

Dear Customers, Partners & Friends,

As the world grapples with the spread of the 2019 Novel Coronavirus (COVID-19) and its impact, companies such as ours are responding to the COVID-19 outbreak on multiple fronts. One immediate cause of concern for our company is to ensure the safety of our employees and business continuity. With the central and state Governments allowing movement of only essential services, the economies and global supply chains have been impacted massively. Cessation of certain business operations has resulted in increased costs of working, staffing issues and market volatility. The full impact of this is yet to be anticipated. Despite this difficult and unprecedented the challenge before us, we would like to re-assure everyone that we will endure, together.

Case Construction would like to thank you all for your continued support and unwavering commitment. As the Covid-19 outbreak spreads, on behalf of the Case Construction Team, we would like to offer solace and prayers to our employees, partners, customers and friends, who have been affected, directly or indirectly. Case Construction stands with you and re-affirms its commitment to your well-being.



Our teams are working tirelessly to ensure that your businesses and requirements remain unaffected. Some of our functions are working at a reduced capacity, so please allow for more time to get back to you. We are also adopting due safety measures and ensuring our deliveries are well sanitized. Our plants, offices & warehouses remain sterile and ready to recover lost time as soon as the lockdown is lifted.

For all our existing customers, whose machines are commissioned between 15th March 2019 to 30th June 2019, we are pleased to announce that the warranty on your machines shall be extended by 30 days, for your benefit.

For our Dealer Partners, the warranty claim process has been relaxed as follows:

1. Warranty Claim Submission Time: Increased to 90 days (from 30 days)
2. Late Repair Time: Increased to 90 days (from 30 days)
3. Policy Claim: Repair completion to WPA entry– Time increased to 90 days (from 30 days)
4. Auto Credit Reversal: Revoked in case of non-receipt of material
5. The warranty help desk is operational as usual

We hope these measures help you and alleviate any inconvenience caused to your business. For any further queries, you may connect with us on 1800 4199 770.

On a heartening note, over the last weeks, we've come across many instances of our dealers, customers and partners going out of their way to make life easier for those less fortunate. Whether it is delivering meals, giving shelter or connecting people with those who can help – The Case family continues to live up to its values. As a brand, as a country and as humanity, we all need to come together to help and rebuild. Please take care of yourselves and your families, stay safe and most of all – Stay positive.

Sincerely,

**Puneet Vidyarthi – Brand Leader, India & SAR | Sandeep Mathur – Head, India Aftermarket Solutions**