

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), you'll get genuine Cat parts when promised or get paid. Plus you get priority service. That's our Services Commitment.

PARTS AVAILABILITY

As part of our Services Commitment with a CVA, you get parts availability commitments for both maintenance and repair parts. Here's how it works:

- Get your **maintenance parts** by the next day.¹ And if we can't get it to you by the next day? You will receive a Cat Credit for the value of the part up to \$1,000 USD.²
- If you have a CVA with dealer-performed service and need a **common repair part**, we'll get it to you by the second day.³ If we don't, you'll receive a Cat Credit for the value of the part up to \$1,000 USD.²

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:

- Technician response to fix or diagnose unplanned repairs by the second day³ — 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 your Cat dealer today to learn more.

All Cat Customer Value Agreements (CVAs) include a maintenance parts availability commitment. CVAs with dealer labor include technician response and repair parts commitment. Dealer participation may vary. Subject to restrictions and availability. Exchange rates and regional restrictions may apply. See your participating Cat dealer for details.

¹ Next Day response is by the end of the next business day after initial contact or the customer's requested Order Need-By-Date.

² Customers receive up to \$1,000 in Cat Credit for maintenance and common repair parts not covered by warranty or an Equipment Protection Plan (EPP). Cat Credits are not to be issued to federal/state government entities, public institutions or tribal entities. For full terms, visit cat.com/en_US/support/cat-credits.html.

³ Second Day response is provided by the end of the second business day from initial customer contact, with calls outside dealer business hours considered received at the start of the next business day.

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