if we have it in stock, we will delivery on that same day.

What's more, as a VIP Customer, if we don't meet our express delivery time promise, your delivery charge is free!



*Express delivery is valid only in Hong Kong excluding Macau. Deliveries can only be expected within the period stated if all the correct data are available (contact details, address, phone number, item number), and according to terms and conditions stated in our website.



DEDICATED ACCOUNT MANAGER

A face-to-face meeting, at a location suitable for you, at least once a month.

Thanks to the Hilti direct sales model you get a dedicated Account Manager, available on the phone, on email or on-site.

Highly-trained and knowledgeable about your business and trade, they can support you with application advice, technical know-how, product demonstrations, and much more.

Driving around in their distinctive red Hilti car, full of the latest and greatest products, they can meet you at a location of your choice, at least once a month.



IN-HOUSE CUSTOMER SERVICES

Calls answered within 20 seconds on average by our Hilti team.

At Hilti, all our customers are greeted by one of our highly-trained Hilti team members, not put through a voice recognition menu or be asked to type your details in.

We commit to answering over 90% of calls within 20 seconds and our knowledgeable team exert best efforts to resolve enquiries on the very first call.



ACCESS TO HILTI ENGINEERS

Our office-based engineering team is never more than a click or call away.

Highly-trained Hilti engineers are available for fast and competent solutions to your design challenges and technical advice.

This includes design solutions and calculations for Hilti products, engineering judgements for individual firestop solutions, access to our BIM / CAD library, training on our Hilti design software and much more.



DIGITAL ENGINEERING TOOLS

Access to a range of webinars, mobile apps, design software and more.

Visit our engineering website - www.hilti.com.hk/engineering - to experience a range of high-quality, innovative digital tools.

Some highlights include: webinars for interactive online learning; PROFIS design software for anchors, rebar, installation, firestop and more; a comprehensive range of mobile apps to make your job easier.



FAIR PRICING

Peace of mind with fair pricing, consistent across all Hilti channels, and stable throughout the year.

We value your business, and want to provide you with tailored pricing agreements that move away from transaction-based selling and strengthen our partnership.

Our pricing agreements come with transparency, predictability and stability. Your prices are consistent across all Hilti channels, meaning you get the same price online, in-store and through your dedicated Account Manager.



DEDICATED FINANCE CONTACT

Access to a dedicated finance contact who understands your business and the history.

Our customer-orientated finance department ensures that you have a dedicated contact to develop and build your ongoing relationship with us.

They are highly skilled to ensure that any bespoke finance requirements are understood and delivered to support the evolving demands of your business.





MORE DELIVERY OPTIONS

Choose the delivery option you need when you are placing your order.

Hilti offers a range of delivery options to satisfy your needs. Whether you want your delivery today or later during the week, at the office or on the jobsite, we have a solution.

Our delivery options:

- Standard next day delivery
- Express same day delivery*
- Click & Collect
- Repair pick-up and delivery

For more information about our delivery service, please visit www.hilti.com.hk/delivery-services, or ask your dedicated Account Manager.

*This is valid only in Hong Kong excluding Macau.



PRE-APPROVALS WITH REPAIR COST LIMIT*

Give you peace of mind and avoid delay

Hilti sets up a Repair Cost Limit - where you may not be required to pay more than a defined maximum cost of a tool repair. This gives you the required peace of mind & avoids the delays in approving repair quotes which generally results in jobsite productivity losses.

You can either sign on a pre-approval form for the tools to pre-approve repairs or decide during each repair on a transactional basis. This enables us to provide our highly differentiated service offering of 3 business days or free.

*For repair cost limit, please visit our website www.hilti.com.hk/toolservice. Ask your dedicated Account manager to avail the pre-approval offer.



TOOL SERVICE: 3 BUSINESS DAYS OR FREE!*

Pre-approval to us, productivity to you - Get your tool repaired, cleaned and serviced in three business days or it's FREE!

Hilti Tool Service guarantees you an unmatched tool turnaround time. In three business days, you'll get your tool back in your hands - repaired, cleaned and fully-serviced - from our state-of-the-art repair center. If it takes longer, your repair is free of charge.

Repair booking is also incredibly simple: just one call or click and we'll take care of the rest - from on-site pick-up to on-site delivery - no registration or proof of purchase required.

*Valid only for repairs with pre-approval in Hong Kong, excluding Macau. Detailed terms and conditions please refer to www.hilti.com.hk/toolservice



TOOL REPAIR EXPERTISE

Access to a Tool Service Representative to advise on all aspects of your repair.

Hilti tools are built to last, but if a breakdown does occur, you will have access to a dedicated Tool Service Representative to take care of it quickly and professionally.

Working across the full Hilti portfolio, they can discuss the most effective repair options, make recommendations based on the tool repair history and provide guidance on how to proactively prevent issues in the future.



ON!TRACK: ON-SITE ANALYSIS

Our Process Consultants will help improve the transparency and efficiency of your business.

Hilti ON!Track is the professional solution for managing all of your assets, regardless of manufacturer. With ON!Track you will always know what assets you have, where they are, what condition they are in and which employee is responsible for them.

With an on-site analysis, performed by one of our highly-trained Process Consultants, you will get a clear understanding of your current processes, identify time and cost savings and receive a detailed analysis to help improve the efficiency of your business.



YOUR VIP EXPERIENCE STARTS HERE

www.hilti.com.hk/vip

VIP services are services granted at Hilti's sole discretion to selected customers. Hilti reserves the right to withdraw such services at any time, without notice.