



# SERVICES COMMITMENT IN A CVA

**OUR SERVICES COMMITMENT IS OUR PROMISE FOR TIMELY SERVICE AND PARTS AVAILABILITY.**

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 — along with expert technician response, as part of our Services Commitment.

## PARTS AVAILABILITY

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 part, and we'll make sure it's available when you need it.
- 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 Credit for the value of the part up to \$1000.
- If you have a CVA with dealer-performed service and need a common repair part, we'll get it to you as soon as the end of the 2nd business day. If we don't, you'll receive a Cat Credit for the value of the part up to \$1000.

## SERVICE RESPONSE

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 Services Commitment, your CVA ensures you get:

- 2nd day Technician Response to fix or diagnose unplanned repairs so you can get back to working.
- Priority 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 your machine is being serviced and how soon you can get it back.

**Get the parts and technician expertise you need — when you need it. Get a CVA.**

Reach out to your Cat dealer for more information.

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

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