



# Buyer Protection

The Buyer Protection package is designed to make your home move as quick, straightforward and stress-free as possible.

## What is the Buyer Protection package?

If your purchase transaction does not proceed to exchange through no fault of your own, we will reimburse you up to £1,850 in mortgage lender arrangement fees, valuation fees and solicitor disbursements (e.g. searches).\*



## What will this cost you?

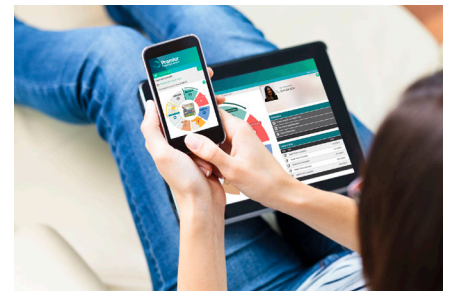
Nothing - it is included as part of our conveyancing service. Just instruct us within seven days of receiving our quotation, and you will be covered by our Buyer Protection package. Please see overleaf for a full list of terms and conditions.

## Other benefits of using our service include:

- Longer Opening Hours - Open 8am-8pm Monday to Thursday and 8am-7pm on Fridays. We're also open at weekends, Saturday 9am-4pm and Sunday 10am-3pm.
- Dedicated Conveyancer - To guide and assist you through the entire conveyancing process, you will be assigned your own conveyancer.
- Regular Status Updates - You will receive regular status updates via email, SMS, phone call or letter, whichever you prefer.
- No Move, No Fee - If your move falls through completely, we won't charge you our lawyer's fees.

## eWay (Online Case Management)

Our revolutionary online service allows you to track your case whenever you want, from wherever you are, review all documentation and complete the majority of paperwork via your smartphone, tablet or a PC, at a time that suits you.



## What can you claim for?

If your purchase falls through completely, through no fault of your own, we will reimburse you up to £500 in mortgage lender arrangement fees, £750 in valuation fees and £600 in lawyer's disbursement costs.\*

\*See overleaf for terms and conditions for reimbursement.

# Buyer Protection Package

## Terms and conditions for reimbursement

### You are eligible if:

- The property is withdrawn from sale by the seller due to reasons beyond the buyer's control.
- The seller receives and accepts an offer from a third party, which is a minimum of £1,000 greater than the offer they previously accepted from you and you are not prepared to increase your offer.
- The mortgage lender's survey or valuation on the property identifies that rectification work needs to be carried out; the cost of which exceeds 5% of the sum originally offered or values the property at less than 90% of the sum offered (and which has been accepted), and you decide not to proceed.
- The mortgage lender insists on a secondary survey, such as damp and timber, or an electrical survey resulting in the mortgage lender insisting on additional rectification work to be carried out at the property, the cost of which exceeds 10% of the agreed asking price and you decide not to proceed.
- A search highlights the fact that there is a defect in the title and this cannot be rectified and you decide not to proceed or the lender will not lend.
- The mortgage lender applies a retention to the mortgage for the property, this figure exceeds 5% of the sum offered, which had originally been accepted and you decide not to proceed.
- The property sustains damage during the period between offer and exchange of contracts where the total cost of rectification work exceeds 5% of the property value and you decide not to proceed.
- The seller is not legally entitled to sell the property or to transfer interest in the property to you.
- A survey or valuation is carried out and highlights that the property has been underpinned or shows signs of current subsidence and you decide not to proceed with the purchase or the lender will not lend.
- In the event of your death or upon contraction of a critical illness or serious injury.
- You are given notice of redundancy or are given notice of relocation and you decide not to proceed.

### How do you reclaim your costs?

In the unfortunate event of the purchase failing to complete, please contact us on 0345 324 0242. We will ask you to provide:

- Proof of payments made to your mortgage lender, valuer and lawyer (as appropriate), e.g. the mortgage offer from the lender, the valuation invoice, lawyer's bill for costs incurred.
- Details as to why the purchase transaction has fallen through and evidence to support those details.
- The amount you are claiming.

### Are there any exclusions?

- If any circumstance detailed in the terms and conditions happened before you instructed Premier Property Lawyers.
- If the purchase is subject to a contract race or sealed bids.
- If you withdraw from the purchase of the property for circumstances other than those detailed in these terms and conditions for reimbursement.
- If you deliberately and/or knowingly cause a delay or use unreasonable behaviour that causes and results in the failed purchase.
- If the purchase has not exchanged within 12 months of taking out Buyer Protection.
- If you are aware of a previous survey having been carried out on the property that may give cause for the purchase to fail.
- If you are aware before taking out Buyer Protection of any circumstances which could lead to the failure of the purchase.
- If you can be reimbursed by your employer or obtain a refund from the lender or lawyer.
- In the case of redundancy, we will not reimburse you if you are self-employed, if you have taken voluntary redundancy or if you are a company director or partner of a business.

For more information about the Buyer Protection package from Premier Property Lawyers, please call 0345 234 0242