



# Service Guarantee

At Ray White our aim is to provide you with the highest level of service to achieve the successful sale of your property. We will do our utmost to ensure that the sale process is a pleasant experience.

TO \_\_\_\_\_

ADDRESS \_\_\_\_\_

To support this aim and in consideration of the trust you have placed in us, we guarantee to perform the following activities:

- We will contact all our existing purchasers who are looking to purchase within your property's price range and location.
- An internationally recognised Ray White signboard will be installed on your property.
- A top quality photograph will be taken for promotional purposes and a colour copy placed in our window display.
- We will place your property on our internet site, [www.raywhite.com](http://www.raywhite.com)
- Regular progress reports will be provided throughout the marketing period including comments received about your property.
- We will expose your property to interstate transfers referred to our office through our national referral network.
- We will provide you with regular advertising reports.
- We will present all offers obtained from prospective buyers.
- We will phone you after each open inspection and after any other inspection within 24 hours.

Should we fail to perform in any of the above areas, we invite you to register your complaint in writing to us. If the complaint is not acted upon and rectified within 14 days after receipt of your letter, you have the option to cancel our agency agreement.

SIGNED \_\_\_\_\_

PRINCIPAL/MANAGER

OFFICE \_\_\_\_\_

INDEPENDENTLY OWNED AND OPERATED BY \_\_\_\_\_

DATED \_\_\_\_\_