

Quality Service Guarantee for Buyers

This Quality Service Guarantee is your written commitment that Colwell Banker Howard Perry and Walston and your sales associate will perform the services stated below as part of the exclusive buyers agreement.

I Will:

1. Conduct a buyer counseling session to discuss search of your property.
2. Arrange an appointment with HPW Mortgage to discuss your purchasing range and to increase your negotiating strength.
3. Explain your representation options.
4. Conduct a thorough search of properties that would fit your needs and price range and commit to priority availability for showings. Make you aware of all homes that may affect your buying decision.
5. Register you on My Agent Online to ensure that you have up-to-the-minute information about available properties.
6. Obtain and review seller disclosure reports.
7. Prepare a written Comparative Market Analysis for you prior to making an offer on your behalf.
8. Write an offer so that your concerns and interests are addressed and reflect your price terms.
9. Provide counsel and negotiating assistance through the entire process including the offer and the inspections.
10. Recommend professional service providers such as inspectors, attorneys, insurance providers, title companies, home warranty companies, etc.
11. Provide Concierge assistance for your move and your needs after closing.
12. Return your phone call or e-mail within 24 hours or less.
13. Monitor the activity and satisfaction of contract contingencies to ensure a worry free transaction.
14. Accompany you on a thorough walk-thru before closing and assist you in dealing with any problems discovered.
15. Obtain and review the Settlement Statement.
16. Attend the closing.
17. Follow-up after the closing to ensure that details have been completed.
18. Offer the opportunity to evaluate my service provided through the Quality Service Assurance Survey™

Signature

Date

Signature

Date

**Coldwell
Banker**

**HOWARD PERRY
AND WALSTON**
HPW.com

Each Office is Independently Owned And Operated

Should Coldwell Banker Howard Perry & Walston not perform the services stated above, you are entitled to terminate the exclusive buyers agreement on your property. Written termination must be presented by you in person to the Office Manager. You also agree to provide CBHPW with an opportunity to correct the situation within a 72 hour period following delivery of the termination notice. If the exclusive buyers agreement with you is terminated, the termination provisions of the exclusive buyers agreement shall apply.

