

# QUALITY BUYER SERVICES GUARANTEE

Buyer(s) \_\_\_\_\_

Buyer(s) Address \_\_\_\_\_

*This Coldwell Banker Buyer Services Guarantee is the commitment that Coldwell Banker Devonshire Realty® and your Coldwell Banker Sales Associate will perform the services stated below as part of your representation agreement.*

## COUNSELING SERVICES

### Coldwell Banker HomeBuyer Guidebook

We will provide you with a copy of our HomeBuyer Guidebook and explain how you can use it as a road map through the home-buying process.

### Buyer Counseling Session

We will conduct a buyer counseling session to discuss your needs and goals and to plan the search for your property.

### Buyer Representation

We will discuss in detail the nature of your buyer representation choices as well as other issues and alternatives. We will also present and explain to you the representation agreement and the special services and benefits it offers.

### Home Evaluation

We will discuss the positive and negative features of a property that may affect its value and future resale.

## FINANCING

### Financing Pre-Approval

We will offer to arrange a pre-qualification or pre-approval appointment with a reputable lender to identify your range of affordability and to increase your negotiating strength.

### Good-Faith Estimate From Lender

You will benefit from our experience in working with financial institutions to expedite your getting a prompt good-faith estimate from a lender.

## CUSTOMER SERVICE

### Property Previews

Based on your own criteria and needs, we will preview targeted properties in a timely and diligent way. I will do this both on the Internet, as well as by personally viewing properties myself, in order to help you make a decision in the quickest way possible.

### Home Showings

Once we fully understand your homebuyer requirements, we will focus our attention to showing you those homes on the market that are in the right location and at the right price.

### Personal and Timely Response

We will return your phone call or e-mail within 24 hours or less and provide you with a weekly update on your search for a property.

### After the Sale

We will contact you immediately after the closing to follow up on remaining details or service needs.

### Quality Service Guarantee

We will offer the opportunity to evaluate the service provided through the Quality Service Assurance Survey®.

## INTERNET SERVICES

### devonshirerealty.com

We will help you register for our Personal Retriever, a unique online feature of our Web sites that provides you with e-mail notification of new **Coldwell Banker** and MLS listings that meet your specific requirements.

## CONTRACT GUIDANCE

### Property Disclosure

We will review with you all inspection reports and other documents pertaining to the condition of the property and disclose all physical defects of the property that are known to us.

### Review of Written Seller Disclosure

We will thoroughly review with you the seller's written disclosure statement to enable you to accept or specify the remedy for each fault disclosed. Remedies for any disclosed faults should be addressed in the offer to purchase.

### Coldwell Banker Home Protection Plan

We will explain to you the option of a home protection plan to reduce your risk of repair after purchasing a property.

### Home Inspections

We will recommend that you obtain professional building and termite inspections and provide you with the names of reputable inspectors.

### Home Inspection Remedies

We will work with you to request the seller to remedy the items you specify after your review of the building and termite inspection reports as your sales contract specifies.

## TRANSACTION ASSISTANCE

### Negotiation Strategy

We will prepare a negotiation strategy for the property you have selected, including a written Competitive Market Analysis and advice on the initial price and terms to offer where permitted.

### Offer Presentation

If you wish, we will request to present the offer to purchase directly to the seller in the presence of the listing agent.

### Pre-Settlement Inspection

We will accompany you on a thorough walk-through of the property (if one is provided for in the sales contract) before closing, and we will assist you in dealing with any problems discovered during the walk-through.

### Closing the Sale

We will monitor and inform you of the progress of the sales contract, including the satisfaction of all contingencies and conditions during the entire transaction.

*Should Coldwell Banker not perform the services as stated above, you are entitled to terminate the representation agreement. Written termination must be presented by you in person to the Office Manager. You also agree to provide Coldwell Banker with an opportunity to correct the situation within a 24-hour period following the delivery of the termination notice. If the representation agreement with you is terminated, the termination provisions of the representation agreement shall apply.*

Buyer \_\_\_\_\_ Date \_\_\_\_\_

Buyer \_\_\_\_\_ Date \_\_\_\_\_

Sales Associate \_\_\_\_\_ Date \_\_\_\_\_

