

# A QUICK SALE LTD.

## O U R C H A R T E R

### WHEN YOU CONTACT US

When you first contact us, your call will be answered by a UK-based Operator within 5 rings, 24 hours a day, 365 days a year.

We will be courteous, professional, and sympathetic to your situation. We will treat your information as sensitive and confidential, and will immediately forward it to our local associate.

On the day you make your initial contact with us we will send you our company literature by first class post. If we are unable to help you with your situation we will tell you so at the earliest opportunity.

We will endeavour to give you any guidance that we are authorised to, in order to assist you.

---

### WHEN WE CONTACT YOU

We will always listen to your situation and treat you in a polite, professional manner.

We will contact you by telephone unless you specifically ask otherwise.

---

### OUR PLEDGE

Our local associate will contact you no later than the next working day after your initial enquiry.

We will give you a free assessment of your property value from our research data. We will give you a copy of this research upon request.

We guarantee that we will make you an offer on your property.

We will explain clearly how we have calculated this offer.

We will put our offer in writing, which will be valid for 28 days.

We will pay all the legal fees for the sale of your property when you use our panel solicitors .

We will never charge you anything for our service.

We will not contact you any more, should you request this.

If you use our panel Solicitors, we will complete the purchase of your property within 1 month or less of acceptance of our offer, or on or before the date agreed with you and set out in our offer letter.

If we are unable to complete by this date, we will pay you £250 for each full week of the delay unless the delay is due to unforeseen structural or legal issues, which will be notified to you within 24 hours of these becoming apparent.

---

### KEEPING YOU INFORMED

Once we have agreed to buy your property we will keep you informed, with a progress call at least once a week.

We may also give you further updates via SMS text messages and email if you wish.

