



Subject: To take two steps forward, we are taking one step back

Dear customers,

As part of our continued efforts to enhance customer experience at our Hilti Store, we are working on a new concept for the future.

As you know, due to the evolving Covid-19 situation, and the volatility it creates, the business environment in Singapore in the past three months have been extremely challenging. We have used this time to reflect on our retail strategy.

Hence, in light of a tough business situation, we have decided to take a step back in order to move two steps forward and look for a more sustainable retail option to enhance your customer experience & engagement. Last day of operations at Hilti Store, Ubi will be on **31st July, 2020**.

We will be taking necessary measures to serve the needs of our loyal customers.

ORDER, GOODS RETURN & WARRANTY REPLACEMENT



- Enjoy differentiated digital service, Hilti Online, available 24*7



- To place an order, enquire a goods return or request a warranty replacement, Call our customer service hotline at 67777887 or email at sg-customerservice@hilti.com

SELF COLLECTION



- At central warehouse
- Weekdays – 8:30 am to 17:30 (two hours lead time from order)
- Saturday – 8:30 am to 12 noon

CLICK & COLLECT



- **Order Online, Collect two hours later** at central warehouse
- Weekdays – 8:30 am to 17:30 (two hours lead time from order)
- Saturday – 8:30 am to 12 noon



DHL Supply Chain Singapore Pte Ltd
Tampines LogisPark
1 Greenwich Drive,
ARC Warehouse Block, Level 3M Singapore
533865

PAYMENT OPTIONS

• Bank Transfer To Account

1. DBS Bank details

Account Name: Hilti Far East Pte Ltd
Company Address: 20 Harbour Drive, #06-06, PSA Vista, Singapore 117612
Bank Code / Branch Code: 7171-020
Bank Address: 6 Shenton Way, DBS Building, Singapore 068809
Bank Account Number: 020-900159-8
Swift Code: DBSSSGSG

2. Deutsche Bank details

Account Name: Hilti Far East Pte Ltd
Company Address: 20 Harbour Drive, #06-06, PSA Vista, Singapore 117612
Bank Code / Branch Code: 7463
Name of Bank/Branch: Deutsche Bank/Singapore, Singapore Branch
Bank address: One Raffles Quay, #15-00 South Tower, Singapore 048583
Bank Account Number: 2590347000
Swift Code: DeutSGSG
GST Registration No. M2-0009081-X

• Corporate PayNow

Pay via UEN number 196800338E (Similar to [Paynow](#) but UEN instead of mobile number)

• Credit Card

Call our customer service hotline at 67777887

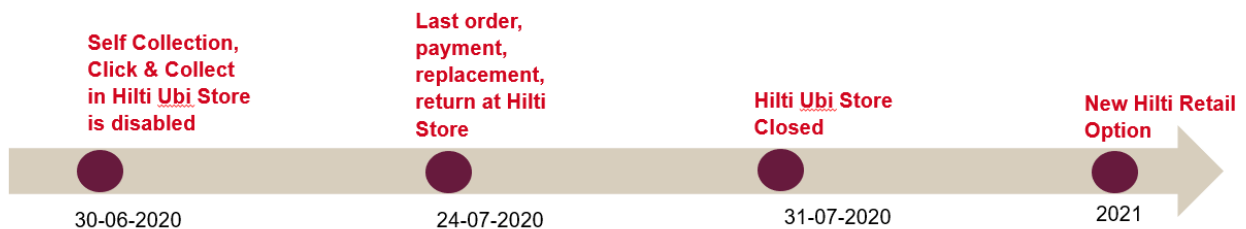
• Cheque

Cheque drop at DBS with the following details

Bank Name: DBS BANK
Account Name: HILTI FAR EAST PTE LTD
Bank Account Number: 020-900159-8

***Information required: (1) Company name (2) Payment/Invoice details (3) Cheque image (if any) -> Email to hilti-sg-receivables@hilti.com*

Please note the following important dates & changes:



We will be back with a new retail concept in Singapore in 2021, that will feature best in class service and support with improved and simplified procedures. Also, a strengthened team of Hilti Store Representatives will deliver comprehensive service twinned with unrivaled product knowledge.

Thank you for your continued support and we look forward to a mutually productive 2020!

Yours sincerely,

Sonia Mokdad
General Manager