

## Cat Services Commitment Terms and Conditions

Hastings Deering (Australia) Ltd (**Hastings Deering**) is pleased to offer the following 12-month trial of benefits of the Cat Services Commitment (**CSC**) to eligible Customer Value Agreement (**CVA**) participants.

### 1) What is the Cat Services Commitment?

Subject to the following Terms and Conditions, on a 12-month trial basis from 9 September 2024, customers that Hastings Deering has registered as a Construction Industry (**CI**) customer, and that own one or more eligible machines covered by a CVA, may be offered additional benefits in conjunction with their CVA relating to planned maintenance and unplanned service events, covering parts and service response. The following table summarises Hastings Deering's commitment and specifies the compensation that eligible customers will receive if that commitment is not met.

Please note, the time commitment is measured from the time the customer makes a request to Hastings Deering, provided that the request is made during business hours (9am to 5pm, excluding public holidays in the relevant area). Requests made outside business hours will be measured from 9am the next business day. For example, where a customer requests Parts at 6pm on Friday, the time commitment will be measured from 9am the next Monday.

Category	Time Commitment		Customer Compensation
Parts	PM Parts	<i>Maintenance parts</i> will be ready for dispatch/pickup in the next business day, or by the close of business on the Order Need-By-Date (the date captured in the order by Hastings Deering indicating the date when the Cat part is needed by the customer), whichever is later.	Cat credits for the delayed parts, up to AUD\$1000 (ex GST) per invoice
	Repair Parts	<i>Repair parts</i> will be ready for dispatch/pickup by end of the second business day, or by the close of business on the Order Need-By-Date (the date captured in the order by Hastings Deering indicating the date when the Cat part is needed by the customer), whichever is later.	
Service Response	Planned Events	The Service Response Commitment for Planned Events will begin the scheduled service by the end of business on the Customer Need-By-Date (as entered in Hastings Deering's ERP system).	Cat credits for up to two hours of labour
	Unplanned Events (breakdowns)	Where the machine is within 75km of the service base, Hastings Deering will begin the scheduled service no later than the second day after the customer's initial call and is applicable where there is no customer Need-By-Date captured or if the Order Need-By-Date is the same day or next business day (as entered in Hastings Deering's ERP system).	

CVA	HD Advantage	PM Agreements	Long Service Agreements
<b>Parts Commitment</b>	PM Parts	PM Parts + Repair Parts	PM Parts + Repair Parts
<b>Service Response Commitment</b>	N/A	Planned Events	Planned + Unplanned Events

### 2) Which customers are eligible?

- a) Customers who have a CVA (HD Advantage, Preventative Maintenance, or Long Service Agreement) with Hastings Deering; and
- b) Hastings Deering has designated the customer as a CI customer;
- c) the customer is not a government customer;
- d) the customer is not a Premium Value Partner with Hastings Deering; and
- e) the customer provides Hastings Deering with the machine's serial number when placing the order.

**3) What machines are covered by the CSC?**

The following Cat machines, manufactured no more than 15 years prior to the CVA start date, are covered by the CSC:

Articulated trucks	Backhoe loaders	Compact loaders
Dozers – small and medium and large up to D11	Hydraulic excavators	Landfill compactors
Mini excavators	Motor graders – up to 16	Multi-terrain loaders
Off-highway trucks – up to 777	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	

**4) What parts are included?**

DT Components	Brakes-Friction Material-Plates
	DT Bearings
	Non-Overhaul DT
Electronics	Competitive Electronics
	Starters and Alternators
	Advanced Electronics
	Integrated Electronics
Engine Overhaul	Engine Gaskets and Bearings
	Remand Cylinder Heads
	Overhaul Components
External Engine	Aftertreatment DPFs
	Non-Overhaul Components
	Radiator Groups and Parts
	Spark Plugs
	Vee Belts
Filters	Air Filters
	Filter Bases and Parts
	Liquid Filters
Fuel Systems	Nozzles and Injectors
	Fuel and Water Pumps
Hose and Couplings	Hose and Couplings
Hydraulic Cylinders and Rods	Hydraulic Cylinder and Rods
Hydraulic Valves	Hydraulic Valves
Pumps and Motors	Pumps and Motors
Turbos	Turbos

Sales, Tubes, and Hardware	Major Moving UC - HEX
Undercarriage	Major Moving UC - S/MTT
	Non-Major Moving UC
	Rubber UC and Tires
GET	Bucket Cutting Edges and Protection
	MTG Cutting Edges
	Other GET
	Paving Wear Parts
	Retention
	Ripper/Scarifier
	Tips and Teeth

**5) What parts are excluded?**

Along with the parts in the table below, the following Cat parts and items are excluded from the CSC:

- a) Oils and fluids;
- b) Cat parts ordered in Excessive Orders (orders where the quantity ordered of a part exceeds the quantity needed to perform any repair or maintenance on the machine specified by the serial number on the order) or Bulk Orders (orders where the quantity ordered of a part exceeds the quantity needed to perform any repair or maintenance on the machine specified by the serial number on the order);
- c) Cat parts considered by Caterpillar as Made as Ordered items (parts where Caterpillar does not plan to hold inventory and will purchase from its supplier only after receiving a customer order);
- d) Discontinued Cat parts;
- e) Cat parts ordered by Cat dealers other than Hastings Deering;
- f) Cat parts ordered by Hastings Deering under a rental fleet CVA; and
- g) any Cat parts not otherwise included in the list of Cat parts within the scope of the Services Commitment Program listed above.

DT Components	DT Housings and Cases
	DT Major Components
	Non-Traditional
	Reman Major Components DT
Electronics	Wire harnesses
	Machine Price List
Engine Overhaul	Cylinder Heads and Pieces
	Cylinder Packs and Pieces
Replacement Engine	Replacement Engine and Long/Short Blocks
Structural	Dealer Service Tools
	Hand Tools
	Major Structural
	Minor Structural
	Operator Environment
	Other Structural
	Safety
Undercarriage	Full track groups and link assemblies
Seals, Tubes, and Hardware	Hydraulic and steel tubes
GET	Work Tool Parts

**6) What Events are covered by the CSC?**

- a) Planned Events: an event in which the customer and Hastings Deering agree on a date for the service to occur (generally preventative maintenance services or planned repairs), noting that this does not include where the customer requests a change of date for the planned event, from their original date requested.
- b) Unplanned Events: machinery breakdowns, unexpected events in which the machine needs intervention for it to work.

**7) How will the credits work?**

- a) Where Hastings Deering does not meet a Commitment, the customer will be issued a Cat credits voucher.
- b) The customer will be able to present that voucher in their mobile screen or printed in their Hastings Deering branch to redeem it and use it to purchase Cat parts in any participating dealership in Australia (not only Hastings Deering).
- c) Cat credit rules:
  - i) Cat Credits can only be used to purchase parts work tools at a participating Caterpillar dealership (**Participating Dealer**) in the country of issuance.
  - ii) Cat Credits cannot be used to purchase new or used Caterpillar machines or equipment.
  - iii) Cat Credits cannot be used to purchase items for personal, domestic, or household use. Cat Credits may only be issued to businesses or sole traders that carry on business in Australia and hold a valid Australian Business Number (ABN).
  - iv) Unless a particular incentive program otherwise permits, Cat Credits will not be issued to any Government Agency or Government Official.
  - v) Currently, Cat Credits cannot be used to purchase on parts.cat.com.
  - vi) Cat Credits cannot be used to reduce debt owed by Participating Customers to either Caterpillar Financial or Participating Dealer.
  - vii) Participating Customers have a set amount of time to use Cat Credits from the date of issuance and expire on a certain date outlined in the Cat Credits electronic certificate (**Expiration Date**). Expiration Dates on Cat Credits may vary. No Expiration Date will be extended.
  - viii) Once a Cat Credits electronic certificate has reached its Expiration Date, unused funds represented by such expired Cat Credits electronic certificate can no longer be used or refunded.
  - ix) Cat Credits cannot be redeemed for cash and are not transferable to any other person.
  - x) Cat Credits cannot be used to store or reload value.
  - xi) Participating Customers must comply with identification and “know your customer” procedures that may be required in the country of issuance before Cat Credits are issued. Cat Credits cannot be accepted by Participating Dealer if Caterpillar Financial or Participating Dealer cannot lawfully do business with the Participating Customer.
  - xii) Neither Caterpillar Financial nor Participating Dealer accepts any responsibility or liability for lost, damaged, or stolen Cat Credit electronic certificate or any unauthorized use of Cat Credits. Caterpillar Financial and Participating Dealer reserve the right to reject Cat Credits if fraud or unauthorized use is suspected.
  - xiii) Applicable laws of the country of issuance of Cat Credits apply.
- d) See [https://www.cat.com/en\\_AU/support/cat-credits.html](https://www.cat.com/en_AU/support/cat-credits.html) for more information on how customers may use their Cat credits.

**8) How long will the CSC run for?**

The Cat Services Commitment Program will begin on 9 September 2024 and continue for 12 months, or until discontinued by Hastings Deering, which it may do so for any reason. If Hastings Deering amends the benefits or terms of any particular CVA during the time the CSC is running, the CSC commitments set out in these terms and conditions will continue until 8 September 2025.