



ORDER TYPE		SERVICE DETAILS				HOW TO LOG THE ORDER			
Hilti online	Non-Hilti online	Order before	Deliver By	Service Information		Cust. Service	Hilti Online	Hilti Store	
Standard Services									
Standard Delivery ¹	\$30	\$49	2:30 PM	Next day 4:00 PM	Next day in Sydney, Melbourne, Brisbane, and Gold Coast * 2-5 days for other locations		✓	✓	✓
Saver Delivery ¹	\$15	\$25	2:30 PM	4 days 6:00 PM	4 days in Sydney, Melbourne, Brisbane, and Gold Coast * 5-9 days for other locations		✓	✓	✓
Fleet Delivery ²	Free	Free	2:30 PM	Next day 4:00 PM	Next day in Sydney, Melbourne, Brisbane, and Gold Coast * 2-4 days for big fleet or other locations		✓	✓	✓
Repair ³	Free	Free	2:30 PM		1-7 days subject to location		✓	✓	✓
Return	Free	Free	2:30 PM		1-7 days subject to location		✓	✓	✓
Advance Services									
Same Day Delivery	Not available	\$90	10:30 AM	Same day 4:00 PM	Same day in Sydney		✓		✓ NSW Only
Express Air ⁴	Not available	Quote by Hilti	12:00 PM	Next day	Next day in cities with major airports 2-5 days for other regional locations * Hazardous items may be restricted from Air delivery services		✓		
Click & Collect	Free	Not available		Next day				✓	
Same Day Collection Central Warehouse	Not available	Free	12:00 PM	Same day 3:30 PM	Self-collection opens from 8:00 AM to 3:30 PM Targeted turnaround time is minimum 2 hours from order is received by the warehouse		✓		✓ NSW Only
Complete Delivery	Free	Free		Depending on the chosen delivery service	HOL Orders must have "Request Single Shipment" box ticked		✓	✓	✓
1. Deliveries to remote locations may take longer; 2. Big fleet deliveries may take longer; 3. If outside no cost warranty, freight charge is \$49 per tool; 4. Upon confirmation from Hilti									