

Terms and conditions

1. Paiment et delais de paiment.

- 1.1 Payment terms are as stated in our quotation to you.
- 1.2 All goods/services sold on credit are subject to credit department approval.
- 1.3 Accounts exceeding agreed payment terms will be put on hold, Order may be delayed during this time as they will be subject to approval.
- 1.4 All delivery or invoicing discrepancies need to be notified to Hilti account department within 7 working days from receipt of delivery /invoice.

2. Prices and sales conditions.

- 2.1 Prices on the quotations and invoices are net selling prices after agreed discounts.
- 2.2 Orders placed for non-standard items will be charged to the customer and cannot be cancelled.
- 2.3 All items are sold in sales package quantities or multiples thereof.

3. Freight.

- 3.1 Next day delivery service is offered in the UAE within city limits and excludes oversized shipments.
- 3.2 Same day delivery and special handling requirements will be subject to prior mutual agreement. Additional costs may be charged for these options.
- 3.3 All requests for proof of delivery must be made within a period of 60 days following the date of invoice.
- 3.4 In case there are discrepancies noted at time of delivery, customer has to lodge complaint with Hilti customer service and make specific note on delivery note.
- 3.5 Any delivery discrepancies need to be notified to Hilti withing 48 hours of delivery.
- 3.6 The customer agrees that in the event of a valid claim loss or damage to goods for which Hilti is liable, Hilti may at its sole discretion either replace the lost or damaged goods at its own expense or refund the price of the lost or damaged goods but shall then be under no further liability in connection with such loss or damage.
- 3.7 If for any reason the customer is unable to accept delivery of the goods at the time when the goods have been notified as ready for delivery, Hilti may at its sole discretion store and re-deliver with the cost charged to the customer, provided that the buyer shall be informed thereof.

4. Returns policy.

- 4.1 Returns up to 30 days from date of invoice are accepted by Hilti Emirates with full credit note subject to all conditions under Returns Policy.
- 4.2 Goods must have been supplied directly by Hilti Emirates L.L.C , be unused, undamaged ,in their original packaging in unbroken quantity and subject to inspection.
- 4.3 Chemical products (with an expiry date) cannot be accepted back.
- 4.4 "Non standard" are not accepted as returns.
- 4.5 Goods cannot be returned where they have been purchased as part of an order where product has been given free of charge, a demonstration tool or a promotion offer.
- 4.6 The material returned may be a portion or all of the items sold on given order.

- 4.7 Proof of purchase is required for all returned materials.
- 4.8 Minimum return value is 400 AED.
- 4.9 Hilti Emirates LLC has the option to accept returns that are not complying with the above condition. In case of acceptance of those returns, Hilti Emirates L.L.C has the right to apply a handling fee.

5. Repairs.

- 5.1 All tools submitted for repair must be collected from designated Hilti Center within 30 days from the date of delivery after which Hilti Emirates LLC shall not be accountable with regard to the loss or damage of the tool.
5. Hilti reserves the right to dispose of at its own discretion any uncollected tools remaining in Hilti possession for more than 3 (three) months after services rendered date.
- 5.3 Tools subject to unapproved quotations or where the quotation has expired will be returned to the customer in a disassembled state

6. Acceptance of order.

- 6.1 Acceptance of a customer order is limited to the expressed terms and conditions contained herein. Additional or different terms are deemed material and are objected to and rejected. All variances in the terms of the description, quantity, price or delivery schedule of the goods are subject to Hilti's acceptance.

7. Hilti Lifetime Service.

- 7.1 **No repair costs for up to 2 years from date of purchase! This includes:**
 - 7.1.1 Labor costs.
 - 7.1.2 Transport costs.
 - 7.1.3 Faulty parts subject to wear and tear.
 - 7.1.4 Servicing when indicated by the service indicator on the tool.
 - 7.1.5 Functional check, adjustment and safety check.
- 7.2 **Hilti sets a repair cost limit for entire life of the product!**
 - 7.2.1 Should the cost of the repair remain below the limit you, of course, pay only the actual cost
 - 7.2.2 Quality guaranteed: For 1 months (except the wall saws heavy diamond tools have 3 months) after every paid repair, you benefit for the same free-of-charge service you would have with a new product.
- 7.3 **Hilti repairs or replaces, free of charge and over the entire life of the product, all tools that suffer defects as a result of:**
 - 7.3.1 Faulty materials or Manufacturing faults.
- 7.4 New time promise service 3 or free for all tools except the wall saws heavy diamond tools

Authorization.

Hilti representatives are not authorized to modify these terms and conditions.

Notes.

Should you have any queries about the above terms and conditions, please contact Hilti customer service toll free number 800-Hilti (44584).

At times or dates given for deliveries of the goods are given in good faith and time for delivery shall not be of the essence. The Company shall not liable for any loss, costs, damages, charges a expenses caused directly or indirectly any delay in the delivery of the goods (even if caused by the Company's negligence).

Chemical storage conditions between 5 and 25 Celsius degrees.

Right of Terms and conditions changes reserved.