



List Price Adjustment

May 25th, 2026

Dear Valued Customer,

We hope this message finds you well. We would like to share some updates with you.

Due to continued escalation in global cost pressures, we are experiencing sustained impacts across our entire value chain and now have intensified beyond short-term fluctuations and are becoming increasingly structural in nature. Internally, costs have risen more than 6%, driven by factors like removal of fuel subsidies, increase in energy costs, increase in logistics costs etc.

Following our recent communication on the temporary freight charge adjustment (effective 11 May 2026), we would be moving towards a more sustainable and transparent approach to pricing.

We have reviewed thoroughly our internal cost structure and adjusted internally to reduce the impact to our customers from the market situation and concluded to have a **List Price Adjustment (LPA) at average 3%, effective 01 July 2026**. As in the past, we will not put the full cost increase on our customers.

On the same effective date of 01 July 2026, we will redact the temporary increase we previously implemented as freight charge and it will be restored and **revised back to 3% of order value**, with the following structure applied:

- Below RM15,000: **3% of invoice value**
- RM15,000 and above: **RM450 flat charge**
- Minimum charge: **RM10 or 3% of invoice value, whichever is higher**

We recognise the impact of pricing adjustments. Our focus remains on delivering reliable service and value through high-performance products, expert support, and long-term partnerships.

Should you require further clarification or assistance in planning ahead, please do not hesitate to contact your dedicated Hilti Account Manager or our Customer Service Hotline at 1-800-88-0985.

Thank you for your understanding and continued trust as we navigate these evolving market conditions together.

Yours sincerely,

Kranthi Mudula
Managing Director
Hilti (Malaysia) Sdn. Bhd