Policy No: HTS/TC/11/2026 dtd.01.11.2026
Effective till further notice

TERMS & CONDITIONS

1. NO COST WEAR AND TEAR WARRANTY

Hilti will repair purchased Hilti tools at NO-COST (parts, labor and freight costs inclusive) for up to 2 Years* from time of purchase (the invoice date). The complete Hilti Tool Service 2022 Portfolio is defined as per Annexure 1.

Accessories including but not limited to pull cord assemblies, detachable power supply cords, detachable chucks and filters for vacuums are not covered in any warranty. Customers who want these accessories to be replaced must notify during order entry and the replacement costs of these items shall be at customer's expense. If the tools are discovered to have missing spare parts during repair, they will be replaced but will be charged even during no cost period.

Any damages due to abuse or use not in accordance with the tool operating manual, including but not limited to water damage and damage by dropping, or use of third-party spares or attempt to self-repair are not included in no cost warranty coverage.

1.1 No Cost warranty on Diamond Sawing Tool

No cost warranty on diamond sawing tools will be applicable for 1 Year (or) 200 hours whichever is earlier (refer Annexure 1). Coverage is on remote and saw heads. Accessories such as power & control cables, plastic cases are not covered in any warranty.

2. NON-REPARABLE ITEMS

The list of tools as per Annexure 2 are non-reparable items, and Hilti will provide customers with a trade-in offer instead of repair services. Incase customers want to repair these tools by themselves spare parts are available on order basis from Hilti Stores and Toll Free (1800-102-6400)

3. REPAIR COST LIMIT

After expiry of the aforesaid NO COST warranty, Hilti will provide repair services at a REPAIR COST LIMIT of **30% of the tool's current List Price**, inclusive of parts and labor costs, applicable for the **lifetime of the tool**.

The RCL shall not apply if the tool is received in a damaged condition or has been opened, dismantled, tampered with, or repaired by the customer or any unauthorized person at the customer's site. Repair cost limit values exclude the charges for outbound freight.

4. 1- MONTH REPAIR WARRANTY

Any repair arising within 30 days, after a repair charge, is covered for free. Parts, labor and freight costs will not be charged within the repair warranty period. 30 days period starts from the date of invoice of a charged repair and deemed to end if no repair order is received within 30 days for the same tool. Any exclusions under the "No cost wear and tear" warranty shall apply to the repair warranty. Repair warranty is not applicable in case of partial repair at customer's request.

5. 20-YEAR MANUFACTURER'S WARRANTY

Covers the repair or replacement of the tool or its parts if found defective due to faults in materials or workmanship during manufacturing. **Valid for 20 years from the date of purchase**, subject to the manufacturer's warranty terms and conditions. Excludes normal wear and tears, misuse, and force majeure.

6. REPAIR ORDER NOTIFICATION

All tool repair requests shall be arranged through Hilti customer service (1800 102 6400), Hilti Store or Hilti Website (www.hilti.in). Upon repair order booking, customer name, company name, contact phone number, serial number of tool, pick-up and delivery address will be requested.

7. TOOL PICK UP

Customer shall send only tools and accessories necessary for repair and maintenance as described in the repair order notification. Hilti will not bear any responsibility for additional items sent beyond what is listed on the repair order notification. The presence of customers at pick up location is required for verification and signature on delivery notes as a proof of pick up. The delivery boy will notify the contact person provided during order entry in advance for pick up and wait for up to 15 minutes after arrival. As per government regulations, every individual tool must have a Repair Request tagged for commencement of time promise.

In the event of a credit block due to outstanding payments obligations, tool pickup and all repair services (one-off repair payments) shall not be permitted.

8. TOOL REPAIR

All repairs undertaken by Hilti are performed in the Hilti Tool Service Center (TSC) by Hilti trained technicians and using only genuine Hilti spares parts.

Hilti provides complete functional repairs rather than partial repairs, ensuring that tools are restored to factory standards for optimal performance.

The spare parts listed in the initial repair quotation are based on a preliminary inspection and may change during the actual repair. Hilti may replace or adjust spare parts as required to ensure proper tool performance; however, this will not increase the final quoted repair amount without customer's approval.

9. TOOL DELIVERY

The presence of a customer representative at delivery location is required for verification and signature on delivery note as a proof of delivery and acknowledgement of receipt. The delivery boy will notify the contact person provided during order entry in advance of delivery and wait up to 15 minutes after arrival. Hilti will only deliver back at the point of pickup.

Without prejudice to any other rights and remedies which Hilti may have, if the Goods are submitted to Hilti or its Personnel for repair, Hilti shall have a general lien on the Goods in respect of all debts owed by the Buyer to Hilti (including the costs of the repair), and if the Goods are not collected and paid for by the Buyer within 5 months of the Buyer being informed that the Goods are ready for collection, the Buyer agrees that Hilti shall be entitled after 14 working days' notice to the Buyer to dispose of the Goods as Hilti thinks fit.

10. REPLACEMENT OF PARTS

Only genuine parts will be used during repair. Any spare parts replaced will not be sent back. If the tools are discovered to have missing spare parts during repair, they will be replaced but will be charged even during no cost period.

Customer requests for partial replacement of parts are not permitted. Any modifications made at the customer's request will void the warranty after repair, and Hilti will not be responsible for any future high repair costs or associated losses. Customers who want accessories e.g. chuck, dust cap, depth gauge, side handle, to be replaced must notify Hilti during order entry and the replacement costs of these items shall be at customer's expense.

11. QUOTATION HANDLING

Quotations are sent upon request and only to the person registered for receiving quotation during repair order entry. The quotation will be valid for 30 days or 31st Dec of the current Year, whichever is earlier, and repair request will be canceled if no reply to the quotation is received after reasonable number of attempts to obtain a response to the quotation.

If Hilti is unable to return the repaired tool back to you or obtain a response to the repair quotation after reasonable number of attempts of notification, final notification will be sent that Hilti considers your tool abandoned and that, if you do not collect it and pay any outstanding charges within a further 1 month, Hilti will have a right to dispose of it in accordance with applicable law.

12. NO APPROVAL VALUE

Hilti will proceed with repairs without quotation approval when the repair cost is less than or equal to INR 9,499 (exclusive of GST). Quotation will be provided for approval, if the repair cost is greater than INR 9,499 (excluding GST). If the customer wants to change this "no approval value", he/she can provide a different value in the form of preapprovals, Fastrack Agreement.

12.1 Preapproval Priority repair

Preapproval is when customer gives Tool repair quotation approval in advance even before sending the tool for repair. Hilti will give priority to the repair of tools that have preapprovals. Click here for the online preapproval form

13. TRADE IN

Tools that have reached the end of the economic lifetime or that have been phased out will be collected and scrapped by Hilti without repair after customer agrees for trade-in.

Under trade-in, the customer can exchange his old Hilti/competition tool, for a brand-new Hilti tool, and get benefits as per the ongoing offer at the time of discussion Terms & conditions will be as per the ongoing Trade-in offer during the time of discussion

14. TIME PROMISE

Hilti will repair the tool, with a time promise of 3 days or 5 days (depending on the location), upon the following terms & conditions:

14.1. Terms & conditions

14.1.1. Any repair under Hilti NAV policy having pay term as Credit

14.1.2. Customers have the signed service agreement with Hilti in form of Pre Approval with credit pay terms or Fast Track Agreement which enables tool repair without quotation.

(For Fast Track and Pre- approvals, please call 1800 102 6400 or the dedicated Account Manager)

14.1.3. Customer provides Hilti with written advice through Pre-Approval Form or Service Agreement (Fast Track) with Credit Pay-term which enables tool repair without quotation.

(For Fast Track agreement and Pre-approvals, please call 1800 102 6400 or the dedicated Account Manager)

14.1.4. The counting of days starts at the point of successful collection of tools by our third-party carrier and will only consider working days from Monday to Friday, excluding bank holidays and, if any, special non-working dates listed on Hilti Website.

14.1.5. Time promise applies only to collection point postal codes, as defined in the Annexure 3 for "3 days or free" & Annexure 4 for "5 days or free"

14.1.6. If the tool repair turnaround exceeds the Time Promise, then the repair will be free of charge

14.1.6.1. Delays that result in a Time Promise failure and occurring before the invoice is generated will be free and not charged

to the customer

14.1.6.2. Delays that result in a Time Promise failure occurring after the invoice is generated will be adjusted in the form of a credit note within 3 weeks

14.1.7. Time promise will not be applicable for Repair done on “Cheque on Delivery” payment

14.1.8. If the tool is dropped off at Hilti Store, time promise will commence the next working day after tool drop at Hilti Store

14.2. Exclusions

The time promise will not apply but not be limited to the following cases:

14.2.1. Charged repair orders requiring quotation

14.2.2. Charged repair orders of phased-out tools

14.2.3. Customer absence on the appointed date of tool delivery

14.2.4. Charged repair orders in other than the list as per Annexure 2

14.2.5. Charged repair orders for all non-relevant tools as per Annexure 1

14.2.6. Change of delivery date on customer request

14.2.7. Orders with incomplete information necessary for delivery e.g. delivery address and contact person

14.2.8. **Force Majeure:** Hilti shall not be liable for delays or any failure to perform the Time Promise due to causes beyond its reasonable control. Such delays include, but are not limited to, fire, explosion, flood or other natural catastrophe, governmental legislation, acts, orders, or regulation, strikes or labor difficulties, to the extent not occasioned by the fault or negligence of the delayed party.

14.2.9. For deliveries opted for Hilti Store, Tool Shall be delivered at the respective Hilti Store by end of business hours of the 3rd Hilti Working day.

15. CIRCULARITY

Hilti Cares about Circularity and assesses collected tools for reuse. Refurbished components of equal quality may be reused in repair. If reuse is not possible, we send tools to audited recycling partners

16. CHANGE IN POLICY

Hilti reserves the right to change the terms and conditions without any prior notice to customers. The latest terms and conditions are always available on the Hilti Website at https://www.hilti.in/.

Please contact Hilti customer care 1800 102 6400 for any clarification on this document.

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Annexure 1
HTS 3.0 – 2026 Portfolio

Product Group	Material No.	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
Breakers	2170226	TE 500-X	2 Year	1 month	32,229.00	Yes	1 Year	01/19 -			
	274703	TE 500			34,041.00			01/08 - 12/20	TE 500 (2nd Gen)	5	12/25
	2224979	TE 500 (2nd Gen)	2 Year	1 Month	36,828.00	Yes	1 Year	01/21-12/22	TE 500-X	5	12/27
	428939	TE 700-AVR	2 Year	1 month	88,404.00	Yes	1 Year	01/11 -			
	2117451	TE 800 Std	1 Year	1 month	39,156.00	Yes	1 Year	07/15 -			
	2117396	TE 800-AVR	2 Year	1 month	59,067.00	Yes	1 Year	04/15 -			
	2078523	TE 1000-AVR NG		1 month	85,659.00	Yes	1 Year	11/14 – 12/20	TE 1000-AVR Univ Cord	5	12/25
	2167742	TE 1000-AVR Univ Cord	2 Year	1 month	81,888.00	Yes	1 Year	12/20-			
	248987	TE 1500-AVR						01/12 – 07/18	TE 2000-AVR	5	07/23
	2155621	TE 2000-AVR	2 Year	1 month	1,40,613.00	Yes	1 Year	07/18 -			
	414163	TE 3000-AVR						01/12 -12/18	TE 3000-AVR (03)	5	12/23
	2033099	TE 3000-AVR (02)			1,93,491.00			12/18-12/21	TE 3000-AVR (03)	5	12/26
	2229063	TE 3000-AVR (03)	2 year	1 month	1,55,559.00	Yes	1 Year	01/22-			
	2309295	TE 500-22	2 year	1 month	59,802.00	Yes	1 Year	07/23-			
	2313198	TE 2000-22	2 year	1 month	1,37,178.00	Yes	1 Year	07/23-			
Combi Hammer	404251	TE 30						01/09 - 12/19	TE 30-22	5	12/24
	2160197	TE 30 (02)		1 month	31,200.00	Yes		01/97 - 01/26	TE 30-22	5	12/31
	2253114	TE 30-22	2 Year	1 month	54,717.00	Yes	1 Year	01/23 -			
	2160220	TE 30-AVR	2 Year	1 month	27,942.00	Yes	1 Year	01/23 -			
	2173218	TE 30-A36	2 Year	1 month	54,717.00	Yes	1 Year	01/18 - 12/24	TE 30-22	5	12/27
	383910	TE 50						01/14 - 06/17	TE 50-AVR 03		06/22
	2127967	TE 50-AVR 03	2 Year	1 month	38,067.00	Yes	1 Year	01/17 -			
	374052	TE 56						01/04 – 12/07	TE 70-AVR		06/18
	2132126	TE 60-AVR	2 Year	1 month	57,567.00	Yes	1 Year	10/21-			

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Product Group	Material No.	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
	2253098 2443388	TE 60-22	2 Year	1 month	66,735.00	Yes	1 Year	07/23-			
	2063007	TE 70-AVR	2 Year	1 month	79,545.00	Yes	1 Year	01/10 -			
	2062995	TE 70-D-AVR		1 month	60,456.00	Yes	1 Year	01/14 – 09/21	TE 70-AVR	5	12/26
	2058919	TE 70B (02)	2 Year	1 month	68,574.00	Yes	1 Year	03/09 - 03/26	TE 70-AVR	5	12/31
	2172151	TE 70-ATC /AVR	2 Year	1 month	1,03,407.00	Yes	1 Year	01/24 -			
Grinders	382583	DAG 125-S			-			01/03 - 12/17	AG 125-13S		12/22
	382579	DCG 125-S			-			01/03 - 12/17	AG 125-13S		12/22
	71702	DCG 180-P			-			01/03 - 12/16	AG 180-P		12/21
	2075662	AG 100-8S	0 Year	NA	-	No	6 months	01/13 -			
	2075661	AG 100-8D	0 Year	NA	-	No	6 months	01/13 -			
	2075670	AG-115-8S	0 Year	NA	-	No	6 months	01/13 -			
	2121126	AG 125-13S	0 Year	NA	-	No	6 months	01/17 -			
	2075677	AG 180-20P	0 Year	NA	-	No	6 months	01/17 -			
	70293	DCG 230-D	0 Year	NA	-	No	6 months	01/06 – 02/21	AG 230-27DB	5	02/26
	2148681	AG 230-27DB	0 Year	NA	-	Yes	6 months	10/21-			
	2109985 2026375	AG 125-A22	2 Year	1 month	23,526.00	No	6 months	01/20 -07/23	AG 6D-22	5	07/28
	2369715	AG 125-20SE	1 Year	1 month	-		6 months	07/24-			
	2369704	AG 125-20D	1 Year	1 month	15,831.00		6 months	07/24-			
	2248343	AG 4S-22	2 Year	1 month	11,121.00		6 months	07/23-			
	2270825	AG 5D-22-125	2 Year	1 month	16,458.00		6 months	07/23-			
	2215454	AG 6D-22-125	2 Year	1 month	16,458.00		6 months	07/23-			
	369391	DG 150	1 Year	1 month		Yes	1 Year	07/19 - 01/21		5	01/26
Rotary Hammers	2019730	TE 1 (02)	1 Year	1 month	8,055.00	Yes	1 Year	01/09 -			
	228080	TE 2 (02)	1 Year	1 month	8,622.00	Yes	1 Year	01/06 -			
	228115	TE 2-M	1 Year	1 month	12,849.00	Yes	1 Year	01/06 -			

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Product Group	Material No.	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
	2034358	TE 2-A22	2 Year	1 month	13,695.00	Yes	1 Year	01/09 -07/23	TE 2-22	5	07/28
	2122686	TE 3 CL	1 Year	1 month	12,009.00	Yes	1 Year	07/18 -			
	2122697	TE 3 ML	1 Year	1 month	15,384.00	Yes	1 Year	07/18 -			
	2098481	TE 4-A22	2 Year	1 month	22,326.00	Yes	1 Year	07/23-			
	2251578	TE 6-CL	2 Year	1 month	19,308.00	Yes	1 Year	07/22-			
	2040910	TE 6-A36-AVR	2 Year	1 month	18,543.00	Yes	1 Year	01/18 -07/23	TE 6-22	5	07/28
	2162911	TE 6-A22	2 Year	1 month	26,166.00	Yes	1 Year	01/20 -07/23	TE 6-22	5	07/28
	428634	TE 7	1 Year	1 month	13,692.00	Yes	1 Year	01/10 -07/22	TE 6-CL	5	07/27
	2113624	TE 7-C	2 Year	1 month	17,691.00	Yes	1 Year	01/14 -02/23	TE 6-CL	5	12/28
	2256704	TE 2-22	2 Year	1 Month	13,695.00		1 Year	07/23-			
	2253087	TE 4-22	2 Year	1 Month	18,426.00		1 Year	07/23-			
	2253058	TE 6-22	2 Year	1 Month	20,328.00		1 Year	07/23-			
Screw-driver	2157094	UD 4	0 Year	NA	-	No	6 months	01/18 -			
	211975	UD 30	1 Year	1 month	16,314.00	Yes	1 Year	01/08 -			
	378558	ST 1800	1 Year	1 month	25,437.00		1 year	01/02-			
	437867	ST 1800-A22	2 Year	1 Month	28,716.00		1 year	01/19-			
	2365715	ST 2000-22	2 Year	1 Month	20,619.00		1 year	07/24-			
	2291198	SI-AT-22	2 Year	1 Month	24,378.00		1 Year	07/23-			
	2138585	SI-AT-A22	2 Year	1 month	24,378.00	No	1 Year	07/19 -07/23	SI AT-22	5	07/28
	2229875 2421975	SD 5000-A22	2 Year	1 month	14,259.00	No	1 Year	01/20-			
	2248354	SD 5000-22	2 Year	1 month	18,621.00	No	1 Year	01/24-			
	2363097	SBT 6-22	2 Year	1 Month	19,476.00		1 Year	07/23-			
	2123719	SF BT 22-A	1 Year	1 Month	12,153.00		1 Year	07/21-			
Rivet Tool	2218557	RT 6-A22	2 Year	1 month	34,482.00	Yes	1 Year	01/21 -07/23	RT 6-22	5	07/28
	2250112	RT 6-22	2 Year	1 month	34,482.00	Yes	1 Year	07/23-			

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Product Group	Material No.	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
Drill Driver	285358	SF 121-A			-			01/06 - 12/10	SFC 14-A	5	12/17
	244275	SF 144-A			-			01/06 - 12/12	SFC 14-A	5	12/19
	429275	SFC 14-A			-			01/13 – 07/18	SFC 22-A	5	07/23
	2072954	SFC 22-A	2 Year	1 month	9,666.00	Yes	1 Year	07/18 – 01/22	SF 4-A22	5	01/27
	2200125	SF 2-A12	1 Year	1 month	5,814.00	Yes	1 Year	01/21 -07/23		5	07/28
	2177405	SF 4-A22	2 Year	1 month	10,821.00	Yes	1 Year	12/21-07/23	SF 4H-22	5	07/28
	2253855	SF 4H-22	2 Year	1 Month	10,821.00		1 Year	07/23-			
	2254885	SF 6H-22	2 Year	1 Month	19,713.00		1 Year	07/23-			
	2360542	SF 8M-22	2 Year	1 Month	22,050.00		1 Year	07/23-			
	2200056	SFD 2-A12	1 Year	1 month	5,661.00	Yes	1 Year	01/21 -07/23		5	07/28
Impact Driver	272820	SID 121-A			-			01/06 - 12/10	SID 14-A	5	12/17
	272828	SID 144-A			-			01/06 - 12/12	SID 14-A	5	12/19
	2072940	SID 14-A			18,267.00			01/09 - 07/18	SID 4-A	5	07/23
	2200193	SID 2-A12	1 Year	1 month	6,585.00	Yes	1 Year	01/21 -07/23		5	07/28
	2137039	SID 4-A22	2 Year	1 month	16,344.00	Yes	1 Year	07/18 – 07/23	SID 4-22	5	07/28
	2324273	SID 4-22	2 Year	1 month	12,561.00		1 Year	07/23-			
	2247391	SID 6-22	2 Year	1 month	13,173.00		1 Year	07/23-			
Impact Wrench	272825	SIW 121-A			-			01/06 - 12/10	SIW 22T-A	5	12/17
	272832	SIW 144-A			-			01/06 - 12/12	SIW 22T-A	5	12/19
	2072942	SIW 14-A ½"	1 Year	1 month	16,626.00		1 Year	01/23 -			
	2006081	SIW 22-A ½"	2 Year	1 month	14,499.00	Yes	1 Year	01/09 -07/23		5	07/28
	2069468	SIW 22T-A ¾"	2 Year	1 month	17,736.00	Yes	1 Year	01/09 -07/23		5	07/28
	2072946	SIW 22T-A ½"	2 Year	1 month	14,499.00	Yes	1 Year	01/09 -07/23		5	07/28
	2291205	SIW 4AT-22 ½"	2 Year	1 month	15,165.00		1 Year	05/23-			
	2365081	SIW 6AT-22 ½"	2 Year	1 month	17,145.00		1 Year	05/23-			
	2112536	SIW 6AT-A22	2 Year	1 month	15,165.00	Yes	1 Year	07/19 -07/23	SIW 6AT-22	5	07/28
	2251608	SIW 6-22	2 Year	1 month	19,983.00		1 Year	05/23-			

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	2251627	SIW 8-22 ½"	2 Year	1 month	20,802.00		1 Year	05/23-			
	2242016	SIW 9-A22	2 Year	1 month	20,802.00	Yes	1 Year	01/20 -07/23	SIW 8-22 ½ "	5	07/28
	2361531	SIW 10-22 ¾"	2 Year	1 month	24,879.00		1 Year	05/23-			
	2349973	SIW 4R-22 3/8"	2 Year	1 month	13,059.00		1 Year	05/23-			
Direct Fastening	2101334	BX 3-ME A22	2 Year	1 month	99,672.00	No	1 Year	01/19-1/24	BX 3-ME	5	01/29
	2206869	BX 3 ME	2 Year	1 month	96,885.00	No	1 Year	06/22 -			
	2194595	BX 3-BT A22	2 Year	1 month	1,16,568.00	No	1 Year	01/20 -			
	2161469	BX 3-L A22	2 Year	1 month	49,857.00		1 Year	01/20-			
	2314529	BX 3-L-22	2 Year	1 month	49,857.00		1 Year	07/23-			
	2330184	BX 3 SCT 02	2 Year	1 month	1,24,992.00		1 Year	01/22-			
	274638	GX 120			-			01/13 - 06/18	GX 3		06/23
	2102195	GX3	2 Year	1 month	84,684.00	No	1 Year	06/17 -			
Cordless Metal Tools	2252741	SPN 6-22	2 Year	1 month	36,204.00		1 Year	07/23-			
	2267026	GDG 6-22	2 Year	1 month	14,064.00		6 months	07/23-			
Concrete Vibrator	2352792	NCV 4-22	2 Year	1 month	25,443.00		1 Year	07/24-			
	2352088	NCV 10-22	2 Year	1 month	75,765.00		1 Year	07/24-			
	2404614	NCV Whip 38*1500 -1.5*5	2 Year	1 month	58,134.00		1 Year	07/24-			
	2404615	NCV Whip 38x3000-1.5x10	2 Year	1 month	61,185.00		1 Year	07/24-			
	2404616	NCV Whip 38x5000-1.5x16	2 Year	1 month	65,007.00		1 Year	07/24-			
	2404617	NCV Whip 45x1500-1.75x5	2 Year	1 month	66,408.00		1 Year	07/24-			
	2404618	NCV Whip 45x3000-.75x10	2 Year	1 month	70,701.00		1 Year	07/24-			
	2404619	NCV Whip 45x5000-.75x16	2 Year	1 month	76,257.00		1 Year	07/24-			
	2404611	NCV Whip 58x1500-2.25x5	2 Year	1 month	71,808.00		1 Year	07/24-			
	2404612	NCV Whip 58x3000-.25x10	2 Year	1 month	76,137.00		1 Year	07/24-			
	2404613	NCV Whip 58x5000-2.25x16	2 Year	1 month	81,753.00		1 Year	07/24-			

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Product Group	Material No.	Tool Type	Wear and Tear Coverage (No Cost Period)	Repair warranty	Repair cost limit per repair upto 3rd year, INR	Time Promise Relevant	Manufacturer's Warranty	Sale period, mm/yy	Successor	Repair years*	Repair Stop, mm/yy
Chemical Dispenser	2250851	HDE 500-22	2 Year	NA			1 Year	07/23-			
	2326714	HDE 500-A12	1 Year	NA		No	1 Year	02/22-			
	2162794	HDE 500-A22	1 Year	NA		No	1 Year	02/17-12/25			
	2250118	CD 4-22	2 Year	NA		No	1 Year	02/22-			
Lights and Blower	2242904	SL 6-22	2 Year	1 month	18,576.00		1 Year	07/23-			
	2186917	SL 6-A22		1 month	11,670.00		1 Year	07/23-12/25			
	2374158	SL 10-22	2 Year	1 month	30,912.00		1 Year	07/23-			
	2352717	NBL 4-22	2 Year	1 month	6,957.00		1 Year	07/23-			
Sawing	2193410	SCO 6-A22	1 Year	1 month	25,020.00	Yes	1 Year	07/18 -07/23		5	07/28
	378278	WSR 900-PE						01/09 - 12/10	WSR 1400-PE		12/21
	304548	WSR 1400-PE	1 Year	1 month	40,599.00	Yes	1 Year	01/18 -			
	2228927	SR 30	1 Year	1 month	23,859.00	Yes	1 Year	01/18 -			
	2024449	SCM 22-A	2 Year	1 month	21,918.00	Yes	1 Year	01/15 -07/23	SC 4MR-22	5	07/28
	423165	SCW 22-A	2 Year	1 month	18,036.00	Yes	1 Year	01/20 -07/23	SC 6WL-22	5	07/28
	2089101	SC 55W	1 Year	1 month	10,332.00	Yes	1 Year	01/20 -			
	2240606	SR 4-22	2 Year	1 month	17,019.00		1 Year	07/23-			
	2240610	SR 6-22	2 Year	1 month	18,462.00		1 Year	07/23-			
	2326030	SC 6WL-22	2 Year	1 month	18,036.00		1 Year	07/23-			
	2351364	SC 4MR-22	2 Year	1 month	21,918.00		1 Year	07/23-			
	2251185	SJD 6-22	2 Year	1 month	20,655.00		1 Year	07/23-			
	2366393	SMT 6-22	2 Year	1 month	13,506.00		1 Year	07/23-			
Diamond Grinder	47996	DCH 300	2 Year	1 month	82,344.00	Yes	1 Year	01/09 -12/21	DCG 300-X	5	12/26
	2149511	DCH 300-X	2 Year	1 month	74,258.00	Yes	1 Year	01/20 -			
	369391	DG 150	2 Year	1 month			1 Year	01/19-12/23		5	12/28
	431364	DSH-FSC	0 Year	NA	92,559.00		6 months	01/18-			
	2265862	DSH 900-X	1 Year	1 month	1,11,225.00	No	1 Year	01/18 -			

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	2251367	DSH 600-22	2 Years	1 month	83,265.00			07/23-			
	2294768	DGH 150	1 Year	1 month	69,561.00	Yes	1 Year	01/21-			
	2283122	DGH 130	0 Year	NA	-	No	6 months	07/19-			
	2358379	DGH 130-22	0 Year	NA	24,561.00	No	6 months	01/24-			
Diamond Drilling	2169962 2216318	DD 120	1 Year	1 month	60,441.00	Yes	1 Year	01/14 -			
	2203159	DD ST-120	1 Year	1 month	12,594.00		1 Year				
	2122627	DD 160 (02)	2 Year	1 month	1,26,528.00	Yes	1 Year	01/11 -			
	2203156	DD-ST 160 CTL	2 Year	1 month	93,237.00	Yes	1 Year	01/11 -			
	2203157	DD-ST 160 SFL	2 Year	1 month	65,919.00	Yes	1 Year	01/11 -			
	283497	DD 200 G01						01/07 – 12/17	DD 200 G02	5	01/22
	2148548	DD-HD 30	2 Year	1 month	1,73,400.00	Yes	1 Year	01/07 -			
	2124826	DD 200 (02)	2 Year	1 month	2,36,276.00	Yes	! Year	12/17 -			
	2105437	DD- ST 200	2 Year	1 month	62,751.00	Yes	1 Year	01/17 -			
	211539	DD 350		1 month	3,18,339.00			01/08-12/15	DD 350-CA	5	12/20
	2087381	DD 350-CA	2 Year	1 month	3,85,504.00	Yes	1 Year	01/15 -			
	2043868	DD 30-W	2 Year	1 month	1,76,214.00		1 Year	01/24-			
	2095273	DD 500-CA	2 Year	1 month	4,73,580.00	Yes	1 Year	01/15-			
	312267	DC SE20			1,21,659.00			01/10-12/19		5	12/24
	408458	DD VP-U	0 days	NA	1,26,807.00			03/09-			
	2145828	DD WMS 100	1 Year	1 month	56,310.00	Yes	1 Year	01/19 -			
	2315589	DWP 15-22	0 days		15,972.00			07/23-			
	365595	DWP 10	0 days	NA	16,659.00			01/19-			
Vacuum Cleaner	222209	VC-20-U	2 Year	1 month	33,102.00	Yes	1 Year	01/05 – 01/22	VC 20L-X	5	01/27
	2220066	VC 20L-X	2 Years	1 month	33,738.00	Yes	1 Year	01/22-			
	2254439	VC 10L-22	1 year	1 month	35,139.00	Yes	1 Year	07/23-			

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	212300	VC 40-U	1 year	1 month	50,013.00	Yes	1 Year	01/08-12/22		5	12/27
	2415328	VC 4LX-22	2 Years	1 month		Yes	1 Year	01/24-			
Diamond sawing	39122	DS TS32 LP32						01/06 – 12/20		5	12/25
	369315	DS TS32	NA	NA		No	1 Year	01/06 – 12/20		5	12/25
	369312	D RC-LP32	NA	NA		No	1 Year	01/06-			
	365429	DS WS15 2nd gen	NA	NA		No	1 Year	01/08 – 01/22	DSW 1510	5	01/27
	2192258	DSW 1510-CA	NA	NA		No	1 Year	01/22-			
	2139948	DSW 1005-E	NA	NA		No	1 Year	01/18 – 12/22		5	12/27
	365430	DS WSS30	NA	NA		No	1 Year	01/08 -12/22		5	12/27
	2094617	DSW 3018-E	NA	NA		No	1 Year	10/17 -			
	227920	DS TS20E	NA	NA		No	1 Year	02/16 – 03/21	DST 20 CA EC	5	03/26
	2349025	DST 20 CA EC	1 Year(or) 200hours whicheverearlier	NA		No	1 Year	01/19 – 12/23	DST 20 CA 2nd	5	12/28
	2120305	DST 20 CA 2nd	1 Year (or) 200 hours whichever earlier	NA		No	1 Year	01/24-			
	2052100	DST WRC-CA	NA	NA		No	1 Year	01/18-			
Distance Lasers	202416	PD 4				No		01/06 - 12/08	PD S		12/13
	2004788	PD 5				No	1 Year	01/09 - 12/18	PD S		12/23
	2190182	PD S	1 Year	NA	6,042.00	No	1 Year	01/19 -			
	320286	PD 42				No		01/06 - 12/08	PD I Gen 2		12/13
	2061407	PD-I				No	1 Year	01/09 – 06/19	PD I Gen 2		06/24
	2212517	PD-I Gen 2	1 Year	NA	13,122.00	No	1 Year	07/19 -			
	2062050	PD-E	1 Year	NA	21,648.00	No	1 Year	01/09 -			
Line/Combi Lasers	2047045	PM 2-L	2 Year	1 month	13,605.00	No	1 Year	01/16 – 07/22	PM 2L-G	5	07/27
	2098522	PM 2L-G	2 Year	1 month	22,821.00	No	1 Year	06/17 – 07/22	PM 2L-G (02)	5	07/27
	2322754	PM 2L-G (2nd Gen)	2 Year	1 month	22,821.00	No	1 Year	07/22 -			
	2047038	PM 2-P	2 Year	1 month	10,821.00	No	1 Year	01/16 – 07/22	PM 2-PG	5	07/27

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	2322755	PM 2-PG	2 Year	1 month	11,202.00		1 Year	07/22-			
	2323713	PM 2-PE	2 Year	1 month	25,725.00		1 Year				
	2088507	PM 4-M	2 Year	1 month	28,416.00	No	1 Year	06/17 – 07/22		5	07/27
	2227740	PM 30-MG	2 Year	1 month	36,054.00	No	1 Year	07/18-			
	2152386	PM 40-MG	2 Year	1 month	38,181.00	No	1 Year	07/18 -			
	2390114	PM 50 MG-22	2 Year	1 month	34,188.00	No	1 Year	07/23-			
	286141	PMP 34						01/07 - 12/12	PM 4-M		12/17
	411210	PMC 46 (02)	2 Year	1 month	42,648.00	No	1 Year	01/21 - 07/22	PM 20CG	5	07/27
	2322751	PM 20CG	2 Year	1 month	26,211.00	No	1 Year	07/22 -			
Rotating Lasers	331412	PRI 2				No		01/07 - 12/12	PR 30 HVS A12		12/17
	211937	PRE 3				No		01/09 - 12/14	PR 30 HVS A12		12/19
	2007617	PR 3				No		01/09 - 12/16	PR 30 HVS A12		12/21
	2071033	PR 2-HS				No	1 Year	09/16 - 12/17	PR 2-HS A12		12/22
	2146242	PR 2-HS (03)	2 Year	1 month		No	1 Year	07/18-			
	2131536	PR 2-HS A12	2 Year	1 month	86,457.00	No	1 Year	01/18 -			
	2068482	PR 30 HVS	1 Year	1 month	1,08,279.00	No	1 Year	01/17-12/24	PR 30 HVS A12	5	12/29
	2134761	PR 30 HVS A12	2 Year	1 month	97,323.00	No	1 Year	01/18 -			
	2399578	PR 40-22	2 Year	1 month	77,841.00	No	1 Year	07/23-			
	2399575	PR 4-22	2 Year	1 month	52,596.00	No	1 Year	07/24-			
Scanners & Total Station	407959	PS 35				No		01/12 - 12/15	PS 250		12/20
	2075721	PS 50			-	No		01/16 - 12/17	PS 250		12/22
	2286694	PS 85	2 Year	1 Month	55,752.00	No	1 Year	12/17			
	2078671	PS 200-S			-			01/13-12/20	PS 300	5	12/25
	2078651	PS 250				No	1 Year	01/09 -09/19	PS 300	5	09/24
	2250056	PS 300	2 Year	1 month	1,37,252.00	No	1 Year	01/20 -			

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	2007503	PS 1000	2 Year	1 month	18,69,129.00	No	1 Year	01/09 -			
	2007219	PS 1000-B	2 Year	1 month	12,34,779.00	No	1 Year	01/15-			
	435271	POS 18	1 Year	1 month	5,30,523.00	No	1 Year	06/18 – 12/19		5	12/24
Battery	2183183	B 22/8.0 Li-ion	2 Year	NA		No	1 Year	01/20 –			
	2136396	B 22/5.2 Li-ion	2 Year	NA		No	1 Year	01/20 –			
	2183180	B 22/4.0 Li-ion	2 Year	NA		No	1 Year	09/22 -			
	2136393	B 22/2.6 Li-ion	2 Year	NA		No	1 Year	09/22 -			
	2098208	B 36/2.6 Li-ion	2 Year	NA		No	1 Year	01/20 –			
	2098470	B 36/5.2 Li-ion	2 Year	NA		No	1 Year	01/20 –			
	2018896	B 36/6.0 Li-ion	2 Year	NA		No	1 Year	01/21 –			
	2183172	B 36/9.0 Li-ion	2 Year	NA		No	1 Year	01/21 –			
	2251347	B22-55	2 Year	NA		No	1 Year	07/23-			
	2251351	B22-85	2 Year	NA		No	1 Year	07/23-			
	2251355	B22-110	2 Year	NA		No	1 Year	07/23-			
	2251359	B22-170	2 Year	NA		No	1 Year	07/23-			
	2416229	B22-195	2 Year	NA		No	1 Year	05/25-			
	2251363	B22-255	2 Year	NA		No	1 Year	07/23-			
	2480872	B22-290	2 Year	NA		No	1 Year	05/25-			
Charger	2372878	C 4/12-50	1 Year	NA		No	1 Year	01/20 –			
	2015762	C 4/36-90	2 Year	NA		No	1 Year	01/20 –			
	2037125	C 4/36-350	2 Year	NA		No	1 Year	01/20 –			
	2316496	C 4-22	2 Year	NA		No	1 Year	07/23-			
	2253923	C 6-22	2 Year	NA		No	1 Year	07/23-			
	2260060	C 8-22	2 Year	NA		No	1 Year	07/23-			

Annexure 2

List of non-Reparable items

BU	Tool Type
Angle Grinders	AG 100-8S
	AG 100-8D
	AG 125-13S
Distance Lasers	PD 5
	PD S
	PD-I
	PD-I Gen 2
	PD-E
Cordless	All batteries
	All chargers
Universal Drills	UD 4
Chemical dispenser	HDE 500 A-22
Screw Fastening	SBT 4 A-22

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Annexure 3

TIME PROMISE (3 days or free) – List of Pin codes

S.No.	Location	List of pin codes covered	S.No.	Location	List of pin codes covered
1	Ahmedabad	380001 to 380002	52	Gurgaon	122101
2	Ahmedabad	380004 to 380009	53	Mumbai	400001 to 400010
3	Ahmedabad	380013 to 380016	54	Mumbai	400012 to 400023
4	Ahmedabad	380018 to 380019	55	Mumbai	400025 to 400028
5	Ahmedabad	380021 to 380026	56	Mumbai	400030 to 400031
6	Ahmedabad	380050 to 380052	57	Mumbai	400033 to 400034
7	Ahmedabad	380054 to 380056	58	Mumbai	400037
8	Ahmedabad	380058 to 380061	59	Mumbai	400042 to 400043
9	Ahmedabad	380063	60	Mumbai	400049 to 400054
10	Ahmedabad	381270	61	Mumbai	400056 to 400060
11	Ahmedabad	382330	62	Mumbai	400062 to 400072
12	Ahmedabad	382340	63	Mumbai	400074
13	Ahmedabad	382345 to 382346	64	Mumbai	400076 to 400083
14	Ahmedabad	382350	65	Mumbai	400087 to 400089
15	Ahmedabad	382405	66	Mumbai	400093
16	Ahmedabad	382418	67	Mumbai	400095
17	Ahmedabad	382424 to 382425	68	Mumbai	400097 to 400099
18	Ahmedabad	382430	69	Mumbai	400101 to 400102
19	Ahmedabad	382445	70	Mumbai	400104
20	Ahmedabad	382470	71	Mumbai	400601 to 400604
21	Ahmedabad	382480	72	Mumbai	400606 to 400608
22	Ahmedabad	382481	73	Mumbai	400610
23	Bengaluru	560001 to 560011	74	Mumbai	400701 to 400706
24	Bengaluru	560016 to 560020	75	Mumbai	400708 to 400710
25	Bengaluru	560022 to 560030	76	New Delhi	110001 to 110049
26	Bengaluru	560032 to 560038	77	New Delhi	110051 to 110078
27	Bengaluru	560040 to 560043	78	New Delhi	110080 to 110097
28	Bengaluru	560045 to 560053	79	New Delhi	110201
29	Bengaluru	560055	80	Pune	410401
30	Bengaluru	560057 to 560058	81	Pune	410501
31	Bengaluru	560060 to 560064	82	Pune	410503
32	Bengaluru	560066 to 560072	83	Pune	410505
33	Bengaluru	560075 to 560087	84	Pune	410507
34	Bengaluru	560091 to 560095	85	Pune	411001 to 411009
35	Bengaluru	560098 to 560100	86	Pune	411011 to 411021
36	Bengaluru	560102 to 560103	87	Pune	411026 to 411028
37	G.B. Nagar (UP)	203207	88	Pune	411030

38	G.B. Nagar (UP)	201301 to 201310	**89**	Pune	411032 to 411048
39	Ghaziabad	201001 to 201005	**90**	Pune	411051 to 411052
40	Ghaziabad	201007	**91**	Pune	411057 to 411058
41	Ghaziabad	201009 to 201010	**92**	Pune	411060 to 411062
42	Ghaziabad	201012	**93**	Pune	412101
43	Ghaziabad	201014	**94**	Pune	412105 to 412106
44	Ghaziabad	201017	**95**	Pune	412108 to 412109
45	Ghaziabad	201019	**96**	Pune	412114 to 412115
46	Ghaziabad	201102	**97**	Pune	412202
47	Gurgaon	122001 to 122006	**98**	Pune	412208 to 412209
48	Gurgaon	122008 to 122011	**99**	Pune	412214
49	Gurgaon	122015 to 1222018	**100**	Pune	412216
50	Gurgaon	122051	**101**	Pune	412220
51	Gurgaon	122052	**102**	Pune	412307 to 412308

Annexure 4

TIME PROMISE (5 days or free) – List of Pin codes

S.No.	Location	List of pincodes covered	S.No.2	Location3	List of pincodes covered4
1	Faridabad	121008	**86**	Hyderabad	500001
2	Faridabad	121010	**87**	Hyderabad	500004
3	Faridabad	121012	**88**	Hyderabad	500010
4	Faridabad	121101	**89**	Hyderabad	500013
5	Gurugram	122007	**90**	Hyderabad	500014
6	Gurugram	122017	**91**	Hyderabad	500025
7	Gurugram	122018	**92**	Hyderabad	500033
8	Gurugram	122102	**93**	Hyderabad	500038
9	Sonepat	131001	**94**	Hyderabad	500053
10	Sonepat	131101	**95**	Hyderabad	500056
11	Ludhiana	141011	**96**	Hyderabad	500060
12	Ludhiana	141101	**97**	Hyderabad	500064
13	Jalandhar	144533	**98**	Hyderabad	500074
14	Chandigarh	160009	**99**	Hyderabad	500083
15	Chandigarh	160014	**100**	Hyderabad	500090
16	Chandigarh	160036	**101**	Hyderabad	501203
17	Chandigarh	160104	**102**	Hyderabad	501301
18	Jammu	180007	**103**	Sangareddy	502278
19	Poonch	185121	**104**	Sangareddy	502319
20	Ghaziabad	201011	**105**	Sangareddy	502324
21	Ghaziabad	201206	**106**	Warangal	506004
22	Ghaziabad	201312	**107**	Bangalore	560013
23	Lucknow	226101	**108**	Bangalore	560065
24	Moradabad	244401	**109**	Bangalore	560109

25	Sahranpur	247670	**110**	Bangalore	560114
26	Dehradun	248145	**111**	Bangalore	561204
27	Dehradun	248171	**112**	Yelahanka,Bangalore	562101
28	Dehradun	248197	**113**	Bangalore	563101
29	Meerut	250501	**114**	Bangalore	563116
30	Jaipur	302006	**115**	Mangalore	575014
31	Jaipur	302007	**116**	Davangare	577001
32	Jaipur	302018	**117**	Chennai	600002
33	Jaipur	302025	**118**	Chennai	600035
34	Jaipur	302026	**119**	Chennai	600039
35	Jaipur	302034	**120**	Chennai	600063
36	Jaipur	302039	**121**	Chennai	600091
37	Jaipur	303007	**122**	Chennai	600107
38	Jamnagar	361002	**123**	Chennai	600118
39	Bhuj	370203	**124**	Chennai	600127
40	Ahmedabad	380003	**125**	Chennai	602021
41	Ahmedabad	380027	**126**	Chennai	602106
42	Gandhinagar	382428	**127**	Chennai	603204
43	Mehsana	384001	**128**	Salem	635110
44	Nadiad	387120	**129**	Salem	635119
45	Nadiad	387130	**130**	Hasthampatty	636004
46	Baroda	390004	**131**	Hasthampatty	636016
47	Baroda	390017	**132**	Erode	638004
48	Baroda	391520	**133**	Coimbatore	641002
49	Baroda	391770	**134**	Coimbatore	641011
50	Bharuch	392011	**135**	Coimbatore	641016
51	Surat	394125	**136**	Coimbatore	641663
52	Surat	394315	**137**	Cochin	682018
53	Mumbai	400024	**138**	Cochin	682028
54	Mumbai	400055	**139**	Cochin	682032
55	Mumbai	400061	**140**	Aluva	683101
56	Mumbai	400094	**141**	Aluva	683503
57	Mumbai	400605	**142**	Aluva	683578
58	Mumbai	400615	**143**	Kolkata	700002
59	Mumbai	401201	**144**	Kolkata	700003
60	Mumbai	401305	**145**	Kolkata	700012
61	Mumbai	401403	**146**	Kolkata	700020
62	Mangaon	402303	**147**	Kolkata	700024
63	Pune	411031	**148**	Kolkata	700025
64	Talegaon	412110	**149**	Kolkata	700028
65	Pune	412111	**150**	Kolkata	700038
66	Talegaon	412801	**151**	Kolkata	700043
67	Kolhapur	416003	**152**	Kolkata	700046
68	Kolhapur	416528	**153**	Kolkata	700055
69	Ambernath	421002	**154**	Kolkata	700056

70	Ambernath	421202	**155**	Kolkata	700058
71	Ambernath	421502	**156**	Kolkata	700065
72	Nasik	422009	**157**	Kolkata	700069
73	Nagpur	440029	**158**	Kolkata	700075
74	Nagpur	440036	**159**	Kolkata	700080
75	Nagpur	441001	**160**	Kolkata	700100
76	Nagpur	441206	**161**	Kolkata	700148
77	Nagpur	441302	**162**	Parganas	700161
78	Indore	452012	**163**	Howrah	711113
79	Pithampur	453332	**164**	Howrah	711316
80	Pithampur	453555	**165**	Howrah	711409
81	Bhopal	462003	**166**	Hoogly	712258
82	Gwalior	474004	**167**	Hoogly	712311
83	Gwalior	474005	**168**	Kolkatta	743504
84	Gwalior	474010	**169**	Port Blair	744102
85	Gwalior	474015	**170**	Bhubaneswar	751001