

Offer Instructions

To ensure a smooth and efficient transaction, we ask all agents to review the following guidelines. This helps prevent delays and avoid miscommunication.

How to Submit Offers

- Submit offers to: merisaespinoza@gmail.com
- Please ensure your buyer is pre-approved (not just pre-qualified) with verified credit, income, and assets. We may verify with the lender before the seller signs.
- Please include a pre-approval letter from the lender with the offer.
- Include the property address and "Offer" in the subject line.
- We ask that agents to **text or call 919.780.7976 to alert us to an incoming offer** and to discuss any questions prior to submission. This helps ensure nothing is missed and gives us the opportunity to address potential concerns early, creating a smoother experience for everyone.
- If using Dotloop, ensure the property address is in the subject line and your contact info is in the email signature.

General Communication

- We are available: Monday through Friday, 9:00 a.m. to 8:00 p.m.
- Sunday and Saturday 12 noon to 8 pm
- If texting, calling, or emailing before or after business hours, we may or may not respond immediately. If not, we will follow up during our standard availability.

EMD & Due Diligence

- Buyer's attorney should hold EMD.
- Due Diligence checks are due on the **effective contract date**.
- Please coordinate DD check delivery directly with us. Do not send checks to the brokerage office.
- Make checks payable to the **seller** as listed in the disclosures.

Multiple Offers

- In a multiple offer scenario, we advise agents to submit their **highest and best offer**.

- The seller may choose to respond to one or multiple offers based on terms that are most favorable.

Inspections:

Please notify us as soon as inspection dates and times are scheduled, as the seller may request that we be present during the inspection. Early notice helps us coordinate and ensure proper access.

Recommended Partners & Lender Communication:

While you're welcome to use any professionals of your choice, we do recommend our preferred partners. Our attorneys are local to the property and familiar with the specifics of the area, which helps streamline the closing process. We've also worked with lenders we know to be reliable, which can provide extra confidence throughout the transaction.

If your buyer experiences any issues with their lender or decides to change lenders at any point, please notify us immediately. These changes can impact timelines and seller decision-making, so it's important we stay informed.

Our Commitment to Professionalism

We believe that a positive and respectful attitude makes a meaningful difference in every transaction. Challenges and surprises can arise in any deal and we've learned to expect the unexpected. What matters most is how we respond.

We are committed to honest, proactive communication and working through issues collaboratively. Our goal is always to find solutions that benefit everyone involved. We ask that all parties maintain professionalism and kindness throughout the process.

We don't respond well to demands, hostility or rudeness. Instead, we value working with agents and clients who share our dedication to making the experience as smooth and successful as possible. We truly care about our work, and with mutual respect, we're confident we can get to a happy closing together.

Buyer's Agent has received and reviewed the Offer Instructions. Please submit with offer.

Buyer's Agent signature: _____

Date: _____