

# Service guaranteed or your money back, say Tony Cant



**R**eal estate agents are known for offering special deals, discounting fees, giveaways and making promises to entice clients their way but one Maitland agency has broken into new territory by offering a money back guarantee.

Tony Cant Real Estate has begun service guarantees – a signed document that will reimburse clients' fees if they do not live up to their promise of exceptional service.

The service guarantee offered is signed by the vendor and sales agent upon listing with Tony Cant Real Estate.

Business manager Peter Hogan (pictured at left) said the move guaranteed not only honesty and integrity but also a communication commitment based on the clients' wishes.

"It is no doubt that the team at Tony Cant Maitland enjoy an enviable reputation and this service guarantee is

another way in which this organisation is prepared to stand out from the rest," he said.

"We have had a lot of clients come to us and say that they have been let down by agents in the past, that they don't return calls when they say they will, that promises have been broken.

"In some cases it's been reported to us that an agent has drastically cuts his fees to win the business then fails to deliver quality service and sales results.

"I know some agencies will say no sale no charge ...we are not just saying we will deliver, we will actually do it or you will get cash back.

"We promise that the testimonials we are using are genuine, we are guaranteeing to contact the client at intervals they are happy with."

The agreement is not just a gimmick, it is a real document for both the vendor and sales person sign so it guarantees a

high quality service.

"Look, we get results anyway. The right property will sell. This is more about the vendors who feel they have been let down in the past about service and communications channel. If you look at how many sales we get, it is obvious we get results, but in terms of service we will put our money where our mouth is.

"This brings vendor peace of mind. We believe that every client deserves to be contacted at regular intervals, we don't want them to ever say we haven't done what we promised."

Established in 1978, Tony Cant Real Estate has celebrated over 30 years of business success in Maitland.

"We are prepared to put our money where our mouth is, we believe in our service and are prepared to reimburse the client fees if we don't live up to our promise."