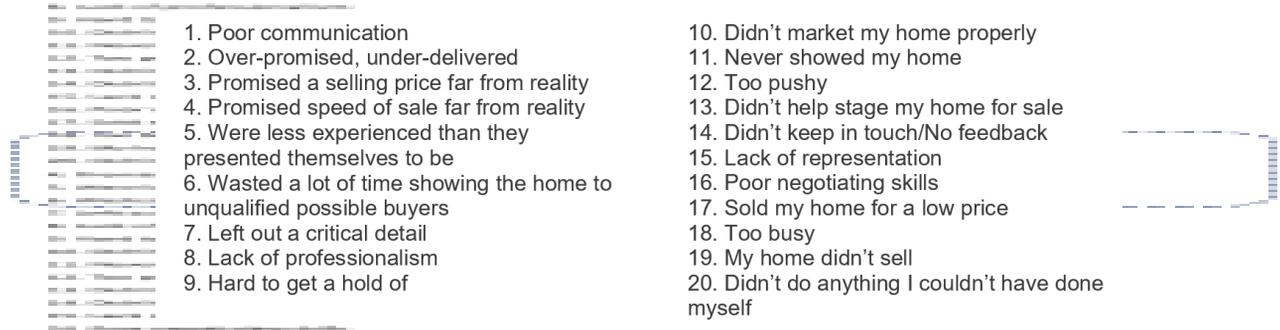


# Our 6 Satisfaction Guarantees

## WARNING & SHOCKING FACT:

**69%** Of Homeowners Do Not Go Back To The Same Real Estate Agent, To Do Another Transaction! Why Is This?

*Reasons people may not go back to their agents:*

- 
1. Poor communication
  2. Over-promised, under-delivered
  3. Promised a selling price far from reality
  4. Promised speed of sale far from reality
  5. Were less experienced than they presented themselves to be
  6. Wasted a lot of time showing the home to unqualified possible buyers
  7. Left out a critical detail
  8. Lack of professionalism
  9. Hard to get a hold of
  10. Didn't market my home properly
  11. Never showed my home
  12. Too pushy
  13. Didn't help stage my home for sale
  14. Didn't keep in touch/No feedback
  15. Lack of representation
  16. Poor negotiating skills
  17. Sold my home for a low price
  18. Too busy
  19. My home didn't sell
  20. Didn't do anything I couldn't have done myself

**Well, our most recent Client Survey shows that 81% of our clients say they WOULD come back to The Mario Daniel Sconza Team! Here's why!**

Mario Daniel Sconza and Partners provided exceptional service! We're a young family and first time home buyers and we successfully purchase our dream home for \$25,000 below the listed price. The team did an excellent job keeping us informed and guiding us through the whole process. If we choose to buy or sell again, we're definitely using Mario Daniel Sconza and Partners again! – Stella Marie Capo

**How does Mario Daniel Sconza get an 81% Satisfaction Rate?  
See inside for our 6 Satisfaction Guarantees**

[www.MarioDanielSconza.com](http://www.MarioDanielSconza.com)

416-230-3476

Mario Daniel Sconza, Broker, eXp Realty of Canada Inc., Brokerage

# Our 6 Satisfaction Guarantees

## 6 Satisfaction Guarantees

### 1: COMMUNICATION GUARANTEE:

You will receive a weekly update report from our team on the progress of the sale of your home. Your phone calls to our office will be returned within 24 hours. GUARANTEE: if we fail to update you weekly, we will deduct \$5,000.00 from the commission when your home is sold.

### 2: HONEST PROMISES GUARANTEE:

Guarantee #1 is a good example. We are not going to wildly promise you the moon and stars to get your business. We tell you what we can and will do, exactly how we operate, as well as what we will not do, up-front, in clear language. When we list your home, we give you a detailed PROFESSIONAL SERVICE AGREEMENT in writing. GUARANTEE: if at any time, we fail to honour that agreement, we will pay you a \$500.00 Penalty on closing.

### 3: REALITY-BASED SELLING PRICE RANGE:

We get you top dollar. Our track record and statistics prove it. But we will never play the 'bait'n switch game' of promising to get you a wholly unrealistic price just to get your listing, then wearing you down with low ball offers. Unfortunately, this does go on in our business! GUARANTEE: for every \$10,000.00 we sell your home for, below our recommended sale price, we will pay you \$500.00 up to a maximum of \$1,000.00 on closing. We will also buy your home for a pre-agree price at any time you like\*.

# Our 6 Satisfaction Guarantees

## 6 Satisfaction Guarantees

### 4. REALITY-BASED TIMETABLE:

We implement a complete marketing program to sell your home. You know in advance what will occur step-by-step, and will receive weekly marketing updates. And we set a target range for the timing of the successful sale of your home. In many cases, we will sell your home faster.

**GUARANTEE:** if we fail to present an offer on your home within 59 days, we will deduct \$100.00 from our commission for each week after the 59 days to a maximum of \$1,000.00, payable on closing. We will also buy your home for a pre-agreed price at any time you like.

### 5. HONEST PRESENTATION OF EXPERIENCE AND TRACK RECORD:

Everything stated about Mario and the Team throughout these materials is summarized in our “FACTS” brochure. This is an accurate, factual presentation, fully supported by documentation, provided on request. **GUARANTEE:** if you can demonstrate that any of these statements or statistics summarized in the “FACTS” brochure is false, Mario Daniel Sconza will donate \$5,000.00 to the charity of your choice.

### 6: QUALIFIED BUYERS GUARANTEE:

Nothing inconveniences a seller more than being kicked out of their home during the showing process or, worse, accepting an offer on their phone only to discover, weeks later, that the buyer cannot secure their home loan. The resulting loss of time and the distress a seller feels can be a crushing economic and emotional blow. **GUARANTEE:** if we ever show your home to a buyer who later tells us that “they can’t afford your home”, we will pay you \$500.00 at closing.

# Our 6 Satisfaction Guarantees

**“This Was a Major Improvement Over the Previous Experience We Had With another Agent”**

**SOLD in 15 days for 99.3% of Asking Price**

“Craig and his team communicated really well with us. They kept us informed regarding all showing and feedback. The offer came through quickly and was tied up within a week. This was a major improvement over the previous experience we had before with another agent.” – *Ike Makrimichalos*

**“This Great Result was All Thanks to Your Team”**

**SOLD in 9 days for 94.6% of Asking Price**

“Craig and his team communicated really well with us. They kept us informed regarding all showing and feedback. The offer came through quickly and was tied up within a week. This was a major improvement over the previous experience we had before with another agent.” – *Ike Makrimichalos*

**“Whenever We Had a Question, They answered it”**

**SOLD in 13 days for 99.2% of Asking Price**

“Craig and his team communicated really well with us. They kept us informed regarding all showing and feedback. The offer came through quickly and was tied up within a week. This was a major improvement over the previous experience we had before with another agent.” – *Ike Makrimichalos*

**“We got a quick sale (our home sold in just 2 days) and the price we wanted”**

**SOLD in 2 days for 98.4% of Asking Price**

“Craig and his team communicated really well with us. They kept us informed regarding all showing and feedback. The offer came through quickly and was tied up within a week. This was a major improvement over the previous experience we had before with another agent.” – *Ike Makrimichalos*

# Our 6 Satisfaction Guarantees

**J** Jeanette MacDuff  
1 review



**Positive:** Professionalism, Quality, Responsiveness, Value

We have dealt with Mario and Domenic for well over 12+ years. They are very polite respectful professionals that have made our selling & buying process a breeze. Domenic THANK YOU for your hard work & quick response to all our questions, Mario THANK YOU for your great negotiation skills. We look forward to dealing with you both on our next Sale :) We 100% recommend the Sconza team



**H** Heather Scriver  
1 review



**Positive:** Professionalism, Quality, Responsiveness

This is the 3rd time we've used Domenic from Mario Daniel Sconza Real Estate team to buy and sell our home. Each time, we have been more impressed than the last with the turn-key approach and professionalism that surpasses the industry standard. The team's number one goal is to make you feel at ease through the process and you do. Domenic as an agent is very knowledgeable on all aspects of buying/selling homes, and his expertise is critical in 11th hour crunches and DOES NOT DISSAPOINT. (He will fight for you to get your dream home until the wee-hours of the morning or ensure you get the absolute top offer - because thats what he does best!)

**H** Hector Perez  
3 reviews



**Janelle Hunter**  
1 review



My boyfriend and I were interested in buying a home. We were referred to Dominic Rando by family and decided to set up a meeting. We didn't know much about how the entire process worked but Dom very clearly explained everything and addressed all of our concerns very politely. We decided to begin looking at a few homes which Dom was very patient and informative with the entire way through. He made

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Like

...times we had. One was knowledgeable and markets. We are excited to make our house throughout this process.