



U.S. DELIVERY SERVICES

Hilti Customers

Service level	Typical Delivery Times	Order Type	
		eCommerce	Non eCommerce
GROUND			
Saver	2–4 business days	\$15	\$27
Standard	1–3 business days	\$35	\$47

AIR PRIORITY			
Weekday Delivery	Next business day by 10:30 a.m.	\$60 Up to 100 lbs*	\$4.50/lb—\$60 min.
Saturday Delivery	Saturday by 5 p.m.	\$65 Up to 100 lbs*	\$4.50/lb—\$65 min.

Available in select cities to ZIP codes with service availability. Hazardous items may be restricted from air delivery service.

COURIER / JOBSITE DELIVERY (ONLY IN SELECT CITIES)			
Next Business a.m.	Next business day by 10:30 a.m.		\$60
Same Day / 4 hour**	Within 4 hours of order print		\$75

PICKUP LOCATIONS			
Click and Collect at Hilti Store	Pick up within 1 hour of order print	Free	Not available (Will call available)
Pickup Locations	Pick up at a UPS location	Free	Free

TOOL SERVICE DELIVERY	SERVICE DESCRIPTION	
Tool Fleet Management	Delivery of new and repaired tools (in and out)	Free
Repair Within No Cost Period	Standard shipping to and from Tool Service Center	Free
Repair Outside No Cost Period	Standard shipping to and from Tool Service Center	\$35/tool
Air Priority Repair Outside No Cost Period	Air priority shipping to and from Tool Service Center	\$4/lb—\$55 minimum
Return Unrepaired	Tools sent out to repair and decided not to repair them	\$35

PROJECT MANAGEMENT OFFICE (PMO)
 Specific fulfillment through Project Management Office and flatbed. For more information please contact Customer Service at 1-800-879-8000, or visit <https://www.hilti.com/content/hilti/W1/US/en/services/tool-services/project-management-office.html>.

Parcel delivery is typically via UPS. Oversize and heavyweight orders will be shipped via LTL. Backorders may delay delivery. Order print may be delayed due to product availability, pricing verification, or payment verification. Order cutoff times may vary by region; please contact Customer Service at 1-800-879-8000 for additional information.

Rates and services subject to change | Effective January 1, 2020 | *Orders over 100 lbs will be charged \$4.50/lb | **Not available via Hilti Online

