



DELIVERY SERVICES AND ORDER HANDLING CHARGE

EFFECTIVE: 01.Dec.2023

HONG KONG		ORDER HANDLING CHARGE	PAYMENT TYPE		SERVICE DETAILS		HOW TO LOG THE ORDER			
			Credit	Cash	Order Before	Deliver By	Service information	Cust. Service	Hilti Online	Hilti Store
Standard Services										
Standard Next Day	1 % of sales invoice Min \$208 – Max \$388	✓	✓	4:30 PM*	Next day 6:00 PM	Highly reliable next working day delivery by dedicated carrier. Please inform CS at least one working day in advance on the special access requirements (registration, gate permit, safety equipment, etc.)	✓	✓		
Repair	Free ¹	✓	✓	4:30 PM*	3 days 6:00 PM	Pick-up on the next working day Delivery of repaired tool in 3 working days	✓	✓	✓	
<small>¹ If outside no cost warranty, order handling charge is \$208 per tool</small>										
Return	\$208	✓		4:30 PM*		Pick-up on the next working day	✓			✓
Advanced Services										
Saturday Delivery	Part of Standard Service	✓	✓	-	-			✓	✓	
Express Same Day Delivery	\$488	✓	✓	12:00 PM**	Same day 6:00 PM	Weight limits apply Not available on outlying Island and remote area	✓			
Emergency Same Day Delv	\$488	✓	✓	3:00 PM**	Within 3 hours	Weight limits apply, subject to availability Not available on outlying Island and remote area	✓			
Click and Collect	Free	✓		-	Within 1 hour	Order will be available at Hilti Store 1 hour after the online purchased			✓	
SF Express Pick-up Points (PUDO)	Free	✓		2:00 PM***	Next day	Item type / order type / weight / size restrictions apply Order available for pick up next day at available location selected by customer	✓	✓		

* Saturday order before 12:00 PM. ** Service not available on Saturday. *** Saturday orders will be processed on the next working day.

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Standard Services										
Standard Next Day	1 % of sales invoice Min \$208 – Max \$388	✓	✓	12:00 PM#	Next day 6:00 PM ##	Highly reliable next working day delivery by dedicated carrier. For jobsite deliveries, carriers will handover the goods at entrance.	✓	✓		
Repair	Free ¹	✓	✓	12:00 PM#		Pick-up on the next working day Delivery of repaired tool in 3 working days	✓	✓	✓	
<small>¹ If outside no cost warranty, order handling charge is \$208 per tool</small>										
Return	\$208	✓		12:00 PM#		Pick-up on the next working day	✓			✓
Advanced Services										
Saturday Delivery	Part of Standard Service	✓	✓	-	-			✓	✓	
Click and Collect	Free	✓		-	Within 1 hour	Order will be available at Hilti Store 1 hour after the online purchased			✓	

Not available on Saturday. ## Order place on Friday after 12:00 PM will be delivered on Tuesday

Customer has the responsibility to inform Hilti on special delivery requirement, e.g. gate permit on restricted area. If customer wants to receive the goods in a single delivery, please tick the "Request Single Shipment" box on HOL.