

## Service Guarantee

We at GiJay Estate Agents take every one of our Exclusive Agency Agreements very seriously. We acknowledge that you have entrusted us to sell your home. In return, we provide this service guarantee to you our valued clients.

- to always put your interests first
- our promise to work hard to achieve an outstanding result for you
- to abide by the Property Occupations Act 2014 of Conduct and the Real Estate Institute of Queensland's Standards of Business Practice (Code of Ethics)
- to substantiate the recommended selling range of your property by providing you with a comparative market analysis
- ensure you are not pressured into signing or agreeing to something that you are not comfortable with or do not understand
- give you an honest opinion of market price
- conjunct with all other like-minded agencies that have interested buyers
- promote your property for sale within 24 hours of listing it
- keep an open line of communication with you from listing to settlement
- provide you with regular verbal and written feedback of all activity during the selling process
- only charge you for advertising that has been authorised by you in writing
- keep your reason for selling unless otherwise authorised confidential
- be on time, every time, or at least call ahead to let you know if we are running late
- qualify all buyers before allowing them to inspect your property
- always contact you before bringing buyers through your home
- ensure that the name and contact number of persons entering your home is recorded
- be respectful of your privacy and not leave buyers unattended in your property
- secure your property following inspections
- call you with buyer feedback the same day they are taken through your property
- ensure that there are always two agents present during open for inspections
- be present during Buyers Finance Valuation, pest and building inspection representing your interests
- help you find your new home anywhere in Australia is part of our service

Should we fail to fulfil our service guarantee to you, we ask only that you give us just 48 hours to remedy any problem you have with us. After 48 hours if we do not fix the problem to your satisfaction we agree to cancel our agency agreement on the spot without prejudice.

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**Signed Agent**

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**Date**