

Buyer Services: Client vs. Customer

Definitions:

Buyer Customer: A customer who has chosen not to be represented in the transaction and has not signed the “Buyer Representation Agreement”.

Buyer Client: A customer who has chosen to be represented exclusively in the transaction and has signed the “Buyer Representation Agreement”.

As a Buyer, you have the right to refuse exclusive representation in a real estate transaction. Our firm is committed to your being informed as to the differences in services you will receive as a Customer versus a Client.

Texas law requires all REALTORS® to provide you “Information About Brokerage Services.” This form puts you on notice that you have the right to be treated honestly under all circumstances.

As a Buyer (Customer), you will be viewing properties owned by Sellers who are exclusively represented by the REALTOR® who has the property listed. You are not on a level playing field with the Seller since you have chosen not to be represented in this transaction.

As a Buyer (Customer), you **can expect** certain services.

1. We may provide you information about available properties.
2. We may show you available properties.
3. We may prepare any offers you wish to submit.
4. We may assist you in locating and obtaining financing.
5. We may work with all parties to solve problems and facilitate the closing.
6. We may provide you assistance in coordinating inspections or surveys etc.
7. We will disclose any defects we know about the property.
8. We may relay to seller all information that we learn from you.

As a Buyer (Customer), we will be **unable** to provide...

1. Price counseling or prepare CMA (Comparative Market Analysis).
2. Any advice on how much to offer on a property.
3. Any advice regarding property, only the facts.
4. Information about any previous offers. If we know.
5. Information about how long the property has been in the market and/or how many times and how much the original price has been changed.
6. Any advice regarding positions to take during negotiations.
7. Any information that would be detrimental to the Seller’s negotiating position or that is confidential, unless required by law to disclose.