



AUSTRALIA DELIVERY SERVICES

Hilti VIP Customers

Service Level	Typical Delivery Times	Hilti Online	B2B	Non-Online
Ground				
Standard	Next day in Sydney, Melbourne, Brisbane, and Gold Coast 1-7 days for other locations	\$25	\$39	\$39
Air Priority				
Express Air*	Next business day in cities with airports, 2-5 days for other regional locations	N/A	N/A	\$50 up to 5kgs \$70 up to 10kgs Quote above 10kgs
*Hazardous items may be restricted from Air delivery services				
Courier / Jobsite delivery (only in select cities)				
Express 4-hour**	Within 4 hours of order	N/A	N/A	\$70*** up to 100kgs Quote above 100kgs
Only available in metro cities (Sydney, Melbourne, Brisbane, Perth, and Adelaide) * \$70 is the minimum charge for the Express 4-hour service				
Pick up locations				
Click and Collect at Hilti Store	Pick up within 1 hour of order print	No fee	N/A	N/A
Ship to Hilti Store	Pick up and order for self- collections at Hilti Store	No fee	No fee	No fee
Pick up @ Australia Post	Pick up orders from over 250 Australia post locations	N/A	N/A	\$25
Pick up from Central Warehouse	Pick up orders from Sydney central warehouse	N/A	N/A	No fee
Tool Service delivery				
	Service description			
Tool Fleet Management	Delivery of new and repaired tools (in and out)	No fee	No fee	No fee
Repair within no cost period	Standard shipping to and from Tool Service Centre	No fee	No fee	No fee
Repair outside no cost period	Standard shipping to and from Tool Service Centre	No fee		\$39/Tool

Rates and services subject to change | Effective February 1, 2020 | N/A – Service not available via selected channel