

# Our Promise To You

It's Very Simple

If you are not 100% satisfied with the service(s) we have performed simply tell us.

Then allow us to make the situation right

Details Below

Choosing the right Home Inspector can be difficult. Different Inspectors have varying qualifications, equipment, experience, reporting methods, and pricing. Ultimately, a thorough inspection depends heavily on the individual Inspector's effort. If you honor us by permitting us to inspect your home, We guarantee that we will give you the very best effort. This we promise you.

**Pricing:**

Fair and Honest. It's that simple.

Our Simple pricing is easy to understand and is designed to provide peace of mind during the transaction. If additional charges / fees are needed to complete your service request, we will review these needs with you, there are no "hidden fees". We may not have the cheapest prices, but we all know that old adage "You get what you pay for" cheaper is not better when it comes to your Home.

There will be mileage/toll charges for services performed outside of our general service area. Please see our current service area.

**Cancelations & Refunds:**

We respect that your time is valuable, we ask that you do the same for us. We request 24 hour minimum notice be given for any cancelations of service. If cancelation is made within 24 hours and the client requests a refund, rather than rescheduling of Service, we will provide a 100% refund\*. If less than 24 hour notice is given the deposit or its equivalent will not be refunded (25% of the total). Should the client reschedule a service within 30 days of cancelation, the non refunded amount can be applied to your next purchase of service. Refunds will be returned in the tender they were received. Please allow 7-14 days for credit card refunds to post to your account after your cancelation has been processed. This time can be greater depending on the policy of your credit card company. If paid by cash or check, please allow 14 days for a refund check to be sent by mail after your cancelation has been processed.

\*Lab fees, Preordered Testing Equipment required to render your service request(s), and location fees that are prepaid can not be refunded as they are not refundable to us

**100% FRAMEWORK HOME Guarantee:**

If you are not 100% satisfied with the services we have performed, simply tell us on site or within 24 hours of the service & Allow us to make the situation right.

If we do not make the situation right to your satisfaction we will refund you per our posted refund policy.

It is important to note: No reports will be issued and/or will become null & void should the client opt for a refund versus allowing us to make the situation right.

**Buy-Back Guarantee:**

FRAMEWORK HOME participates in this program and is included in every Home Inspection we do (unless otherwise noted prior to inspection, or where prohibited). If the client's participating Certified Professional Inspector® misses anything in the inspection, InterNACHI will buy back the home. It's that simple.

Here are the terms of this groundbreaking Buy-Back Guarantee:

-Honored for 90 days after closing

-Valid for home inspections performed for home buyers by participating InterNACHI members

-InterNACHI pays whatever price the client paid for the home

-The guarantee excludes homes with material defects not present at the time of the inspection, or not required to be inspected per InterNACHI's Residential Standards of Practice Found Here

Home buyers can buy a home worry-free when they have it inspected by a participating InterNACHI member. If they're not happy within the first 90 days after buying it, InterNACHI will buy back the home at full price.

Home buyers can buy a home worry-free when they have it inspected by a participating InterNACHI member. If they're not happy within the first 90 days after buying it, InterNACHI will buy back the home at full price. Real estate agents in North America can be assured that their clients can now buy with confidence. Additionally, InterNACHI protects the privacy of its members' clients. It doesn't collect identifiable consumer data, so it can't sell it or release it. No names, addresses, phone numbers or email addresses are sold or released to any third party.

Important To Remember: CLIENT understands that under the "We'll Buy Your Home Back" Program, InterNACHI purchases the home – not FRAMEWORKHOME, LLC.

FRAMEWORKHOME, and it's INSPECTOR's role is limited to his/her participation in the "We'll Buy Your Home Back" Program, but InterNACHI purchases the home. CLIENT understands that FRAMEWORKHOME, and it's INSPECTOR's has no obligation to purchase the home under the "We'll Buy Your Home Back" Program, and CLIENT's sole remedy for any failure to purchase the home is against InterNACHI.