

English version

DELIVERY POLICY FOR STANDARD SERVICE

(Effective as of 1st Oct 2024)

Hilti Vietnam Co., Ltd. provides standard delivery services as following detail:

1. Delivery surcharge:

| Delivery surcharge (Excluding VAT) | Applicable for |
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| <ul style="list-style-type: none">- 2% on total Sales Order Value- Max charge 2,500,000 VND/Sales Order | <ul style="list-style-type: none">- Delivery in Zone 1 for all weight breaks- Delivery in Zone 2 for shipments < 500 Kgs- Odd-size item: Not applicable |

Remarks:

- a. The delivery surcharge is automatically added to the net price displayed on your requested quotation or sales order confirmation.
- b. Zone 1:
 - Item are shipped from North Warehouse to Hà Nội, Bắc Ninh, Hải Phòng, Hưng Yên, Vĩnh Phúc.
 - Item are shipped from South Warehouse to Hồ Chí Minh, Bình Dương, Vũng Tàu, Long An, Đồng Nai.

Zone 2: Other provinces.

- c. Odd-sized items are those that exceed 1 meter in length.
- d. For any services not listed above, please reach out to Customer Service for additional support.

2. Delivery time:

Delivery service are from Monday to Friday (excluding Saturdays, Sundays, and holidays).

| Ship from South Warehouse | | Order before below time via our Customer Service or www.hilti.com.vn | Delivery lead-time (working day) |
|---------------------------|--|--|--------------------------------------|
| Zone 1 | Hồ Chí Minh, Dĩ An, Thuận An, Biên Hòa, Bà Rịa-Vũng Tàu | 14:00 | Next day |
| | Tân Uyên, Bến Cát, Đức Hòa, An Hạ, Biên Hòa | 14:00 | Within 1-1.5 next days |
| Zone 2 | Bình Thuận, Tiền Giang, Bến Tre, Vĩnh Long, Cần Thơ, Đồng Tháp, Đồng Tháp, Trà Vinh, Long An, Bình Phước, Bình Phước, Tây Ninh | 14:00 | Within 2-3 next days |
| | An Giang, Kiên Giang, Hậu Giang, Cà Mau, Ninh Thuận, Sóc Trăng, Sóc Trăng | 14:00 | Within 3-3.5 next days |
| | Khánh Hòa, Phú Yên, Lâm Đồng, Bạc Liêu | 14:00 | Within 3-4.5 next days |

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|----------------------------------|---|-------|--|
| | Đà Nẵng, Huế, Bình Định, Quảng Nam, Quảng Ngãi | 14:00 | Trong vòng 2-3 ngày kế tiếp |
| | Daklak, Đắk Nông, Kontum, Gia Lai | 14:00 | Within 4-5 next days |
| | Hà Nội | 14:00 | Within 4-6 next days |
| Ship from North Warehouse | | | Delivery lead-time (working day) |
| Zone 1 | Hà Nội, city center Bắc Ninh, Hải Phòng, Hưng Yên, Vĩnh Phúc | 16:00 | Next day |
| | Sur-urban area Bắc Ninh, Hải Phòng, Hưng Yên, Vĩnh Phúc | 16:00 | Within 1-1.5 next days |
| Zone 2 | Thái Bình, Bắc Giang, Ninh Bình, Nam Định, Phú Thọ, Hải Dương, Hải Dương, Thanh Hóa, Hà Nam | 16:00 | Within 3-3.5 next days |
| | Nghệ An, Hà Tĩnh, Yên Bái, Quảng Ninh, Tuyên Quang, Hòa Bình, Hòa Bình | 16:00 | Within 3-4.5 next days |
| | Huế, Quảng Nam, Quảng Bình, Đà Nẵng, Quảng Trị | 16:00 | Within 3-5 next days |
| | Quảng Ngãi, Bắc Cạn, Sơn La, Lào Cai, Lai Châu, Hà Giang, Hà Giang, Điện Biên, Cao Bằng, Lạng Sơn | 16:00 | Within 4-5.5 next days |
| | Hồ Chí Minh | 16:00 | Within 4-6 next days |

Remarks:

- For orders received after 14:00 at South Warehouse and 16:00 at North Warehouse, 1 additional working day will be added to the delivery time
- For delivery point in sub-urban area, 1-2 additional day will be added to the delivery time
- The delivery time stated above may vary based on stock availability.