

The Peterson logo is in a yellow box with black text. The CAT logo is in a black box with white text and a yellow triangle.

PETERSON

CAT

SERVICES COMMITMENT

With our Services Commitment, exclusive with a Cat® Customer Value Agreement (CVA), parts and technicians are readily available to support you!

OUR SERVICES COMMITMENT MEANS YOUR PARTS & SERVICE NEEDS ARE OUR TOP PRIORITY

Parts when promised—or you get paid. As part of our Services Commitment in a CVA, your maintenance parts will be available by the next business day. Common repair parts? By the second business day. If they're not, we'll help cover costs by giving you a Cat Credit for the value of the late part up to \$1,000.

Parts Support CVA – Convenience

Parts when promised – or we pay (Parts availability)

- Maintenance parts* by the end of the next business day
- If maintenance parts aren't available by end of next business day or when you need them (promise date), we'll help cover the costs of your parts up to \$1,000 in Cat Credits

Premium Service CVA – Performance

Parts when promised – or we pay (Parts availability)

- Maintenance parts* by the end of the next business day
- Common repair parts** by the end of the second business day
- If maintenance parts (end of next business day) or common repair parts (end of the 2nd business day) aren't available when you need them (promise date), we'll help cover the costs of your parts up to \$1,000 in Cat Credits

Services Priority – or we pay (Technician availability)

- Priority appointment scheduling, diagnostics and progress updates
- Second-day technician response time to address unplanned repairs
- If response time exceeds two business days, we'll help cover the costs of labor up to \$1,000 of Cat Credits

Parts guarantees are associated with specific machine serial numbers; to qualify for delivery guarantee, a part must be intended for use in a machine covered by a qualifying CVA.

* A full list of maintenance parts is available here:
petersoncat.com/sites/default/files/MaintenanceParts.pdf



** A full list of common repair parts is available here:
petersoncat.com/sites/default/files/CommonRepairParts.pdf

