

Komatsu Australia Customer Support Charter

Our commitment is to supply quality Parts and Service support that meets or exceeds the expectations of our valued Customers.

We will supply our Customers with:

- A friendly, professional response.
- An accurate estimate for the cost of repair.
- An accurate estimate for parts and/or service.
- An agreed delivery date on parts and/or service.
- Feedback on progress.

We will notify our Customers of any changes to:

- Delivery date of parts.
- Scheduled site visit by Service Technician.
- Cost estimate for parts and/or service being supplied.
- Completion date of service work.
- Scope of work being completed by Service Technician.
- Komatsu's Terms & Conditions.

We are committed to supporting our Customers with:

- Professionally trained Service Technicians and Customer Support staff.
- Timely response to enquiries.
- A "post delivery" contact 2 weeks after delivery of new equipment.
- Contacting Customers within 2 weeks after major service work.
- Safety and Environment leadership.

The Komatsu logo is displayed in a bold, blue, sans-serif font. The letters are thick and blocky, with a small square above the letter 'S'.