



## HILTI TOOL SERVICE TERMS AND CONDITIONS

### 1. Hilti Tool Service

- 1.1. All repairs undertaken by Hilti are performed in the Hilti Tool Service Centre (TSC) by Hilti trained technicians and using only genuine Hilti replacement parts.
- 1.2. Should the customer at any time decide on his/her own to render tool servicing that is performed by either the customer him-/her-self and/or by 3rd parties, which is not in accordance with the manufacturer's guidelines, Hilti's tool service benefits outlined in these Terms and Conditions shall be null and void.
- 1.3. Standard working day for Hilti Tool Service is defined as Monday – Friday 8.00AM – 5.00PM, excluding Thailand official public holiday.

### 2. No Cost Period

- 2.1. For up to an initial two-year period, starting from the date the tool was purchased from Hilti, all repairs will be provided to the customer free of charge. This includes:
  - 2.1.1. Collection and transportation costs
  - 2.1.2. Labor costs
  - 2.1.3. Faulty parts and parts subjected to reasonable wear and tear.
  - 2.1.4. Servicing when indicated by the service indicator on the tool.
  - 2.1.5. Functional check, adjustment, and safety check
  - 2.1.6. Return transportation.
- 2.2. The duration of the No Cost period for each tool type is outlined in the Tool Repair Schedule which can be located on Hilti's website [www.hilti.co.th](http://www.hilti.co.th)
- 2.3. For diamond systems with an operating hours counter, please refer to the No Cost Period stated in the Repair Cost Limit table shown on [www.hilti.co.th](http://www.hilti.co.th)
- 2.4. At the end of the No Cost Period, tool repair costs will be charged to the customer unless covered under the Manufacturer's Warranty. For Hilti repair charges, see Clause 3.

### 3. Repair Cost Limit

- 3.1. At the expiration of the No Cost Period, Hilti sets a Repair Cost Limit for the lifetime of the tool.
- 3.2. For repairs requested by the customer outside of the initial No Cost Period, Hilti will invoice the customer the following charges:
  - 3.2.1. Repair Cost Limit (RCL) – of the online price of the corresponding new tool. *\*Please refer to RCL leaflet for maximum cost limit.*  
Or  
The Actual cost of parts and labor, if below the RCL  
Plus  
3.2.2. Value added Tax (VAT)
  - 3.3. The Repair Cost Limit table is shown on [www.hilti.co.th](http://www.hilti.co.th) under Services Tab.
  - 3.4. The price used in the calculation of the Repair Cost Limit does not and will not consider any negotiated price agreement between Hilti and the customer.
  - 3.5. Hilti reserves the right to adjust the calculation basis of the Repair Cost Limit without any prior notice.
  - 3.6. For 1 month after every charged functional repair, a 1-month No Cost Period will apply, see Clause 2.
  - 3.7. The 1 month No Cost Period commences from the time a charged repair is dispatched from Hilti's Tool Service Centre and is deemed to end if no repair order is received for the same tool within 30 days from dispatch.
  - 3.8. The Repair Cost Limit will apply for the lifetime of the tool, on the condition that all repairs over the tool's life are carried out by Hilti.

#### **4. Manufacturer's Warranty**

- 4.1. For a period of 20 years and provided all repairs are carried out by Hilti, Hilti will repair or replace, free of charge from the date of purchase, tools that are defective due to:
  - 4.1.1. faulty tool component
  - 4.1.2. inherent design flaw
- 4.2. General Terms and Exclusions apply, see Clause 7 and 8.

#### **5. Time Promise**

- 5.1. The terms and conditions of the Time Promise as outlined in Clause 5, apply to pick up & delivery only in Bangkok area post codes in Thailand (See Appendix 2).
- 5.2. Hilti will repair and return the tool to the customer within 5 working days from the day of tools collection by Hilti or Hilti Partner.
- 5.3. If the tool repair turnaround exceeds the Time Promise, then the repair will be free of charge.
- 5.4. Delays that result in a Time Promise failure occurring after the invoice is generated with costs charged to the customer will be refunded in the form of a credit note.
- 5.5. The following conditions must be satisfied for the Time Promise to take effect:
  - 5.5.1. Customer provides Hilti with written advice through Pre-Approval Form (as seen in Appendix 1 attached), that they pre-approve all future Hilti repairs up to the maximum Repair Cost Limit and give consent to Hilti to proceed repairs without notice, quotation, and PO (Purchase Order) / Work Order.
  - 5.5.2. The tool repair must be notified to Hilti via Customer Services or online: To arrange for next working day tools collection, customer needs to notify Hilti between 08.00AM – 15.30PM. Notifications received by Hilti from Customers after 15.30PM is to be treated as next two days tools collection.
  - 5.5.3. If Hilti is arranging collection from the customer's nominated address, then the tool must be ready for collection the next workday.
  - 5.5.4. If Hilti is arranging for delivery to the customer's nominated address, then customer must be ready for delivery the next workday.
  - 5.5.5. The Time Promise commences the day the tool is collected. See Clauses 5.5.2 and 5.5.3.
- 5.6. All tools for repair must be sent to Hilti individually, to enable tracking of each tool and serial number.
- 5.7. Tool serial number must be available or provided by customers.
- 5.8. Hilti is not liable for any damages or losses caused by late delivery of a repaired tool. Failure of the Time Promise will be compensated as outlined in Clauses 5.3, 5.4, 5.5.
- 5.9. Exclusions apply. For a full list, see Clause 8.

#### **6. Pre-approvals, Quoted Repairs and Process**

- 6.1. If the customer requires a purchase order / Work Order number before a repair can proceed then the Purchase Order / Work Order number must be provided at the time of booking in the tool repair, otherwise repair delays may occur.
- 6.2. Customers may choose to eliminate repair quotes, PO and decrease turnaround times by pre-approving charged repair costs up to the Repair Cost Limit.
- 6.3. Should the customer provide Hilti with written advice that they pre-approve all future Hilti repairs up to the maximum Repair Cost Limit, Hilti will proceed without notice and the repair will be eligible for the Time Promise.
- 6.4. Repair quotes will remain open for fifteen (15) calendar days from the date the quote was created.
  - 6.4.1. Hilti will make all reasonable attempts to contact the customer with the quote throughout the fifteen (15) calendar days period.
  - 6.4.2. If the customer is uncontactable, does not reply or chooses not to proceed with a charged repair within fifteen (15) calendar days from quotation date, the quote will be closed and the tool will be returned unrepaid.

## **7. General and Exclusions**

- 7.1. All accessories & inserts are excluded.
- 7.2. Consumables including but not limited to tools related consumables, magazines, fastener guides, pistons and buffers in direct fastening tools, filters for vacuum cleaners and gas saws, pull cord assemblies, detachable power supply cords, detachable chuck, and side handle are not covered by Hilti Tool Service. Repair or replacement cost of these items shall be at the customers' expense.
- 7.3. Hilti does not offer partial repairs, only full functional repairs to restore the tool to factory standards for maximum performance.
- 7.4. Any self-repair beyond the allowed serviceability parts will null and void all warranties.
- 7.5. Stolen tools must be reported to Hilti immediately and tool serial numbers provided.
- 7.6. Tools from customers on credit block will not be collected or booked for Hilti repair.
- 7.7. In case the tool is picked up and the credit got blocked, the policy will be excluded.
- 7.8. The following cases are excluded from the Hilti Tool Services coverage described above, including:
  - 7.8.1. Tools which are not used for their intended purpose, in strict compliance with the operating instructions and other instructions issued by Hilti. Including damage caused by fire, flood, natural disaster, undue force (e.g., dropping, impact damage, damaged caused by improper use) or repair/modification of the tool by unauthorized persons.
  - 7.8.2. The Repair Cost Limit and 1-month No Cost Period on repaired tools, do not apply to batteries and chargers. Batteries and chargers will be exchanged rather than repaired within the No Cost Period for up to two years.
  - 7.8.3. Hilti reserves the right to deny the repair cost limit for customers who misuse tools or damage tools beyond normal working conditions.

## **8. Time Promise Exclusions**

- 8.1. Heavy diamond tools (DS tools and wall saws), Angle Grinder (AG)
- 8.2. Phase-out tools & All Chemical Dispenser
- 8.3. Non-reparable tools as stated in Appendix III
- 8.4. Interior (MM), Exterior layout (MR), Detection systems
- 8.5. Special equipment / non-standard list items.
- 8.6. Tool repairs which need clarification from the customer to complete the repair.
- 8.7. Tools which have been returned to Hilti for a repair quote request.
- 8.8. Deliveries which are denied, refused, or rescheduled by the customer.
- 8.9. Tools which are shipped as dangerous goods (including lithium batteries more than 100 Wh).
- 8.10. Repairs collected from the customer by a third party not instructed by Hilti.
- 8.11. Any tools which have not been sold by Hilti (Thailand) Co.,Ltd
- 8.12. Items which never received a serial number from Hilti.
- 8.13. Deliveries which are delayed by a Force Majeure event.
- 8.14. Days when Hilti Tool Service Centre is not operational due to public holidays or other special occasions.
- 8.15. The period consisting of 5 working days before and after the New Year & Songkarn New Year holiday.

## **9. No approval Value**

- 9.1. Hilti will proceed with repair without quotation approval and PO (Purchase Order / Work Order) when the repair cost is less than or equal to the amount stated in pre-approval form.
- 9.2. Quotation will be provided for approval, if the repair cost is greater than the pre-approval limit stated in the pre-approval form.
- 9.3. If the customer wants to change this "no approval value", he/she can provide a different value in the form of preapprovals.

**10. Hilti Standard Terms and Conditions of Sale.**

- 10.1. This is a supplemental document to Hilti's Standard Terms and Conditions of Sale which is already in place.
- 10.2. Unless otherwise specified, the terms and provisions contained in the standard Terms and Conditions of Sale shall remain unchanged and be in full force and effect.
- 10.3. In case of doubt or any discrepancy between the terms and conditions of this document and those contained in Hilti's Standard Terms and Conditions of Sale, those in Hilti's Standard Terms and Conditions of Sale shall prevail in all circumstances.
- 10.4. Hilti reserve the right to:
  - 10.4.1. Update Minimum Quote Value (Approval limit) based on current financial year without other terms & conditions un-changed.
  - 10.4.2. Upgrade to Fast Track Agreement based on business needs on above terms & conditions un-changed.

# APPENDIX I - PRE-APPROVAL FORM



## REPAIR NO-APPROVAL FORM

Name of the Company:

Customer Number (ID):

Pre-approval reference no.  
(For Internal Use only)

To whom it may concern,

I, the undersigned, hereby authorize Hilti (Thailand) Co., Ltd. to proceed with all the repair services of the below selected tool cluster, without the need of quotation, up to the maximum cost not exceeding the repair cost limit (RCL) of the corresponding tool, as described in the repair cost limit table in the Appendix. This authorization is valid until further written notice from my company.

Pre-approve for all repair services with the repair cost limit below	Detailed tool list	Please select (✓)
5,000 THB or less	Tool cluster A	
10,000 THB or less	Tool cluster A + B	
15,000 THB or less	Tool cluster A + B + C	
No quotation needed for all repairs	Tool cluster A + B + C	

I certify that I am duly authorized by the firm.

I certify that I am duly authorized by the firm.

Customer Full Name

Customer Full Name

Signature with company stamp

Signature with company stamp

Title

Title

## APPENDIX II – POSTAL CODE

Postal Code	Area	Postal Code	Area
10100	ป้อมปราบศัตรูพ่าย	10303	คูสิต
10110	คลองเตย	10310	ห้วยขวาง
10120	ยานนาวา	10312	วังทองหลาง
10140	ราชบุรีบูรณะ	10320	ห้วยขวาง
10150	บางขุนเทียน	10330	ปทุมวัน
10160	ภาษีเจริญ	10400	พญาไท
10170	คลองตัน	10500	บางรัก
10200	พระนคร	10510	มีนบุรี
10210	ดอนเมือง	10520	ลาดกระบัง
10220	บางเขน	10530	หนองจอก
10230	ลาดพร้าว	10600	ธนบุรี
10240	บางกะปิ	10700	บางกอกน้อย
10250	ประเวศ	10800	บางซื่อ
10260	พระโขนง	10900	จตุจักร
10300	คูสิต		

## APPENDIX III – NON-REPARABLE TOOLS

BU	Tool Type
Angle Grinders	AG 100-8S
	AG 100-8D
	AG 125-13S
Distance Lasers	PD 5
	PD S
	PD-I
	PD-I Gen 2
	PD-E
Cordless	All Batteries
	All Chargers
Universal Drills	UD 4
Tripods	All Tripods
Screw Fastening	SBT 4 A-22