



# NEXT-DAY PARTS. TWO-DAY REPAIR.<sup>1</sup> THAT'S OUR SERVICES COMMITMENT WITH A CAT® CVA.



In the world of construction, you have to be prepared for the unexpected. You need a plan engineered for getting you, and your machine, back to work. That's where the Services Commitment, exclusive in a CVA, comes in. Next-day parts and two-day repair — or you get paid.

STOP DOWNTIME IN ITS TRACKS.



<sup>1</sup>Applies to maintenance, wear and common parts and repairs. Contact your dealer for details.



SERVICES COMMITMENT WITH A CAT CVA

THE BASICS

WHAT

The Services Commitment in a Cat® Customer Value Agreement is our commitment to stop downtime in its tracks. Time, after all, is money — especially on the jobsite. With Services Commitment, you can protect both. Getting you the parts and service you need, so you can get back to work — as fast as possible — that’s what this is all about.

NEXT-DAY PARTS

+ Next-day availability of maintenance, wear and common repair parts

+ Receive up to USD \$1,000<sup>2</sup> in Cat Credits in the case of delayed parts

<sup>2</sup>Payment in form of Cat Credits or dealer voucher. Dealer participation may vary. Contact your dealer for details.

TWO-DAY REPAIRS<sup>1</sup>

+ Two-day turnaround time for unplanned machine repairs (or when you say if a later time works better for your schedule)

+ Receive USD \$1,000 in Cat Credits if repairs take longer than the agreed service completion date

When you need parts or service, your Cat dealer delivers on time. If not, Caterpillar helps cover the cost. It’s assurance that our commitment to reliability is not just promised but proven. Services Commitment is about more than machine repairs. With Caterpillar, you get expert support that keeps you ready for what’s next.

2

SERVICES COMMITMENT

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SERVICES COMMITMENT WITH A CAT CVA

FOR EVERY OPERATION

WHY

PROTECT YOUR PRODUCTIVITY

Delays on the jobsite can slow progress and cut into productivity. Services Commitment reduces that risk by providing reliable support that keeps your operation productive, efficient and running with confidence.

CONTROL YOUR TIME

With faster response times and priority scheduling, you can stay on schedule and in control. The Services Commitment is designed to minimize downtime and to protect the productivity of your business.

CATERPILLAR BACKED COMMITMENT

Receive up to USD \$1,000 in Cat Credits in the case of parts or service delays. Gain support you can rely on with peace of mind. Cat stands behind every commitment.

WHO

Services Commitment in a CVA is made for equipment owners and operators who rely on their machines every day. It’s for people who can’t afford downtime, providing fast parts and response times, clear coverage and certainty that your operation keeps moving.

3

**HOW**

**CONTACT YOUR CAT DEALER TO BUILD  
THE CVA THAT MEETS YOUR NEEDS,  
KEEPING YOUR CAT EQUIPMENT  
READY TO WORK.**