



DELIVERY POLICY

Hilti Vietnam Co., Ltd. provides delivery services throughout the territory of Vietnam. Free and chargeable delivery service depends on:

- Order value
- Required delivery time
- Place of delivery

Details are as follows:

Delivery time	Cut-off time ^(a)	Area (stocks from the North - ALS)		
		Metro district of HN	Suburban area of HN ^(c)	Other provinces
Same day	09:30 AM	FREE if order value \geq 20 mil VND, otherwise 200 kVND/shipment ^(b)	FREE if order value \geq 50 mil VND, otherwise 500 kVND/shipment ^(b)	Not Available
Next day ^(d)	03:30 PM	FREE if order value \geq 20 mil VND, otherwise 100 kVND/shipment ^(b)	FREE if order value \geq 50 mil VND, otherwise 300 kVND/shipment ^(b)	Shipping fee based on quotation
Week-end ^(e)	03:30 PM	Shipping fee based on quotation		

Delivery time	Cut-off time ^(a)	Area (stocks from the South - DBS)	
		All districts in HCM	Other provinces
Next day ^(d)	03:30 PM	FREE if order value \geq 5 mil VND, otherwise 250 kVND/shipment ^(b)	Shipping fee based on quotation
Week-end ^(e)	03:30 PM	Shipping fee based on quotation	

Remark:

- Cut off time is the last time customer service receive the sales order on working day from Monday to Friday.
- The order value and shipping fee is the price excluding VAT.
- Suburban areas:
Hanoi City: districts Son Tay Town, Ba Vi, Chuong My, Dan Phuong, Dong Anh, Gia Lam, Hoai Duc, Me Linh, My Duc, Phuc Tho, Phu Xuyen, Quoc Oai, Soc Son, Thach That, Thanh Oai, Thanh Tri and Ung Hoa.
- Next day delivery is from working day Monday to Friday.
- Weekend delivery is from Saturday to Sunday and public holidays: the shipping cost will be charged back to the customers based on third party delivery service's quotations.
- For delivery to other provinces, cities (outside HCM and HN), shipping cost is calculated based on third party delivery service's quotations.
- The delivery policy is valid from February 22, 2023 onwards.

Terms and conditions can be changed without notice in advance

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