

HILTI

WARRANTY POLICY



Materials and Workmanship Warranty

Hilti will repair or replace parts that break as a result of defects in materials or workmanship at no cost for 20 years after the date of purchase.

Wear and Tear Coverage

Hilti will repair tools at no cost for two years from the date of purchase. Damage due to wear and tear is covered. No charges for parts and labor.

Full Repair Warranty

After every PAID repair, Hilti offers a three month full warranty on any defective part.

Warranty Claims

All warranty claims must be made in person at any Benny's location, and accompanied by proof of purchase.

In the event that Benny's confirms a non-warrantable issue, a report and an estimate for repair will be provided to the customer. The estimate must be paid in full to proceed with repair.

To Request Tool Repair or Service

Contact us at tools@bennysonline.com or visit us at Benny's Homecenter, 2.5 miles Phillip Goldson Highway, Belize City.

Some exceptions apply; grinders, SD 4500, SD 2500, gas saws, WSR corded tools and UD and UH tools do not have wear and tear coverage. Wall saw head, remote control, and E box and wire saw power unit and control box have two year wear and tear coverage or 200 hours of usage, whichever comes first. No other components, accessories, or consumables are included. DX 860 and DX 9 have 1 year wear and tear coverage.

Wear and tear coverage excludes damage due to abuse, falls, acts of nature, or use not in accordance with the tool operator's manual. The following consumable items are excluded from wear and tear coverage and repair or replacement of those items shall be at customer's expense: pistons, buffers, and spring clips for powder actuated tools, pull cord assemblies and filters for gas saws and filters for vacuums, and hydraulic jaws, blades and dies for hydraulic tools.

Exclusions: (1) Tools repaired or manipulated by personnel not authorized by Benny's Enterprises Ltd. (2) Items with no original or altered serial number. (3) Removable chucks will only be recognized as long as they are used with Hilti bits and no misuse is evident. (4) Network cable diamond cutting tools are recognized once per equipment. (5) Tools subjected to voltages higher than specified will not be recognized. Those that have suffered voltage variations due to negligence or bad electrical installations will not be recognized. (6) Calibration of laser equipment not included (7) Does not cover rental tools.

Warranty Desk

2 ½ Mls. Philip Goldson Hwy.
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