

# SERVICE GUARANTEE

## SOLD IN 90 DAYS GUARANTEE

In Queensland The agent appointment period is 90 days.

We, Hugo Alexander Property Group, hereby guarantee that as your real estate agent We will provide you with a Sold in 90 days guarantee.

If your property is not unconditional in 90 days we will discount our commission by 10% or \$3,000 whichever is greater in your favour. We will do that when you sign exclusively with us for a further 90 days and we will deduct this from our commission upon a successful sale by us.

Given our track record we are confident that we will sell your home in a time frame that is pleasing to you.

## ADVERTISING QUALITY GUARANTEE

We, Hugo Alexander Property Group, hereby guarantee that as your real estate agent:

If you are not completely happy with the quality of your advertising material we will refund 100% of your investment for any of the advertising that you are not happy with.

Where we are different is that both yourself and our sales and negotiation experts will brief our creative team. They will then project manage the marketing of your property. All your digital, print, and outdoor advertising is done by full time advertising specialists, not by real estate agents.

## MONEY BACK GUARANTEE

You might have heard that many agents work extremely hard, right up until you sign the paperwork appointing them. After that the service stops and the price reduction pressure begins.

Call us old fashioned but if we shake your hand or look you in the eye and say we will do something, we will do it. That's why we are comfortable being the only Brisbane real estate agency, that we are aware of, to offer a money back guarantee.

If at any time you feel we don't deliver on any item of our service guarantee we will take \$500 off your sale commission at settlement, for every time you feel we don't deliver.

# S E R V I C E   G U A R A N T E E

## WE, HUGO ALEXANDER PROPERTY GROUP, HEREBY GUARANTEE TO KEEP THE FOLLOWING PROMISES:

- Everything we say will be black and white. We put telling the truth before our commissions.
- You will be given an honest and accurate reflection of the value of your property.
- We will not lie to win your business and will tell you the 100% truth from day 1 until the end.
- We will always keep you informed through your preferred method of communication so that you know what is happening every step of the way.
- We will supervise every buyer, photographer, copywriter, floor planner, building inspector, and bank valuer – ensuring that your property will never be left unattended.
- We will always go above and beyond what is required to ensure you have the best possible experience.
- We will provide you with specialist presentation advice that will help sell your home for more.
- We will be 100% transparent with you when presenting information such as buyer feedback and offers.
- You will know about all offers as they happen and we will together talk through the pro's and cons of each possible scenario.
- You will never ever be pressured to take an offer.
- You will always be spoken to with respect, care and professionalism.
- We will at all times negotiate to achieve the highest price and best terms and conditions for you.
- We will never use your property to sell other properties
- You will be presented with a comprehensive advertising campaign that will address the target market/s.
- We will get through every possible buyer that wants to inspect your home.
- All emails and calls received from buyers on a business day will be responded to the same day.
- We work for your best price, terms and conditions, long after a deal can be done.
- We will only recommend advertising that is best for you and your property, not for our own profile.
- We will thoroughly research the best selling method for your home rather than have a one size fits all approach.
- We will have crucial conversations with you in the interest of getting you the best price. This means at times we will tell you what you must hear rather than only what you would like to hear.
- We promise to treat you exactly as we would our most loved family members.
- We promise to make sure your property is being sold at the optimal time for a premium sale rather than in a real estate agents quieter time.
- We promise to give you honest feedback in regards to the condition of your property and it's presentation, to ensure maximum return for you.
- We promise to provide the highest standard of photography, copywriting and marketing material and you will be given the opportunity to contribute and approve it.
- We promise to listen to your exact needs and requests and if anything doesn't go to plan we will work with you to fix it immediately.
- We promise to call back every open home attendee.
- We promise to get all offers on paper.
- We will go the extra mile to ensure that we have your business for life.
- All your title searches, documents related to encumbrances, and other important paperwork will be accurately prepared for you.
- You will receive expert advice in preparing and staging your property for the photo shoot and for open homes.
- Online, your property will look better, sound better, and have more saleable information than your competition.
- Your property will be treated with utmost care, as though it were our own.
- You will receive a weekly written report with detailed comments and full analytics of our campaign as it progresses.
- You will always be told the truth.
- You will receive a tailor-made marketing campaign that works best for your property and for your specific situation.
- You will receive an expert negotiator who is 100% dedicated to achieving an outcome that makes you so happy you'll want to tell all your friends.
- You will be working with an agent who works closely with buyers' agents and international placement agencies.
- You'll have an agent that other agents like working with.
- We promise you will always be greeted with a smile.
- We promise to give you the best possible advice and respect that all decisions will always be yours.
- You will be promptly contacted after each inspection.
- All contracts will be prepared by us and provided to you free of charge.
- You will be provided with a written guarantee that your property will be sold within 90 days or you will get money back when you've settled with us.
- You will receive a written guarantee ensuring you will be happy with your advertising.
- We will offer one on one buyer meetings to all potential auction buyers, increasing the likelihood of a successful result.
- You will get access to the best creative team and auctioneers in QLD rather than having to use someone who's on a salary within a franchise.
- We promise to have onsite auctions where the emotion is greater and where buyers have a greater fear of loss; not in room auctions where it's more convenient for the agency and where your property is treated like a commodity.