

# Terms & Conditions

## Prices and sales conditions

- 1.1 Prices on the quotations and invoices are net selling prices after agreed discounts.
- 1.2 All items are sold in sales package quantities or multiples thereof.

## Payment and credit terms

- 2.1 Accounts exceeding agreed payment and/or credit terms will be put on hold, order may be delayed during this time as they will be subject to approval
- 2.2 All delivery or invoicing discrepancies need to be notified to Hilti Credit Control department within 7 working days from receipt of delivery and/or invoice.

## Freight

- 3.1 Any delivery discrepancies need to be notified to Hilti within 7 days of delivery.
- 3.2 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.
- 3.3 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.

## Returns policy

- 4.1 Returns up to 30 days from date of delivery are accepted by Hilti Qatar with full credit note with condition of 4.3 , 4.4, 4.5, 4.6
- 4.2 Returns from the 31st day up to 59th day from date of delivery are levied with a handling fee of 250 QR and accepted by Hilti Qatar with condition of 4.3, 4.4, 4.5, 4.6.
- 4.3 Goods must have been supplied directly by Hilti Qatar W.L.L., be unused, undamaged, in their original packaging in unbroken quantity, and subject to inspection.
- 4.4 Chemical products (with an expiry date) cannot be accepted back.
- 4.5 Non-standard items are not accepted as returns.
- 4.6 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.
- 4.7 The material returned may be a portion or call of the items sold on given order (excluding items which are of an original box quantity).

- 4.8 Hilti Qatar do not offer cash refunds, value of a return will be credited back to customers account or offered as a credit note.
- 4.9 Returns after 60 days of delivery date will not be accepted.

## Repairs

- 5.1 Hilti reserves the right to dispose of at its own discretion any uncollected tools remaining in Hilti's possession for more than 6 months after services rendered date.
- 5.2 Tools subject to unapproved quotations or where the quotation has expired will be returned to the customer in a disassembled state.

## Warranty

- 6.1 Hilti provides your new tool with a no cost period according to the Hilti Lifetime Service policy (please contact your assigned sales person or Customer Service on 800 86 76 for further information).
- 6.2 The No Cost Period includes repair or replacement of all defective parts, servicing when indicated by the service indicator, labor costs and safety and functional checks.
- 6.3 Where damage is caused by improper use, use other than the intended purpose or use that is not in accordance with the instructions provided by Hilti, or where a customer has attempted to repair the tool by himself, a repair might, at Hilti's discretion, be charged within the No Cost Period.
- 6.4 Hilti provides a repair cost limit for the entire life of the product. The price of repairs will be capped. Should the cost of the repair remain below this limit, the customer shall pay only the actual cost of repair.
- 6.5 Hilti provides guaranteed quality for repairs. After every charged repair, the customer will have 1 month no cost period for the entire tool according to the specification provided in paragraphs 6.2 and 6.3.
- 6.6 Hilti repairs or replaces all tools that suffer defects as a result of faulty materials or manufacturing faults over the entire life of the product under the Lifetime Manufacturer warranty.
- 6.7 Hilti provides a unique repair time promise "3 or free" under specific Repair Terms and Conditions. This time promise ensures repair within 3 working days. If this timeline is not met, the repair is considered free of charge (Repair Terms conditions apply and available on [www.hilti.com.qa](http://www.hilti.com.qa) or can be requested from your assigned sales person or Customer Service under 800 86 76). By issuing the PO for this service, the customer acknowledges and agrees on the Repair Terms and Conditions.
- 6.8 Hilti retains rights to revise warranty terms at any time.
- 6.9 The life / lifetime of a tool is defined as the period for which Hilti holds spare parts

## Authorization

- 7.1 Hilti employees are not authorized to modify these terms and conditions.
- 7.2 Hilti Qatar W.L.L reserves it's full right to change and amend the Terms and Conditions at any given time.

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).

**Chemicals to be stored between 5 and 20 Celsius degrees.**