



# 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. 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 Prepaid Credit for the value of the part up to \$1000.
- 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 second business day. If we don't, you'll receive a Cat Prepaid Credit for the value of the part up to \$1000.
- CVA customers receive a 10% discount on eligible Cat parts covered by their agreement.

## 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:

- 2-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 for qualified machines completed before arrival, helping your service appointment run as efficiently 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 Mustang Cat today to learn more.