

# Terms & Conditions –Services Commitment Back to Work Program

## 1. Program Overview

The Services Commitment Back to Work Program (“Program”) is designed to guarantee next-day parts availability for all Cat machines covered under a Customer Value Agreement (CVA) and two-day service completion for eligible Cat machines under a CVA with labor.

## 2. Eligibility

The Program is eligible for New and Renewed CVAs only sold from January 2026 and after. Dealer Service **Territory:** Services Commitment is valid only within the dealer’s service territory where the CVA was registered. If a machine moves, continued eligibility in the receiving dealer’s service territory is dependent on registration of a new CVA with that dealer.

## 3. Customer Commitments

**Parts Availability:** For eligible parts, If parts are not available at the branch by the end of the next business day, dealer will reimburse the price paid by the customer (up to \$1000) through cat credits. **Service Completion:** If service is not completed within two days (or on the agreed customer date), the customer receives a credit of \$1,000, capped per event. This includes repairs under warranty.

**Credit Application:** Cat Credits are valid for two year, issued within 2–3 weeks, and can be used for parts, service, work tools, rentals, and purchases from authorized vendors. Cat Credits cannot be used for new machine sales

## 4. Operational Definitions

**For Parts:** maintenance, wear and repair parts not already covered through warranty or an Equipment Protection Plan (EPP). Customers with a machine under warranty or EPP are eligible for the service time commitment however, they are not entitled to credits for parts covered under warranty..

**For Service:** All repair events qualify for Service Completion, excepting inspections and preventive maintenance (PM) events. A “common repair” is defined as one typically requiring 12 labor hours or less. Each service event must include a committed completion date. If this commitment is not met, the customer shall be eligible to receive a credit for compensation.

**Warranty/EPP/Service Letters:** repairs qualify for the 2-day commitment. Parts are already paid for.

## 5. Exceptions & Limitations

**Parts vs. Service Credits:** Customers may receive either a parts credit or a service credit per work order, not both. Both Field and Shop repairs are included in the program

## 6. Timestamp

The clock starts when the customer authorizes the service. Customer authorization means the customer has acknowledged the need for the service, agreed to the associated costs, and authorized the service provider to proceed. The clock for service completion stops when the machine is ready to go back to work

\*Effective Year 2026

