

# OUR PROMISE

## NEW MACHINES



- We promise to give you a confirmed delivery timescale within 48 hours of signed order receipt
- We promise to deliver all new machines with connected asset technology
- We promise to keep you informed throughout the fulfilment of your order

## FIELD SUPPORT



- We promise to provide you with an agreed time-slot for your service schedule
- We promise to attend your breakdown within 4 hours
- We promise to keep you informed throughout your repair

## USED MACHINES



- We promise that all of our Certified Used equipment comes with 12 month warranty
- We promise to hold stock of our most popular Cat Certified products
- We promise that all of our Certified Used equipment has undergone a 140-point inspection

## PARTS



- We promise to deliver stocked parts from our national distribution centre, next day, 100% of the time
- We promise 24/7 access to our genuine Cat parts via [parts.cat.com](https://parts.cat.com)
- We promise to track and trace your delivery

## WORKSHOP



- We promise to give you a firm completion date; within 48 hours of receipt of your machine
- We promise to give you a fixed price
- We promise to keep you informed, in the way that suits you, throughout your repair

WHEN WE GIVE YOU OUR  
WORD, WE KEEP IT,  
**THAT'S A PROMISE.**