

Money Back Service Guarantee



Roberts Real Estate is committed to providing quality service to its clients.

To underline this commitment, I personally undertake to reimburse sales commissions to the extent that I fall short of that standard of excellence.

Details of the services I will provide and the communication you should expect from me will be discussed and agreed with you at the time of listing.

This unconditional guarantee has no ifs, buts or excuses... we ask only that you give us 2 working days to remedy any problem you have with us. If we don't rectify the problem to your satisfaction after 2 working days, we agree to cancel our agency agreement immediately on your written request.

My Office Manager will be available at any time during the marketing process to discuss the provisions of this guarantee with you. If at the time your sale is unconditional you have issues concerning the quality of our service that were not resolved at the time you brought them to our attention, we will waive our commission to the extent that we fall short of the agreed standards.

Whilst we will always endeavour to achieve the best price and conditions for you, responsibility for accepting a sale price must always lie with the Vendor.

This guarantee extends to all aspects of our service to you but, in a fluctuating and market driven arena, we are unable to determine the length of time it will take to sell a property and you will make the decision to accept the final sale price.

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The terms of this guarantee and the proviso in respect of sale price and time are understood and accepted by me.

Vendor Signature _____

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Consultant Signature _____

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Allan Hart
General Manager
Roberts Real Estate