



Sales & Marketing **GUARANTEE**

*Every client is provided with a no strings attached money back service guarantee.
As our client, if you are not fully satisfied with the service you receive due to the following expectations not being realised, you are entitled to deduct \$200 from our fees every time we fail to deliver on any of our promises.*

We Promise :

- the appraisal we conduct is thoroughly researched and based on comprehensive market facts
- you will receive weekly written property reports including up to date marketing expenditure
- all open inspections or private appointments will be conducted by licensed salespeople
- we will report to you within 4 hours the outcome of any open inspection or private appointment that we conduct on your property
- we will return your phone calls within 4 business hours and emails within 12 business hours
- we will never disclose any confidential information about your personal circumstances
- we will always protect your negotiating position and aim for the highest price
- we will not discuss details of any other offers or negotiations with other buyers so as to protect your pricing position
- every registered buyer will be contacted prior to you accepting an offer
- upon sale we will maintain communication with you until settlement of your property

Salesperson.....

Principal.....

Owner / Seller

Address.....Dated.....

If our service is ever less than excellent, it will cost us... not you