# 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 delect 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:

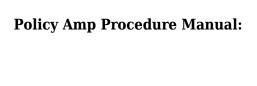
Products that were initially sold through Komatsu America Corp. or its predecessors are eligible for Policy Adjustment consideration.

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

- 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**

Puja Mehta



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#### **Table of Contents Policy Amp Procedure Manual**

- 1. Understanding the eBook Policy Amp Procedure Manual
  - The Rise of Digital Reading Policy Amp Procedure Manual
  - Advantages of eBooks Over Traditional Books
- 2. Identifying Policy Amp Procedure Manual
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
- 3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Policy Amp Procedure Manual
  - User-Friendly Interface
- 4. Exploring eBook Recommendations from Policy Amp Procedure Manual
  - Personalized Recommendations
  - Policy Amp Procedure Manual User Reviews and Ratings
  - Policy Amp Procedure Manual and Bestseller Lists
- 5. Accessing Policy Amp Procedure Manual Free and Paid eBooks

- Policy Amp Procedure Manual Public Domain eBooks
- Policy Amp Procedure Manual eBook Subscription Services
- Policy Amp Procedure Manual Budget-Friendly Options
- 6. Navigating Policy Amp Procedure Manual eBook Formats
  - o ePub, PDF, MOBI, and More
  - Policy Amp Procedure Manual Compatibility with Devices
  - Policy Amp Procedure Manual Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - o Adjustable Fonts and Text Sizes of Policy Amp Procedure Manual
  - Highlighting and Note-Taking Policy Amp Procedure Manual
  - Interactive Elements Policy Amp Procedure Manual
- 8. Staying Engaged with Policy Amp Procedure Manual
  - o Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Policy Amp Procedure Manual
- 9. Balancing eBooks and Physical Books Policy Amp Procedure Manual
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Policy Amp Procedure Manual
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Policy Amp Procedure Manual
  - Setting Reading Goals Policy Amp Procedure Manual
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Policy Amp Procedure Manual
  - Fact-Checking eBook Content of Policy Amp Procedure Manual
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development

- Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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