



Select one or more documents to fill.

Total Package Promise Agreement

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CCE Delivery Checklist Final

☐

DPO Form cce

☐



COMPACT
CONSTRUCTION
EQUIPMENT, LLC



Bobcat



Customer Name: _____ Customer Acct Number: _____

Make: _____ Model: _____ Serial Number: _____

Standard Warranty Expiration Date: _____

The Total Package Promise applies to select* machines within the first year or 1000 hours of its standard warranty program, purchased from any Compact Construction Equipment, LLC (CCE) location, and is located within CCE Area of Responsibility (AOR). *Effective September 1, 2020 the TPP will not apply to any compact tractor, utility vehicle (UTV), toolcat, telehandler or zero-turn mower.

Our Total Package Promise includes:

- Equipment Walk-Around and New Ownership Training (Included)
- Balance of Standard Factory Warranty (Included)
- Free Loaner for Warranty Repairs (Included)
- Free Technician Travel Time During Coverage Period (Included)
- Equipment Availability at a 25% Reduced Rental Rate during Extended Warranty Repairs
- Free After Sales Inspection (Included)
- Free Inspection for Warranty Purposes (Included)
- Guaranteed Field Service Response Time (within 24 hours) (Included)
- Guaranteed Parts Availability During the Coverage Period (Included)
- Equipment Operation and Safety Training Sessions (Included)
- Lease or Retail Finance Plan (Optional and tailored to customer)
- Extended Warranty Options Available (Optional and tailored to customer)
- GPS Monitoring (Optional and tailored to customer)
- Planned Maintenance Agreements (Optional and tailored to customer)

Compact Construction Equipment, Inc. Responsibilities:

1. **Compact Construction Equipment, LLC. will provide the Total Package Promise during the term of this agreement:**
 - a. Repair Inclusions: All items covered under the first year or 1000 hours of the unit's standard warranty program are included. This will include technician travel within CCE AOR during the coverage period.
2. **Equipment Walk-Around and New Ownership Training.** A CCE employee will be responsible for thorough explanation of the machine when the unit is delivered.
3. **Balance of Standard Factory Warranty (Included)**
4. **Free Loaner for Warranty Repairs (Included)**
 - a. Customer is responsible for all transportation costs related to the free loaner.
 - b. Customer is responsible for all wear parts, fuel, and regular maintenance while equipment is on loan.
 - c. Customer use of the free loaner is limited to 8 hours per day, 40 hours per week, and 160 hours per month. All overtime usage will be charged to the customer at the CCE hourly rate.
 - d. The Customer must agree to the terms and conditions of the CCE Rental/Loaner

Agreement. Machine must be in CCE AOR.

- e. Equipment availability at a 25% reduced rental rate during extended warranty repairs.
- f. Customer's machine must be non-functional for greater than 72 hours.
 - i. CCE will provide the loaner machine within 72 hours of diagnosing the necessary warrantable repair; determining that the machine cannot be returned within 72 hours.
- g. CCE will provide a like machine. When a like machine is not available, a machine of similar function will be provided. CCE will make every effort to provide a suitable replacement but cannot guarantee equipment availability in all circumstances. If the customer will not accept an available machine, CCE loaner provision is waived.
- h. If a loaner is not provided in the 72-hour window, compensation to the customer will be \$100 per day with a maximum of \$500, in the form of in-store credit.
- i. Machine must be non-functioning or in diminished capacity due to a warrantable breakdown; preventing it from performing its intended functions.
- j. Utility vehicles (UTV), telehandler, Toolcat, compact tractors, zero-turn mowers and attachments do not apply.

5. Free Technician Travel Time During Coverage Period (Included)

- a. Machine must be in CCE AOR.
- b. Applies to warrantable repairs.
- c. Free technician travel time for non-towable units. Does not include zone or mileage charges.
- d. Towable units must be brought in to a CCE service department or field service charges will apply.
- e. Non-towable is defined as equipment that doesn't drive or can't move due to a warrantable repair during the standard warranty period.

6. Free After Sales Inspection (Included). CCE will perform a complimentary in-store 250-hour engine oil & filter change and machine inspection after purchase. It is the customer's responsibility to schedule the service.

7. Free Inspection for Warranty Purposes (Included). Service Technician will inspect machine before any standard or extended warranty expires. It is the customer's responsibility to notify and schedule an inspection at any CCE location before warranty expires.

- a. Machine must be in CCE AOR.
- b. Free travel time for non-towable units. Does not include zone or mileage charges
- c. Towable units must be brought in to a CCE service department.
- d. Non-towable units include compost turners, non-towable drills, track trenchers, and track grinders.

8. Guaranteed Field Service Response Time Within 24 hours (Included)

- a. Response time accrues from point of contact with CCE service manager or shop foreman until the technician signs on to job.
- b. Actual arrival time at job site may be greater than 24 hours due to drive time, job prep, and securing parts.
- c. The response guarantee is valid during normal store hours of operation, 7:00 a.m. — 5:00 p.m., Monday through Friday, excluding holidays.
 - i. Calls received after-hours must be for a non-functional machine that is in use or will be in use prior to next available store hours. If machine is not in use, response time will commence from time of store opening on the subsequent business day unless otherwise arranged.
- d. Machine must be located within the CCE Responsibility AOR.
- e. Delays due to availability of parts or special arrangement with customer do not qualify.
- f. Customer will be credited \$50 per hour for each hour the response is late
 - i. Maximum \$250
 - ii. Credit will not be paid out in cash
 - iii. Credit will be applied to work order for customer paid repairs
 - iv. Credit in excess of the customer's responsibility on the work order will be placed on account with CCE.
- g. Not valid under acts of nature and other obstacles beyond CCE control that would delay response time, i.e. floods, hurricanes, fires, blizzards, etc.
- h. Machine must be non-functional to qualify.

- i. Machine down must be non-functioning or in a diminished capacity preventing it from performing its intended functions.
- ii. The Customer must identify the machine as a Total Package Promise machine at the time of call.
- iii. The 24-hour response guarantee will begin when the call is received by a CCE service manager or shop foreman until the technician signs on to the job.

9. Guaranteed Parts Availability During the Coverage Period

- a. Applies to warrantable repairs during the factory standard warranty period, repaired by CCE.
- b. Applies only to parts for equipment covered by Total Package Promise
- c. Applies only during standard warranty periods
- d. Compact Construction Equipment, Inc. reserves the right to make suitable substitutions
- e. For delays of longer than 72 hours the loaner promise will apply
- f. No freight on warranty parts during the standard warranty period — standard ground freight will be utilized by CCE.
- g. Compact Construction Equipment, Inc. will pay for ground freight for any basic repair part not on hand during the standard factory warranty period.
 - i. Basic repair is defined as any repair that is less than 4 hours in time.
- h. We will stock any basic repair part by request (must be returnable to factory). Part must move within first 12 months or we reserve right to return it.
- i. 90-day parts warranty (Non-wearable parts only)

10. Equipment Operation and Safety Training Sessions. Available upon request within one year from delivery of unit. Must be scheduled in advance and coordinated with sales representative. Must be conducted within the CCE AOR.

11. Lease or Retail Finance Plan (Optional and tailored to customer) CCE will commit to having an in-house financing representative available to assist in structuring finance programs using available options.

12. Extended Warranty Options Available (Optional and tailored to customer)

13. GPS Monitoring (Optional and tailored to customer) The customer will have access to the tracking data upon request.

14. Planned Maintenance Agreements (Optional and tailored to customer) Oil samples and machine inspections will be taken by CCE per the Original Equipment Manufacturer (OEM) recommendations.

15. Component Replacement If a failure is believed to be imminent, CCE may remove and repair/replace components. Component replacement and repair decisions will be made by CCE using oil sampling, machine inspection, technical analysis, and expected component life. Decisions regarding parts and component replacement with new, rebuilt, or remanufactured items will be at the discretion of CCE.

- i. Compact Construction Equipment, LLC. agrees to notify the customer regarding pending repairs of component replacement.

Customer Responsibilities

- 1. Customer account must be within agreed upon credit terms. (i.e. customer must maintain a current accounts receivable standing that meets net 30 per our terms and conditions)
- 2. Original Equipment Manufacturer recommended maintenance and preventive maintenance schedules must be followed. These schedules may only be modified through mutual agreement between the customer and CCE.
- 3. The customer is responsible for all costs associated with the daily (8 hr.), weekly (40 hr.), and biweekly (80 hr.) maintenance and inspections as outlined in the respective machine operator's manual and maintenance guide. Oil changes from summer to winter and/or winter to summer weight oils outside of scheduled maintenance intervals will be at the customer's expense.

4. Repairs and/or maintenance due to abuse, vandalism, neglect, accident, fire, acts of God, improper operation or operating conditions, substandard maintenance, or maintenance practices are not included in the Total Package Promise coverage. Repair, maintenance, and/or replacement of tires, undercarriage wear items (including shoes, link assemblies, sprockets, rollers, idlers, and track guides) on track type equipment, ground engaging tools, paint, glass, and illumination devices are not included. Repair/replacement of attachments and couplers is not included. Repair/replacement of hydraulic hoses, lines, and fittings are not included.
5. The machine may not be altered or modified in any manner which affects the mechanical or safety operations as described by the OEM without the approval of the OEM and CCE.
6. When advised by CCE, the customer is responsible to schedule the components covered in this agreement for routine overhaul (before failure) to minimize downtime and overhaul costs.
7. The customer agrees to provide CCE and its representative's reasonable access to the above listed machine for the purpose of machine inspection, technical analysis, and repair and maintenance on a regular basis. CCE will make every effort to perform these services during times convenient to the customer.
8. The customer agrees to use only genuine OEM parts and filters for all maintenance and repairs performed by customer's personnel. It is further understood that OEM standards will be observed regarding oils and grease.
9. The customer agrees to shut the machine down if, after inspection by a CCE representative, it is determined that further operation of the machine will result in imminent mechanical damage to the components covered in this agreement.

General Terms and Conditions

1. All fluids must meet all manufacturer specification. It should be understood and agreed upon by the customer that if he chooses to use oils that are not recommended by the manufacturer that this agreement will be canceled. It should also be noted that it is the customer's responsibility to use quality fuel and that if a problem develops because of poor fuel this agreement as it pertains to that breakdown is voided.
2. Delays in furnishing service shall be excused if caused by acts of God, fires, weather conditions, labor controversies, or causes beyond the control of CCE.
3. If the machine covered in this agreement leaves CCE's AOR, CCE retains the right to terminate the guarantees contained in the Total Package Promise agreement.
4. This agreement excludes rent-to-own options on all machines.
5. This agreement commences upon delivery of the machine to the customer.
6. THIS AGREEMENT IS NOT TRANSFERABLE.

Customer Print Name

Customer Signature

Date _____

Compact Construction Equipment, LLC. Employee Name

Compact Construction Equipment, LLC. Signature

Date _____



Delivery Checklist

Sales Rep: _____ **Equipment Number:** _____

Company: _____

- ☐ DPO filled out completely (including attachments)
**List all attachments separately and include stock and serial numbers.
- ☐ Signed BobQuote
- ☐ TPP signed by customer and salesman
- ☐ Signed Extended Warranty (if applicable) or As-Is (if applicable)
- ☐ Signed title application (applicable for trailers and UTV's) and Original MSO
 - Copy of driver's license and business card (make sure it is current)
- ☐ Trailer Inspection (if applicable)
- ☐ Trade in DPO (if applicable) and copy of payoff letter (if applicable)
 - Title for trade-in (trailers and UTV's)
- ☐ Lien release or information for lien search (for trade in unit)
- ☐ Signed finance doc's with driver's license copy (approved by Finance department)
- ☐ EPG insurance – Signed application, payment and COI
- ☐ Down Payment (to be collected when machine is delivered-no exceptions)
- ☐ Credit application for parts/service account approval (if applicable)
- ☐ Tax Exempt Form or Ag Exempt Form (if applicable)
- ☐ *Rebates - make sure you have requested them in IRW when submitting Delivery Report
- ☐ Signed, dated and fully completed delivery report - will need to be submitted in IRW
Brush Cutter Use Agreement (if applicable)
- ☐ MISC _____

Customer Experience

I gave a thorough walkaround, safety feature explanation and maintenance of the machine.

- Verify Owners and Operators Manual is in the information pocket.

I explained who they should contact for parts & service support and rentals (if applicable)

I clearly explained the machine warranty

I clearly explained the TPP and what is covered/not covered.

I asked if there was anything else that I can do to support their business

**** Include Full Serial Numbers ****

Machine Model & Serial Number: _____

Attachment Model & Stock Numbers:

- | | |
|---------|---------|
| 1 _____ | 2 _____ |
| 3 _____ | 4 _____ |
| 5 _____ | 6 _____ |



COMPACT
CONSTRUCTION
EQUIPMENT,LLC

Branch Location:

EQUIPMENT SHIPPER/RECEIVER

☐ EQUIPMENT RECEIVER

☐ EQUIPMENT SHIPPER

Time

Date

Carrier

EQUIPMENT DESCRIPTION

Make	Description	Model	Serial Number	Hour Meter
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FROM COMPANY:

Company:

dba Address:

TO COMPANY:

Company:

dba

Address

☐ RENT RETURN

☐ DEMO RETURN

☐ TRADE-IN

☐ NEW DELIVERY

☐ RENT

☐ DEMO

☐ RENT REPAIR

☐ RENTAL EXCHANGE

☐ CUSTOMER REPAIR

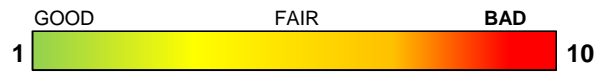
☐ REPO

☐ TRANSFER

☐ LOANER

Equipment#	Make	Description	Model#	SERIAL#	MOUNTED

OVERALL APPEARANCE CHECK



LIGHTS	
TIRES	
DOORS	
FENDERS	
CUTTING EDGES	

REFLECTORS	
TRACKS	
PANELS	
GLASS	
OTHER	

DECALS	
FUEL	
HOOD	
SIDE SHIELDS	
TEETH	

FLUID LEAKS

OIL

WATER

OTHER

REQUESTED REPAIRS

RELEASED BY

RECEIVED BY

CUSTOMER