

SERVICES COMMITMENT IN A 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 — and your technician will also arrive when needed, 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 USD. 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 \$1,000 USD.
- 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 \$1,000 USD.

SERVICE RESPONSE TIME

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 priority service you expect. Reach out to Carolina Cat at 704.440.5601 to learn more.

Subject to restrictions and availability. Exchange rates and regional restrictions may apply. See your participating dealer for details.

© 2023 Caterpillar. All Rights Reserved. CAT, CATERPILLAR, LET'S DO THE WORK, their respective logos, "Caterpillar Yellow", the "Power Edge" and Cat "Modern Hex" trade dress as well as corporate and product identity used herein, are trademarks of Caterpillar and may not be used without permission.

