



PARTS AND SERVICE WHEN PROMISED

**WE'VE GOT YOUR BACK WITH OUR
CUSTOMER VALUE AGREEMENTS (CVA).**



When it comes to running a successful operation, one thing is for sure — the best way to stay ahead, is to plan ahead. With Cat® Customer Value Agreements (CVAs), your Genuine Cat Parts will be there when you need them — or we'll cover costs with the new Services Commitment Program.

PARTS AVAILABILITY COMMITMENT

As part of our services commitment with a CVA, your maintenance and common repair parts will be available when you need them. If they're not, we'll help cover costs by crediting you up to \$1,000. Here's how it works:

- Let us know when you need the missing part, and we'll make sure it's on the shelf.
- If you need a maintenance part as soon as the end of the next business day and we can't get it, you will receive a Cat Prepaid Credit for the value of the part up to \$1000.
- If you have a CVA with dealer-performed service and need a repair part, we'll get it to you as soon as the end of the second business day. If we don't, you'll receive a Cat Prepaid Credit for the value of the part up to \$1000.

SERVICE RESPONSE TIME COMMITMENT

Just as you are committed to meeting the needs of your customers, CVAs are designed to meet the needs of your operation. You need your machine up and running as much as possible, which depends on fast and quality service. With the Service Response Time commitment, your CVA ensures you get:

- Priority Appointment Scheduling so you get an appointment scheduled right away and at the next available slot.
- Diagnostics Before Arrival so your service appointment runs as quickly as possible once we're on-site.
- Progress Updates so your team knows exactly when a machine is being serviced and how soon you can get it back up and running.

Get the priority service you expect. Reach out to your Cat dealer today to learn more.

Subject to restrictions and availability. See your participating dealer for details.

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