



# AUSTRALIA DELIVERY SERVICES

## Hilti VIP Customers

Service Level	Typical Delivery Times	Hilti Online	B2B	Non-Online
<b>Ground</b>				
<b>Standard</b>	Next day in Sydney, Melbourne, Brisbane, and Gold Coast 1-7 days for other locations	\$25 for orders under \$500 Free for orders above \$500	\$39 for orders under \$500 Free for orders above \$500	\$39
<b>Scheduled Delivery</b>	Next day delivery in a window of 2 hours	N/A	N/A	\$80 for up to 250kgs \$125 for above 250kgs
<b>Air Priority</b>				
<b>Express Air*</b>	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				
<b>Courier / Jobsite delivery (only in select cities)</b>				
<b>Express 4-hour**</b>	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				
<b>Pick up locations</b>				
<b>Click and Collect at Hilti Store</b>	Pick up within 1 hour of order print	No fee	N/A	N/A
<b>Ship to Hilti Store</b>	Pick up and order for self-collections at Hilti Store	No fee	No fee	No fee
<b>Pick up @ Australia Post</b>	Pick up orders from over 250 Australia post locations	N/A	N/A	\$25
<b>Pick up from Central Warehouse</b>	Next Day Pick up orders from Sydney central warehouse	N/A	N/A	No fee
<b>Tool Service delivery</b>				
<b>Tool Fleet Management</b>	Delivery of new and repaired tools (in and out)	No fee	No fee	No fee
<b>Repair within no cost period</b>	Standard shipping to and from Tool Service Centre	No fee	No fee	No fee
<b>Repair outside no cost period</b>	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