Connells

HOME CONVEYANCING

PURCHASE SEARCH PLEDGE

Our promise to you

We pledge to our customers that our service is “No Move – No Legal Fee”. If your move does not take place, whatever the reason, you will not pay for the legal work we have carried out for you.

This pledge also extends to the most important searches required on a purchase. With other lawyers if your purchase falls through, you will then have to pay for a second time for further searches on a new property. With Connells Home Conveyancing we will refund you the cost.

We have also made the overall process quicker and more certain by obtaining all these searches electronically. Connells Home Conveyancing have teamed up with a leading online property search provider, to offer you the following unique benefits:

- **Free Search Delay Insurance,** if you are ready to exchange contracts and only the search results are awaited.
- **Additional search information,** covering any environmental issues, flood risk, planning applications, HS2, and other potential changes within the surrounding area, that will not be revealed in a standard local authority search result.
- **Ability to track progress of the searches,** which is requested and returned to us electronically.
- **Our refund promise -** In the event that your purchase falls through before exchange of contracts, for a qualifying reason, we guarantee to refund the cost of a further set of purchase searches on your subsequent purchase, after completion.*

* Please see Terms and Conditions overleaf for further detail



TERMS & CONDITIONS FOR A REFUND UNDER PURCHASE SEARCH PLEDGE

1. Searches covered by purchase search pledge

The searches included in Purchase Search Pledge are:

- Local authority search (complied by a personal search agent)
- Drainage and water search
- Environmental and flooding search
- Search of planning applications, and other potential changes within the surrounding area, that is not covered by above searches

If other searches, specific to certain localities (eg: an area of past or present coal mining) are required, these are not covered by Purchase Search Pledge

2. Qualifying reasons:

In the event that your purchase falls through before exchange of contracts, you will qualify for Purchase Search Pledge if one of the following reasons apply:

- You have an adverse mortgage valuation, of more than 5% of the purchase price
- Your seller has withdrawn from the sale, unless there has been unreasonable conduct or delay on your part
- Your seller has accepted an offer on the property from another party that is not covered by above searches

To be eligible for the Purchase Search Pledge refund, your subsequent purchase must take place within six months, and the legal work (including the order of the Purchase Search Pledge searches) must be undertaken by Connells Home Conveyancing.

The refund under Purchase Search Pledge covers one further set of purchase searches as defined in clause 1 above, for your subsequent purchase, and therefore the refund will be based on the set ordered for that subsequent property, up to a maximum of £399 (incl. VAT).

3. How to apply for the refund:

To request a refund, please email HC@connellsgroup.co.uk or get in touch with your local branch, providing the following details:

- Financial Statement (as supplied by your property lawyer), confirming the additional search costs incurred on your subsequent purchase
- Copy letter from your property lawyer, confirming completion
- Your new address

Connells Home Conveyancing will issue a refund within 28 days to the original card where payment was initially taken. The Home Conveyancing team will respond to your email to check account details if needed.

Connells Home Conveyancing is a part of Connells Group. Connells Limited is registered in England and Wales under company number 3187394, Registered Office is Witan Gate House, 500-600 Witan Gate West, Milton Keynes, MK9 1GF. VAT Registration Number is 500 2481 05. 7134/0926