

This 'Service Agreement' gives you information about the terms upon which we agree to offer and provide you with our Products and Services.

If it is necessary to change the Services Agreement or add or remove any part at any time, we will post such changes on the Website. It is your responsibility to check the Website for any changes. You agree to be bound by such changes if you should continue to use the Products and Services. These are the conditions to which you are agreeing to, by purchasing any of our services.

## **Instructing Doorsteps.co.uk**

Full details of the Products and Services and what is included and the price of each is detailed on the Website. It is subject to change.

## **All owners of the Property**

When you Instruct Doorsteps you confirm that you do so with the knowledge, consent and agreement of each and all of the legal owners and occupiers and those who have an interest in the marketing and/or sale of the Property. Further, you confirm that you have all relevant authorities and authorisations as are necessary or required to enable you to take advantage of the Products and Services. Consent must be given by all owners and compliance information given upon request.

## **Paying for the services:**

We will only charge you the Advertised Rates for the Products and Services. The Advertised Rates are fixed. Depending on your area surcharge may be charged. Advertised rates are including VAT, but extra services may be prices excluding VAT, such as EPC and so on.

As it stands, you will only have the option to Pay Now

If you choose to Pay Now you will be required to provide us with your credit or debit card details and we will obtain approval for an amount up to the amount of the transaction and debit that amount from your card, or send an invoice which is payable online.

This information we take, will never be stored on our systems.

## **Cancellations and refunds**

Once you have ordered our services you will be liable to pay the total value. If you have taken a service in which you instruct one of our agents to visit your property, you will be liable to pay 80% of the fee in the event the appointment failed due to no-show, unsuitability of property for marketing etc.

Should you wish to cancel or withdraw any Products and Services you may do so at any time. However, under no circumstances will any full or part credit be made in respect of Advertised Rates. You can withdraw your advert at any time by calling advertised phone numbers, or emailing the team on [info@Doorsteps.co.uk](mailto:info@Doorsteps.co.uk) or by requesting via your vendor portal.

## **Estate Agents**

Please be advised that, due to property portal rules, we are unable to list properties on behalf of other Estate Agents. Should it become apparent that any listing is on behalf of another agent we have no option but to withdraw the listing. No refund will be made in this situation.

It will cost £50 for anytime between 4 weeks and 6 months. After 6 months a FULL fee will be payable.

Some postcode areas may incur a surcharge to visit the property. We will make you aware of this surcharge prior to visitation.

Details will be made available at the time of seeking to withdraw/relist your Advert.

## **Your advert**

Should you take advantage of Products and Services where the Local expert and media team creates your Advert for approval, Doorsteps will notify you as soon as the Advert is available for approval. We always aim to do this as soon as reasonably practicable. The advert will only go live on the market once a representative of Doorsteps has visited the property to ensure compliance with the Consumer Protections Regulation. Doorsteps must complete face to face visit on all properties. Although not guaranteed, It may take up to 3 working days for a DLPC to reach out for an appointment to make the visit.

We reserve the right to refuse to allow any image to be uploaded, made live or presented on any marketing or property portal that we consider in our absolute discretion to be inappropriate, inaccurate, misleading or likely to cause distress or embarrassment to anyone viewing the image.

You are responsible with ensuring that all descriptions, photographs, floor plans and information uploaded and/or used in any advertising and marketing are accurate, current and are in no way misleading. If any of the information you provide or approve is or is found to be in breach of these terms, it will be removed immediately - However, there will be no full or part credit in respect of Advertised Rates under these circumstances.

We will advertise and market your property for the Advertisement Period on such property portals, websites or publications as we consider to be the most effective at securing interest on your property from potential purchasers and tenants in our absolute discretion. We may withdraw or no longer take advantage of the services of such property portals, websites or publications at our absolute discretion. The advertised prices are reflecting the following: adverts will be kept live either for three month from date of listing or until sold – whichever comes first. This includes any time marked as SOLD STC (off market) in this three month period.

## Extra products:

**EPC:** It is a legal requirement for you to have commissioned an EPC before we are able to start the marketing of your property. It is your responsibility to ensure that you have a valid and up to date EPC in place before your Advert goes live. If you do not have one, you are able to buy one from us, that will last 10 years from the date of assessment.

Where you instruct Doorsteps to sell your property, we will arrange for one 'For Sale' board to be erected for a small extra cost if you wanted it.

**Rightmove feature listing:** 1 week is defined as 7 days. 1 month is defined as 28 days.

## Viewings

Subject to Interruption we will arrange and record viewings through our back-end. You will be notified immediately a viewing is booked. We will provide you with the name of the person(s) who wish to view together with the date and time.

If Doorsteps are conducting the viewings on your behalf, you will still be notified of the above information.

Doorsteps viewings packages (hosted viewings) **last for 10 viewings slots (including cancellations) from the date of payment** at the cost listed on the site and during the period of three months from when listing goes live. Doorsteps can stop viewings at our discretion.

10 x 30 minute appointments. These can be a mixture of 30 minute viewings and 30 minute open house appointments.

For a 30 minute viewing appointment you're permitted to have up to two sets of viewers arriving in 15 minute intervals. For open house appointments, if you want to receive feedback from the appointments, then the permitted levels are below. If you do not wish to receive feedback, then you can have unlimited viewers:

- Studio - 6 viewing parties per 30 minute appointment
- 1 or 2 Beds - 5 viewing parties per 30 minute appointment
- 3 or 4 Beds - 4 viewing parties per 30 minute appointment
- 5+ Beds - 3 viewing parties per 30 minute appointment

An appointment is charged/deducted from the Pack, regardless of whether a viewer turns up or not.

If an appointment is 30 minutes long, a cancellation will incur a full charge/deduction from a Pack, if cancelled with 120 minutes, or less, notice before the start time of the appointment.

## **Availability**

Subject to Interruption, if you have chosen to conduct your own viewings you may refer to a member of the customer service team when you are available. This will enable people who want to view, to choose a date and time to suit them. You will be notified when a viewing is booked. Where a viewing is requested outside of this availability, the customer service team will ask that you confirm the viewing. It is your responsibility to do this immediately.

We do have a duty of care to uphold to both sellers and prospective buyers. If you fail to action more than 3 viewing requests on your property, we reserve the right to remove your home from the market, at our discretion.

## **Feedback**

We will request feedback from every person who has viewed or was due to view your property. We will prompt them for feedback continuously unless they confirm that they do not wish to provide feedback. You can track these requests via the customer service team.

The feedback will be immediately available through your portal as soon as it has been provided and will be exactly as provided by the person concerned.

## **Offers**

We will report offers to you immediately as they are. The nature, extent, position of the potential purchaser or tenant and desire to proceed, will be requested and provided to you automatically as the offer is made.

We will make such reasonable checks as are possible to ensure the offer made meets our criteria for a sale to proceed.

The information will always be made available exactly how it is provided by the potential purchaser.

You will get a choice whether to accept the offer, reject the offer, reject and negotiate.

**We will always act on your behalf and negotiate the best possible offer for your property, without any conflict of interest.**

We will always inform you as soon as we become aware of anyone making an offer for your property that is in any way connected with Doorsteps.

In the event that you are aware of any personal interest from anyone connected with Doorsteps you should notify us immediately. We will then make such enquiries as we consider necessary and provide you with a notification in writing of the nature of the personal interest. You will have the sole discretion to decide whether you wish to deal with the person or persons concerned. We will never knowingly permit any offer to be made or sale agreed with someone connected to Doorsteps unless we have provided you with written notice. This written notice will ordinarily be displayed when you review the offer.

## **Sale Agreed**

We will provide you as far as reasonably practicable with advice and assistance once a sale is agreed.

## **Information**

For the effective use of the Products and Services we will be providing certain people with personal information such as your name, address, contact details, viewing availability, agreed sale price and position to proceed. It is your responsibility to provide accurate up to date personal information to us.

## **Third party companies**

We may receive commission for introducing you but only when you agree to take advantage of such products or services. You may decide of your own free will and we will never pressurise or require you to use such products or services. You hereby expressly agree and accept that in the event that we introduce a product or service from a third party company that we may accept a payment or commission as a result of that introduction.

Where requested, we will instruct on your behalf third parties to conduct some of the services advertised by Doorsteps. Whilst we will make all reasonable efforts to ensure that they continue to provide an exceptional service we cannot accept liability for the conduct and service of those third parties acting on your behalf.

## **Customer support**

Due to high volumes of enquiries, call back requests and general support communication we reserve a 3 working days period to respond to requests.