



CONTACT: RO WINTHER
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CLOSE OF ESCROW ASSISTANCE

Once a property is in escrow and the inspection report comes back from the buyer, it is common that they may try to negotiate a cheaper price, request you throw in a few extras or want some items from the inspection report fixed for them to follow through with the sale. **Here is what is included in the bundle:**

- We will communicate with your real estate agent and/or listing agent and examine the inspection reports, costs and repairs and provide guidance and advisement to them during the close of escrow.
- We will meet your real estate agent, listing agent or contractor at the property to assess if requested.

FIXED FEE: \$333

- 3-hour minimum.

ADDITIONAL FEES:

- We charge \$27.75 per quarter hour for all additional time past 1-hour.
- We charge for mileage and reimbursable expenses which will be invoiced separately if we need to go to the property. Please refer to the breakdown of how we charge below.

WHAT IS NOT INCLUDED

Any of our other bundle package deals we offer.

OUR PROCESS | WHAT WE NEED FROM YOU

If you are interested in this bundle, please fill out our **Project Questionnaire** and be as thorough and detailed as possible. **Once we receive your questionnaire, we will contact you via email within 1-2 business days to schedule a complimentary 15-minute phone chat to go over your questionnaire.** If you decide to hire us, we require the following before we can begin:

- Make an online payment.

SPECIFIC INFORMATION:

- We will need the name and contact information (phone and email) of your real estate agent and/or listing agent.
- Your real estate agent and/or listing agent will be responsible for emailing us all inspection reports, bids and photos so we can review them.
- Please provide us with instructions on how to access the property.

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SERVICE AGREEMENT & SCOPE OF WORK

- We require a signed service agreement for our bundle package deals and/or combinations of bundle package deals that are over \$1000 before we will begin any work. We do not require a service agreement for bundle package deals and/or bundle combinations that are under \$1000. The Scope of Work will be the only service agreement you will receive for bundle packages under \$1000.
- Our Design & Construction Service Agreement explains the roles and responsibilities of all team members, guidelines, regulations, specifications, inclusions, exclusions, limitations and deliverables. The Scope of Work is defined as the bundle package deal(s) you choose that specifies all the tasks we will do for that specific service.
- If you decide to hire us and have a bundle package deal and/or combinations of bundles over \$1000 we will email you an interactive Design & Construction Service Agreement. You will be required to fill out the designated fields, provide an E-Signature and send the completed agreement to us via email before we can start our services.
- We will also send you a price quote invoice for your review when we send the Design & Construction Service Agreement. If you have additional square footage or request additional design concepts and/or any other services that are not specific to the bundle, they will be included in the price quote invoice as a line item. If you agree to the agreement and our price quote invoice, you can make the payment directly from the invoice and it will automatically be confirmed. If your bundle package(s) are under \$1000, we will simply send you a price quote invoice and you can make the payment directly from the invoice too. Please feel free to give us a call when you have completed the service agreement and payment transaction just in case we missed it.
- Please be sure to print out the **Design & Construction Service Agreement** and/or the **Scope of Work** for your records since it is considered the service agreement for your project.
- If any changes or revisions are made to our original agreement or there are change orders during your project, we will provide a general description of the change(s) on your invoice. We charge \$222 an hour which may have minimum hourly requirements based on the task at hand. However, if a minimum is not required, we charge a quarterly rate of \$55.50.

MILEAGE & REIMBURSABLES

We charge for the following reimbursable expenses:

- Mileage Rate: \$65.5 cents per mile
- Parking (meters, garage, valet, etc.) and Toll Roads
- Phone Calls (outside of the United States)
- Expenses are based on 2023-2024 U.S. GSA per diem rate averages
 - Airfare: First Class/TBD
 - Car Rental: Economy/TBD
 - Meal Per Diem: \$60-74
 - Lodging Per Diem: \$127-\$166
- Messenger Service
- Postage and Shipping
- Blueprints
- Office Supplies (paper, printer ink, jobsite supplies, etc.)
- Samples (paint, finish materials, cabinet doors, etc.)

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PAYMENT OPTIONS & PAYMENT POLICY

- For all our bundle package deals we require an online payment upfront before any work begins. You have the option of paying the bundle package deal(s) in full or in installments which are explained below.
 - For bundle package deal(s) separate or combined that are over \$1000 we offer weekly recurring payment options via invoice only. Depending on how much you spend, we offer a maximum of 6 recurring payments for bundles up to \$10,000 that are set up to be paid automatically on a weekly basis. For bundles over \$10,000, we offer a maximum of 12 recurring weekly payments. You will receive an invoice that is marked as paid for each payment we receive for your records.
 - For bundles under \$1000 we do not offer recurring invoice payment options currently. We require payment in full.
- We accept the following payment methods for our bundle package deals:
 - **Credit/debit cards:** American Express, Cartes Bancaires, Diners, Discover, Electron, JCB, Maestro, MasterCard, UnionPay and Visa.
 - **Mobile payment systems:** Apple Pay and Google Pay
 - **Payment platforms:** PayPal
 - PayPal does not offer their "Pay Later" program for invoices and why we offer our recurring invoice option as an alternative for your convenience. We do this so you can break up payments while we work on your project and to keep your mind at ease.
- We do not accept personal checks; company checks or cash payments.
- For all our digital document downloads in our Digital Store we require payment in full.
- We accept the following payment methods for digital document downloads from our Digital Store:
 - **Credit/debit cards:** American Express, Cartes Bancaires, Diners, Discover, Electron, JCB, Maestro, MasterCard, UnionPay and Visa.
 - **Mobile payment systems:** Apple Pay and Google Pay
 - **Payment platforms:** PayPal
 - If you choose PayPal, you can see if you qualify for their "Pay Later" program which allows you to make 4 interest-free payments with a down payment due at time of purchase. This is only offered for purchases between \$30 to \$1,500.
 - Pay Monthly is a longer-term offer and allows you to pay for purchases in predictable monthly installments. Pay Monthly is available on purchases between \$199 to \$10,000, with terms up to 24 months.
- We do not accept personal checks, company checks or cash payments.
- Once we have received an online payment whether it be a one-time payment or from a recurring invoice, you will be sent an automatic payment invoice via email for your records.
- We will send you an invoice for all reimbursable expenses which are due within 7 business days upon receipt.
- We will send you an invoice for contract revisions and/or change orders which are due within 7 business days upon receipt.
- If the invoice has not been paid within 7 business days, we will send a reminder for the payment two more times. If the payment has not been received by the 21st day, we will charge an additional 1% interest per month until that invoice has been paid in full.

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REFUND POLICY

- We go through a secure payment verification process so you have time to make sure you want to purchase our service(s) and/or digital product(s). If you have any questions, please be sure to contact us via email or phone before you make your payment.
- Please verify your quantities are correct if you purchase any of our digital documents and/or make sure the information on your price quote invoice is correct. If there are any mistakes on the invoice we sent you, please contact us immediately so we can correct it and resend it.
- Please verify all information is correct in your cart or invoice before you submit your payment.
- All sales are final. We do not offer refunds for any of our digital products, bundle packages, custom services, contractual changes/revisions, change orders or reimbursable expenses.



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