



## Temporary Freight Charge Adjustment

Apr 24, 2026

Dear Valued Customer,

We would like to inform you of a temporary adjustment to our freight charges, **effective 11 May 2026**.

Due to the ongoing uncertainty surrounding the global energy crisis, the logistics and transportation sector continue to experience volatility in fuel, transportation, and operating costs. In response to these short-term market conditions, we have implemented a **temporary update** to our freight charges as outlined below.

### Temporary Freight Charges (Effective 11 May 2026):

- Below RM15,000: **6% of invoice value**
- RM15,000 and above: **RM900 flat charge**
- Minimum charge: **RM10 or 6% of invoice value, whichever is higher**

These temporary charges will replace our existing freight structure for the duration of this adjustment period.

Please note that this measure is **not intended to be permanent**. We are closely monitoring the energy and logistics landscape and **will revise these charges once conditions stabilise and cost pressures improve**. Any future updates will be communicated in a timely manner.

To help manage delivery costs more effectively during this period, we encourage you to consider our **SMART Subscription**.

The SMART Subscription provides **flat-rate, predictable delivery pricing** with unlimited standard deliveries—regardless of order value or frequency. This allows for improved cost control, simplified billing, and greater convenience, especially for customers with regular purchasing requirements.

If you would like to learn more about how the SMART Subscription can support your business during this period, please do not hesitate to contact your Account Manager.

Thank you for your understanding and continued support. We appreciate your partnership as we navigate these challenging conditions together.

Yours sincerely,  
**Hilti (Malaysia) Sdn. Bhd**