



Singapore, 17 April 2026

Temporary Freight Charge Increase – Effective April 20, 2026

Dear Valued Customer,

We hope this message finds you well. We are writing to inform you of an upcoming adjustment to our freight charges, effective 20 April 2026.

Due to significant increases in logistics and supply chain costs, we will implement the following adjustment to our Packing & Freight (P&F) charges as follows:

- Increase from 2% to 3%
- Cap adjustment from SGD 200 to SGD 300

These adjustments will apply to all orders placed on or after 20 April 2026. Orders placed before this date will remain unchanged.

This is a temporary measure. We will continue to monitor market conditions closely and review these charges as the situation evolves. In the meanwhile, our self-collection option remains available and free of charge.

We remain committed to delivering the quality, reliability, and service you expect from Hilti. Should you require any clarification, please reach out to your Account Manager or contact our Customer Service Hotline at 6777 7887.

Thank you for your continued partnership.

Yours faithfully,

A handwritten signature in black ink, appearing to read "Thierry Theus".

Thierry Theus
Head of Marketing
Hilti Singapore