



Six VIP Seller Satisfaction Guarantees

1. COMMUNICATION GUARANTEE:

You will be kept posted on the progress of the sale of your home with an update every week. Your phone calls will be returned by a qualified Team Member within 24 hours. **GUARANTEE:** If we fail to update you weekly or fail to return your call within 24 hours (one business day). If at any time we fail to honor that agreement, we will pay you \$100 cash*

2. HONEST PROMISES GUARANTEE:

Guarantee #1 is a good example. We are not going to wildly promise you the moon and stars to get your business. We will tell you what we can and will do, exactly how we operate, as well as what we will not do, up front, in clear language. When we list your home, we will give you a detailed **Professional Service Agreement** in writing. **GUARANTEE:** If at any time, we fail to honor that agreement, we will pay you \$500 cash.*.

3. REALITY BASED SELLING PRICE RANGE:

We get you top dollar. Our track record and statistics prove it. But we will never play the 'bait n switch' game of promising to get you a wholly unrealistic price just to get your listing, then wearing you down with low ball offers. Unfortunately, this does go on in our industry. **GUARANTEE:** For every \$5,000 we sell your home for, below the agreed upon range, we will pay you \$200.00 cash (up to a maximum of \$1,000.00).*

4. REALITY BASED TIMETABLE:

We implement a complete marketing program, to sell your home. You know in advance what will occur step by step, and will receive weekly marketing updates. We also set a "target range" for the timing of the successful sale of your home. In many cases, we will sell your home faster. **GUARANTEE:** If we fail to get an acceptable offer within 90 days from the list date we will pay you \$100.00 for each week after that (up to a maximum of \$1,000).*

5. HONEST PRESENTATION OF EXPERIENCE AND TRACK RECORD:

Everything stated about Todd Walters and the Team throughout these materials is summarized in our "FACTS" brochure. This is an accurate, factual representation, fully supported by documentation, provided on request. **GUARANTEE:** If anyone can demonstrate that any of these statements or statistics summarized in the "FACTS" brochure is false, Todd Walters will donate \$5,000 to the charity of their choice.

6. QUALIFIED BUYERS GUARANTEE:

Our marketing systems and consumer programs automatically sift and sort out the best qualified prospects for your home. We will not ask you to leave your home and allow us to show it to any Buyer unless they have been pre qualified to buy your home and are genuinely interested in your homes features. We will not just give lip service to "Only Qualified Buyers Need Apply" for your home. **GUARANTEE:** If we ever show your home to a buyer who later tells us that "they cannot afford your home, we will pay you \$500 cash.*

*Maximum Brokerage contributions made by The Spedding Team at closing not to exceed \$1,000. Any and all contributions paid upon close of sale provided The Spedding Team was the Sellers Agent at closing and is receiving a sales commission. Payment shall be made by a reduction in sales commissions due The Spedding Team.