

## **SERVICE POLICY & PROCEDURE MANUAL**

### **SUBJECT: SERVICE POLICY AND COMMERCIAL POLICY ADJUSTMENTS**

From time to time there may be failures out side of the coverage term associated with a particular piece of equipment, where the Company may consider participating in the expense associated with the repair of the particular failure. Accordingly, there are two types of conditions that apply to failures outside the terms of particular coverage(s).

#### **Service Policy Adjustment:**

Service policy is based on clear technical merit. The failure must be the direct cause of a defect in material or workmanship on the behalf of Komatsu. If so judged as a technical matter, a request for Service Policy can be presented to the Komatsu Customer Support or Project Manager for consideration.

Service policy is generally granted if a machine has experienced repeat failures or a great number of failures that are considered out of the ordinary.

Service Policy Claims will continue to be entered in TIPS as "PA" claim category.

#### **Commercial Policy Adjustment:**

Commercial policy is based on non-technical issues. These issues are items whereby it is determined that participation in the expense of the repair is necessary to maintain customer loyalty or satisfaction.

Commercial policy requests are to be presented to the Komatsu District Manager for consideration.

Commercial Policy Claims will be entered in TIPS as "CA" claim category.

#### **Eligible Products:**

Products that were initially sold through Komatsu America Corp. or its predecessors are eligible for Policy Adjustment consideration.

#### **A. PROCEDURE FOR POLICY ADJUSTMENT SUBMISSION**

1. The Distributor settles with his Customer and determines that Policy Adjustment consideration is required.
2. The Distributor will complete the Policy Adjustment Request and Authorization Form (PA Request Form) which should then be e-mailed to the appropriate Company Representative, which is the Customer Support Manager or Project Manager for Service (CSM/PM) or the District Manager (DM) for Sales. All documentation that is needed to support this request must be included with this correspondence. An example of this

# Policy Amp Procedure Manual

**L Darling-Hammond**



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