

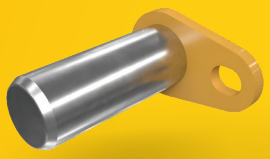


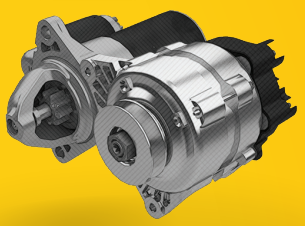





CUSTOMER VALUE AGREEMENT

CVA





# IT'S MORE THAN AN AGREEMENT.

# IT'S A PROMISE.

## PARTS ON TIME. PRIORITY SERVICE.

TO FIND OUT MORE CONTACT US ON 800 2444 999 OR VISIT WWW.ZAHIDCAT.COM

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1950-2025

شركة الزاهد للتراكتورات
ZAHID TRACTOR
CAT

# CVA WITH SERVICES COMMITMENT

With Services Commitment in your next Customer Value Agreement (CVA), your dealer service technician and genuine CAT® parts will be there when promised.

## HERE'S HOW IT WORKS

### SERVICE RESPONSE TIME

- Same working day confirmation of scheduled service.
- Diagnostics before arrival.
- Technician on site the second business day^ or on your preferred date, to fix or diagnose repairs.

### PARTS AVAILABILITY

- Your maintenance parts will be dispatched within 1 working day*, or on your preferred date.
- Your common repair parts will be dispatched within 2 working days^, or on your preferred date.
- Parts Commitment: Customers receive a CAT or Dealer Credit for the value of the part(s), up to ৳ 4,000.
- Labor Commitment: Customers receive a CAT or Dealer Credit for the value up to ৳ 1,000.
- Credit can be used towards parts, services, and CAT shop items.
- All commitments are from initial customer contact.
- If customer requested date is after the standard commitment, the customer request takes precedence.
- Non-working days are excluded.
- Technician response = work started by technician; scheduling should be completed same day.

**CVA WITH SERVICES COMMITMENT**

**ALL CVA's**



**MAINTENANCE PARTS**
Dispatched by end of
**NEXT DAY**

**PARTS & LABOR CVA's**



**COMMON REPAIR PARTS**
Dispatched by end of
**SECOND DAY**



**TECHNICIAN RESPONSE**
By end of
**SECOND DAY**

**PARTS COMMITMENT**



**PREPAID CREDIT CARD**
up to ৳ 4,000

**LABOR COMMITMENT**



**PREPAID CREDIT CARD**
up to ৳ 1,000

**TO FIND OUT MORE CONTACT US ON**
**800 2444 999 OR VISIT WWW.PARTS.CAT.COM**

Terms and conditions apply. Contact us for further details:
All Cat Customer Value Agreements (CVAs) include the maintenance parts availability commitment. The technician response and the repair parts availability commitment apply to CVAs with dealer labor. ^Second Business Day: The end of the second business day from initial customer contact. Customer calls outside Zahid Tractor business hours will be considered to have an initial customer call date and time of the start of the next business day. *Next day: The business day next to the date of initial customer contact or Order Need-By-Date sought by the customer. Customers receive a Credit up to ৳ 2,500 for maintenance and common repair parts not already covered through warranty or an Equipment Protection Plan (EPP).
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