



and



48 Hour Parts Guarantee Program Overview

1. Machines covered by this guarantee:
 - a. DX Series Excavators
 - b. DL Series Wheel Loaders

**NOTE: Only units sold by DIA through its authorized distributors and delivered to an end-user or authorized distributor within the United States and Canada will be eligible for this guarantee.*
2. Only Machine debilitating parts as identified by Doosan and with the following exclusions
 - a. Discontinued parts and parts with non-published pricing.
 - b. Frame parts and repairable fabrications
 - c. Any Cummins engines or related parts
 - d. Any parts worn beyond 100% that have caused a related failure due to lack of maintenance according to Doosan Service Manual guidelines.
 - e. Parts for special options and attachments not normally offered by DIA.
3. 48 Hours begins 4:00pm EST the day of order placement.
 - a. Order must be placed as Machine down (MDS) / 48 Hour
 1. 48 hour information must be complete including:
 - I. Complete machine owner information
 - II. Model, serial number and hour meter of the machine
 - b. Order will be shipped Next Day Air or Equivalent
 - c. Doosan Parts will have a minimum of 3 individuals notified by the system at the time order is placed on-line.
 - d. Each part will be reviewed for accuracy and eligibility on a case-by-case basis
4. This 48 Hour Guarantee is subject to carrier delivery restrictions and/or governmental agency delays.
5. Doosan reserves the right to substitute parts as needed to fulfill the need. Substitution options will be reviewed internally depending on Customer's needs or requirements.

If Doosan fails to meet the 48 hour delivery the customer will be eligible for the higher level component at a 60% discount off list price or a gift card that will be equal to the rental rate of an equivalent machine up to the time the part is delivered or 1 month.



and

