

BUYER SERVICES GUARANTEE

Buyer(s): _____
 Buyer(s) Address: _____
 Phone: Home _____ Office: _____ Mobile: _____
 E-Mail: _____

This Buyer Services Guarantee is the commitment that Coldwell Banker Heritage House Realtors and your Coldwell Banker Sales Associate _____ will perform the services stated below.

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 on showing you those homes on the market that are in the right location and 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.

FINANCING

Financing Pre-Approval

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

Estimate of Closing Costs & Funds Required

We will provide you with a preliminary estimate of closing costs and down-payment requirement anticipated in the transaction

Good-Faith Estimate From Lender

You will benefit from our experience in working with financial institutions to recieve an estimate from a lender.

COUNSELING SERVICES

The Home Buying Process

We will have a detailed discussion of the home buying 'road map' so that you fully understand every step in our 'journey' together.

Buyer Counseling Session

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

Home Evaluation

We will discuss the features of a property that may affect its value. This is not a home inspection, but a discussion of the

attributes that buyers seek when purchasing a home.

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.

TRANSACTION ASSISTANCE

Property Disclosure

We will review with you any available inspection reports and other documents pertaining to the condition of the property and any physical defects of the property provided to us.

Review of Written Seller Disclosure

We will review with you the seller's written disclosure statement to enable you to accept or specify the remedy for each fault disclosed. At your discretion, we will seek remedy for any disclosed faults in the offer to purchase.

Coldwell Banker Home Protection Plan

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

Home Inspection Remedies

The real estate contract allows you to resolve any matters regarding the condition of the house. We will explain how the clause is used to overcome any issues.

Negotiation Strategy

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

Offer Presentation

We will explain how your offer is presented and will strongly promote the merits of your contract to the listing agent.

Pre-Settlement Inspection

We will accompany you on a walk-through of the property 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 purchase agreement.

After the Sale

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

Should Coldwell Banker Heritage House Realtors not perform the services as stated above, you are entitled to terminate the representation agreement. Please keep in mind that state and local regulations and practices may restrict some services. 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 delivery of the termination notice. If The exclusive listing agreement with you is terminated, the termination provisions of the exclusive listing agreement shall apply.

Buyer _____ Date _____
 Buyer _____ Date _____
 Broker Associate _____ Date _____

