



SERVICES COMMITMENT

With our Services Commitment, exclusive with a Cat Customer Value Agreement (CVA), parts and technicians are readily available, with a second-day response time for unplanned repairs.

PETERSON



OUR SERVICES COMMITMENT MEANS PARTS AND TECHNICIAN AVAILABILITY

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 day. Repair parts? By the second 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.

Services Commitment – Parts Support CVA Offer

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 of Cat Credits

Services Commitment – Premium Service CVA

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 of Cat Credits

Services Priority – or we pay

- 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