

Frequently Asked Questions: Service Commitment Program

Q What is a Customer Value Agreement (CVA)?

A A CVA is a formal agreement between Hastings Deering and the customer to supply service and/or parts within a certain period of time.

Q What is the Service Commitment program?

A The Services Commitment Program is a promise to deliver on service and/or parts requirements for customers with a CVA. The level of commitment is dependent on CVA type.

Q What are the commitments?

A Parts:

- Preventive Maintenance (PM) Parts: Ready for pickup in the next business day or by the end of business on the Order Need-By-Date.
- Repair Parts: ready for dispatch/pickup by end of the second business day or by the end of business on the Order Need-By-Date

Service:

- Planned service response: Be there when promised
- Unplanned service response (breakdowns): Initiate service within 2 days of initial customer call or when required by the customer.

Q What happens if Hastings Deering fails to meet the commitment?

A Parts:

If Hastings Deering fails to meet Preventive Maintenance (PM) or Repair Parts Commitments, the customer will be entitled to a Cat Credits voucher to the value of the part, up to \$1,000.

This is applicable where:

- Hastings Deering did not have the PM parts ready for pickup in the next business day or by the end of business on the Order Need-By-Date.
- Hastings Deering did not have repair parts ready for dispatch/pickup by end of the second business day or by the end of business on the Order Need-By-Date

Service:

If Hastings Deering fails to meet on planned or unplanned service responses, the customer will receive a Cat Credits voucher for up to 2 hours of labour.

This is applicable where:

- The service date is later than last promised date, or;
- Promised date is changed by Hastings Deering. If the customer requests the change, it is not eligible.

Q How are the commitments applied to the CVA offerings?

A Machines with HD*Advantage*:

- Preventive Maintenance (PM) Parts Commitment

Machines with PM Agreements:

- PM Parts Commitment
- Repair Parts Commitment
- Planned Service Response Commitment

Machines with Long Service Agreements:

- PM Parts Commitment
- Repair Parts Commitment
- Planned Service Response Commitment
- Unplanned Service Response Commitment

Q Where can Cat credit vouchers be redeemed?

A Cat credit vouchers can be used to purchase parts over the counter at any Caterpillar Dealership.

Q How do I redeem a Cat credits voucher?

A When placing your order, let the team member know you'd like to use a voucher. Our team member will review your details online and redeem the voucher for your purchase. The credit can be used for the total amount (if there is enough credit available) or for a portion of the total.

Q Does the voucher need to be used in one transaction?

A No. The voucher can be used multiple times until the credit is exhausted.

Q Where can I check my balance of Cat credits?

Review the balance of the credit at [My Cat Financial](#)

Q Which CVA is right for me?

A [Contact us](#) today to discuss which option is right for you.