

FREQUENTLY ASKED QUESTIONS

HOW DOES IT WORK?

When you place your order for parts we'll ask you for a need-by date. If you don't indicate a need-by date, it will default to the day the order is placed. If the parts you need are regular maintenance parts and are not available within 24 business hours of your need-by date, you'll receive a Cat Prepaid Credit for the value of those parts, up to \$1,000. If the parts you need are repair parts and they are not available within 48 business hours of your need-by date, you'll receive a Cat Prepaid Credit for the value of those parts, up to \$1,000.

WHAT MACHINES ARE ELIGIBLE?

Your machine is eligible for the Services Commitment if it falls into one of the categories below and was manufactured less than 10 years before the start date of your current CVA contract. Additionally, your current CVA contract start date must be on or after July 1, 2021.

Included Machine Categories

- Articulated Trucks
- Backhoe Loaders
- Compact Loaders
- Dozers (Small and Medium)
- Hydraulic Excavators
- Landfill Compactors
- Mini Excavators
- Motor Graders (up to 140)
- Multi-Terrain Loaders
- Off-Highway Trucks (up to 775)
- Paving Equipment and Compactors
- Pipelayers
- Skid Steers
- Soil Compactors
- Telehandlers
- Track Type Loaders
- Wheel Dozers (up to 834)
- Wheel Loaders (up to 990)
- Wheel Track Scrapers
- Wheeled Excavators

WHAT PARTS ARE INCLUDED?

Parts eligible for the Services Commitment fall into two broad categories: Maintenance Parts and Repair Parts.

Maintenance Parts refer to Cat parts typically used for preventive maintenance. This category includes all types of filters and vee belts but excludes fluids.

Repair Parts refer to Cat parts used for wear replacement and repairs critical to keep the machine running. Excludes parts most often used in planned replacement/overhaul and non-mechanical items.

Within these categories some exclusions apply. Excluded parts may include, but are not limited to, bulk orders, made-to-order items, discontinued part numbers, and any parts not included in the Detailed Parts List section below. These are not eligible for reimbursement through the CVA Services Commitment program.

For more information on included and excluded parts, please see the Detailed Parts List section below.

HOW ARE THE CAT CREDITS APPLIED?

If your eligible parts order for your CVA machine is not fulfilled within the committed timeframe you will be issued a credit through Cat Financial for the value of the late parts, up to \$1,000. This credit should be delivered to you within six to eight weeks and will be delivered as a digital prepaid credit to your email address.

HOW CAN I USE MY CAT CREDITS?

Once credit has been delivered, it must be used by the expiration date listed in the credit award email. Your Cat Prepaid Credit can be used to purchase parts, services, sales, rental, and work tools from Mustang CAT or another Cat dealer.

New machines may not be purchased with a Cat Prepaid Credit. Credit may not be used toward satisfying balances held by Caterpillar Financial and may not be used to make purchases on parts.cat.com or shop.cat.com. Redemption will require the certificate holder to be present for identity verification. Credit cannot be redeemed for cash or cash equivalent. Complete terms and conditions for Cat Prepaid Credits can be found at cat.com/catcardrewards.

WHO CAN I CONTACT FOR MORE INFORMATION?

CVA Specialist – Manuel Fernandez (713) 452-7255 mfernandez@mustangcat.com

