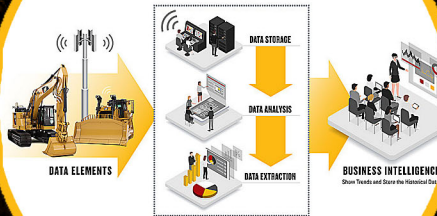


MSP CAT

# WARRANTY SERVICE PLEDGE



Replacement Machine



One (1) Hour Response



Next Day Service



Four (4) Day Repair or Fair Compensation



Replacement Machine

# MSP CAT WARRANTY SERVICE PLEDGE\*

## Models Covered : CAT Excavators 306.5, 307.5, 320, 320GC, 326 and 336

Applies to all privately owned machines invoiced in 2021 and operating in the Mandalay Division and the Yangon Division.

### 1. Our Promise

- 1.1 Within 1 hour of receipt of a notification of a warranty claim by e-mail or by telephone, MSP CAT Service will contact the Customer and advise him of the next course of action to be taken. Cut off time: 12 noon on a working day.\*\*
- 1.2 If we receive the call or e-mail by 12 noon on a working day, MSP CAT Service Team will reach the affected machine on the following day. If the call or e-mail is received after 12 noon on a working day, MSP CAT Service Team shall reach the affected machine not later than within 2 days.
- 1.3 Within 4 working days of arrival at the site, MSP CAT Service Team shall fix the machine, or else we will pay to the owner a compensation for each working day lost. Compensation Amounts:  
**306.5 = 120 USD, 307.5 = 130 USD, 320/320GC = 220 USD, 326 = 260 USD, 336 = 300 USD**  
50% of the compensation will be paid in cash in Myanmar Kyats and 50% in a form of a voucher for CAT spare parts/oil.
- 1.4 If we cannot fix the machine within 14 working days of the date of our team's arrival at the work site, we will stop paying compensation and instead deliver a replacement machine of similar size. The machine, with our operator, will be available for the Customer free of charge (except fuel and other consumables, like bucket tips) until his unit gets fixed.
- 1.5 All warranty claims under this MSP CAT Warranty Service Pledge must be reported as follows:

For the machines operating in Yangon Division:	For the machines operating in the Mandalay Division:
Mobile: 09777047088	Mobile: 09796620802
Mobile: 09777047098	Mobile: 09783428558
Mobile: 09777047087	Mobile: 09954185622
E-mail: arkarmoewin@mspcat.com	E-mail: kyawzinlatt@mspcat.com

### 2. Terms and Conditions

- 2.1 This MSP CAT Warranty Service Pledge applies to the CAT machines, which have been:
  - 2.1.1 Affected by breakdowns making the machine inoperable ("machine down"), and which fall under the scope of a standard or extended warranty.
  - 2.1.2 Maintained in accordance with the Operating and Maintenance Manual and serviced with original CAT spare parts purchase from MSP CAT.
- 2.2 This MSP CAT Warranty Service Pledge does NOT apply if:
  - 2.2.1 The owner of the machine owes any past due amounts to MSP CAT at the time when the break down notification is received by MSP CAT, regardless of whether the past due amounts are owed for the subject machine, or any other machine, generator, spare parts or labour.
  - 2.2.2 The owner of the machine does not make the machine available for repair or secure safe access to the machine for MSP CAT Service Team in due time.

\* MSP CAT reserves the right of final decision on the interpretation of this Warranty Service Pledge and the right to change its terms and conditions at any time, of which the interested Customers will be promptly updated.

\*\* Working days exclude gazetted public holidays, as well as Saturdays and Sundays