

## COMMITMENT TO SERVICE.

**Thank you for choosing our ERA team to list and sell your home. It is with great pleasure that we will start working for you. Providing superior service is what we are all about. Our customers value our service highly. What can you keep us accountable for?**

1. Providing you with a realistic valuation of your home. Current sales prices of comparable homes will be taken into account, as well as all other factors that may influence the sales price.
2. Giving you the best advice on how to present your home by focusing on the following questions:
  - What will be the first impression of a buyer when he sees your home online for the first time?
  - What will be the first impression of a buyer when he actually visits your home?
  - How to best present your home as authentic, light and spacious as possible?
3. Informing our own database of prospective buyers immediately.
4. Providing you with high quality photography, floor plans and, if you wish, a video production as an additional option, at extra charge.
5. If and when prospective buyers wish to view your home, we will check their financial resources, their specific needs as well as their urgency.
6. Working with a sales activity plan, which is tailored to suit your needs and planning. We will promote your listed home with all relevant (social) media in order to present your home to as wide and large an audience as possible within budget.
7. Our sales activity plan comprises at least the following:
  - 25 mail-out cards to neighboring homes, who may be able to influence their friends and relatives into buying your home;
  - display your listed home in our shop-window in a prominent position, as well as displaying your home on our internet sites.
  - encouraging your social networks to help spread the link to your listed home on our websites.
  - setting up a Facebook campaign for your listed home, if necessary.
  - organizing an Open House as part of a national activity, unless your home is already sold.
8. We promise to communicate with you in whichever way you feel most comfortable. Our guideline will be:
  - your timeline
  - your needs
  - your next residence
  - how you envision the entire moving process

- the number of family members involved.

9. If your home qualifies, we can and will add a Home Warranty (ERA Garantie). It will make your home stand out from other listed homes, and make it extra attractive for buyers. Buyers are protected against defects in certain built-in appliances, pipework, plumbing, and electricity, for 12 months. Inquire for more details. Deductible excess is applied.
10. We will help you find your next home, after we have sold your current one. How do you envision your next home? We can help you save time, money, and energy by helping you find your next home, selecting the right property, negotiating the best price and terms for purchasing it.
11. ERA offers a referral system that can service buyers from near and far, from out of town to even selected other countries. Through this system the number of prospective buyers could increase immensely. Your ERA agent will gladly explain the benefits of this system to you.

**NO CURE NO PAY.**

Do you feel that your ERA agent is not servicing your needs appropriately, while their commitment to service was put down in writing and signed for?

Then please feel free to destroy your listing agreement. You will incur no termination costs, which are traditionally charged by other agents.

However you will be charged for expenses, which were made upon your request.

If you wish to apply the “no cure no pay” clause, we do request that you explicitly document and specify your complaint about your specific ERA agent in a written statement.

We also ask that you allow for a 10 day period for the agent to improve his conduct.

If the agent fails to correct any flaws during that 10 day period, you are free to withdraw your listing agreement.

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Signed by (ERA agent name)

(date and city)

*This Commitment to Service is provided by an ERA agent and is no agreement with ERA Nederland NV. Every ERA agent/broker is independent.*