



WHAT IS A CVA?

HASSLE-FREE EQUIPMENT OWNERSHIP AND MAINTENANCE.

Your equipment investment is critical to your work. A Cat® Customer Value Agreement (CVA) is a hassle-free ownership plan focused on your convenience, which leverages Cat value beyond the machine. With access to the expertise of dealer support, inspections and exclusivity, you'll be a part of your dealer's CVA ecosystem. It all helps to maximize your investment, lower ownership costs, and let you stay focused on the work.

DO THESE SOUND FAMILIAR TO YOU:

- Too busy to worry about maintenance?
- Too much unscheduled downtime?
- Rising owning and operating costs?
- A consistent shortage of manpower and facilities?
- Unpredictable equipment availability?



HASSLE FREE OWNERSHIP AND MAINTENANCE

- Genuine Cat Parts, with 12 months parts warranty.
- Flexible payment options: Pay-as-you-need, monthly payments, Cat Financial, upfront.
- Proactive service interval scheduling by your local dealer.
- Genuine Cat Fluids designed specifically for Cat machines.



SECURITY OF EXPERT DEALER SUPPORT

- Caterpillar trained dealer technician to perform scheduled maintenance, and repairs.
- Technical analysis inspections through Cat Inspect, performed yourself or by your local dealer.
- Services Commitment for maintenance, common repair parts, and service response time.
- Available asset protection with Equipment Protection Plans (EPP)*.



PEACE OF MIND EQUIPMENT HEALTH MANAGEMENT

- Asset monitoring of your full fleet data, with complimentary VisionLink® Connect subscription delivering actionable insights – accessible from desktop, tablet and mobile devices.
- Machine Condition Monitoring, with alerts & advice from your local dealer.
- Fluid health management via Scheduled Oil Sampling (Cat S•O•SSM Services).

*NOTE: Equipment Protection Plans (EPPs) are only available for select machines. Coverage inclusions vary based on the plan selected, and your Cat dealer can provide all the detailed information you need about EPP coverage and inclusions.

GET THE PRIORITY SERVICE YOU EXPECT.

To find out more contact your local Cat dealer or visit cat.com/cva-in

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Services Commitment Program is for eligible customers with new or renewed CVAs as of May 1, 2024 and covers eligible Caterpillar machine models enrolled in a CVA only. Credit amount is in Indian Rupees. Additional exclusions, terms, and conditions apply. Please contact your local Cat dealer to determine eligibility and for further details on the Program.
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PARTS WHEN PROMISED – OR WE PAY. THAT'S A CVA



The Services Commitment is there for your peace of mind. As part of a Cat® Customer Value Agreement (CVA), we are committed to your dealer technician arriving on site within eight hours of your service request being logged.¹ It's our service response guarantee! With a parts availability guarantee you'll get the parts you need on time - as soon as the next business day.² If they don't arrive when promised, you'll receive a parts credit up to ₹50,000*.

OUR COMMITMENT TO YOU: SERVICE RESPONSE & PARTS AVAILABILITY

1 SERVICE RESPONSE GUARANTEE

PARTS & LABOUR CVAS



SAME DAY⁴
CONFIRMATION
SCHEDULED SERVICE



TECHNICIAN ON SITE
WITHIN 8 HOURS OF
THE SERVICE REQUEST¹



DIAGNOSTICS
BEFORE ARRIVAL



TIMELY PROGRESS
UPDATES

OR



YOU'LL RECEIVE
COMPLIMENTARY SERVICE
RELATED BENEFITS[^]

2 PARTS AVAILABILITY GUARANTEE

PARTS ONLY CVAS



MAINTENANCE PARTS
AS SOON AS
NEXT BUSINESS DAY²

PARTS & LABOUR CVAS



REPAIR PARTS[#]
AS SOON AS SECOND
BUSINESS DAY²

OR



YOU'LL RECEIVE A
CAT PARTS CREDIT OF UP TO
₹50,000 PER INVOICE^{*}

GET THE PRIORITY SERVICE YOU EXPECT.

To find out more contact your local Cat dealer or visit cat.com/cva-in

¹8 hours from the service request: Means 8 hours from initial customer contact logged via Services Commitment hotline (during the participating Cat dealer's business hours).

²Next day: The business day next to the date of initial customer contact logged via Services Commitment hotline or Order Need-By-Date sought by the customer, as the case may be.

³Second Business Day: The end of the second business day from initial customer contact logged via Services Commitment hotline (during the participating Cat dealer's business hours).

Customer calls outside the participating Cat dealer's business hours will be considered to have an initial customer call date and time of the start of the next business day.

⁴Same day: Means by the end of business on the day of the initial customer call (during the participating Cat dealer's business hours) subject however to reasonable time being made available.

A. Each CI Customer Order can only capture one Eligible Cat Machine Model serial number. If parts are needed for multiple Eligible Cat Machines Models, then several orders must be placed, one for each serial number.

B. The following Cat parts will be considered excluded from the Services Commitment Program:

- i) Cat parts constrained due to supplier chronic constraints or transportation interruptions outside of Cat Dealer's control.
- ii) Cat parts orders in Excessive or Bulk Orders (i.e. where the quantity ordered of a part exceeds the quantity needed to perform any repair or maintenance on the machine).
- iii) Cat parts considered by Caterpillar as Made as Ordered Items.
- iv) Cat parts covered by warranty or an Extended Protection Plan.
- v) Discontinued Cat parts.

C. Force Majeure. Neither Caterpillar, its affiliates, or any of Caterpillar's or its affiliates' respective licensors, service providers, subcontractors, suppliers or distributors will be responsible for any delays in delivery of Cat parts for which the participating Cat dealer offered Parts Availability Commitments, to the extent such delays in delivery result from any cause beyond Caterpillar's or its affiliates' respective licensors, service providers, subcontractors, suppliers or distributors' reasonable control, including fires, blockages, embargoes, explosion, earthquake, storms or other elements of nature, acts of terrorism, wars, epidemics, quarantine orders, government requirements, civil or military authorities, acts of God, strikes, labour disputes or other industrial disturbances, systemic electrical, telecommunications or other utility failures. Should any such delays in delivery occur, there will be no Cat Parts Credit given.

D. Refer to your CVA contract, or your dealer website for more FAQs and terms & conditions.

E. Withdrawal of the Services Commitment Program by Caterpillar or by the applicable Cat dealer will have no impact on the Caterpillar Participation or the Dealer Participation for the CVAs entered into prior to the date of such withdrawal. Caterpillar's obligation to continue to cover the Caterpillar Participation will end simultaneously with the expiration or termination of the relevant CVA.

* Customers may receive Cat Parts Credit of value up to INR 50,000 or the applicable invoice value or the value of the delayed part supplied (excluding taxes and transportation fees), whichever is lower.

The Cat Parts Credit can be used towards those preventive maintenance and common repair parts. Valid with participating Cat Dealers. Offers may vary. Subject to restrictions and availability.

[^] Contact your local Cat dealer for specific benefits.

[#] Contact your dealer for further details of repair parts scope.

