



Client Service Agreement

Pre-Sale Improvement Report Services

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Controlled Document

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Confidential Business Document

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This document forms part of the Red Cardinal Building Solutions client documentation and should be read in conjunction with any associated service agreement, terms and conditions or report documentation where applicable.



Client Service Agreement

Welcome

Thank you for choosing Red Cardinal Building Solutions.

This Client Service Agreement outlines the services we provide, what you can expect from us, and what we require from you to deliver your Pre-Sale Improvement Report.

Our aim is to provide a professional, transparent and enjoyable experience while helping you make informed decisions before placing your property on the market.

By proceeding with our services, you acknowledge that you have read and accepted this Client Service Agreement together with our Terms & Conditions.

1. Our Service

Red Cardinal Building Solutions provides independent Pre-Sale Improvement Reports designed to assist homeowners in preparing their property for sale.

Our reports are intended to provide strategic recommendations that may improve:

- Buyer perception
- Property presentation
- Functionality
- Overall market competitiveness
- Buyer confidence
- Emotional engagement during inspections

Recommendations are based on professional opinion, industry experience, the information available at the time of assessment and the current presentation of the property.

2. What Is Included

Depending on the service selected, your report may include:

- Executive Summary
- Market Positioning Assessment
- Key Strengths
- Buyer Hesitation Points
- Priority Improvements



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- Cost vs Impact Guide
- Pre-Sale Action Plan
- Room-by-Room Recommendations
- Pre-Sale Checklist
- Strategic Sale Positioning
- AI Concept Images (where applicable)
- Final Professional Recommendations

Each report is customised specifically for the property being assessed.

3. What Our Service Is Not

Our service is not intended to replace professional advice provided by licensed specialists.

Our reports are **not**:

- Building inspections
- Pest inspections
- Structural assessments
- Engineering reports
- Valuation reports
- Quantity surveying services
- Renovation quotations
- Legal advice
- Financial advice
- Interior design or styling consultations

Should specialist advice be required, we recommend engaging an appropriately qualified professional.



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4. Your Responsibilities

To help us prepare the most accurate report possible, you agree to:

- Provide accurate information about the property.
- Advise us of any relevant information that may influence our recommendations.
- Provide reasonable access for onsite assessments (where applicable).
- Supply clear and accurate photographs for Digital Assessments.
- Review our recommendations alongside your own circumstances, budget and objectives before undertaking any improvement works.

5. Our Commitment

Red Cardinal Building Solutions will:

- Act professionally and independently.
- Prepare recommendations specific to your property.
- Provide commercially sensible guidance based on presentation, buyer psychology and market expectations.
- Treat all client information confidentially.
- Deliver your report within the agreed timeframe wherever reasonably possible.

6. Important Information

Every property, buyer and property market is different.

While our recommendations are designed to improve presentation and reduce potential buyer hesitation, we cannot guarantee:

- Sale price
- Return on investment
- Number of buyers attending inspections
- Time taken to sell
- Buyer behaviour or purchasing decisions
- Market conditions

Any decision to undertake improvement works remains entirely at the client's discretion.



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7. AI Visual Concepts

Where AI-generated images are included, they are intended solely to demonstrate potential presentation concepts.

They are not construction drawings, renovation plans, specifications or guarantees of finished outcomes.

Actual results may vary depending on materials, workmanship, site conditions and individual design choices.

8. Fees & Payment

Fees for our services are confirmed prior to engagement.

Payment terms are outlined in your quotation or invoice.

Unless otherwise agreed in writing, payment is required in accordance with the invoice issued by Red Cardinal Building Solutions.

9. Acceptance

By proceeding with our services, you acknowledge that you have:

- Read this Client Service Agreement.
- Read the accompanying Terms & Conditions.
- Understood the nature and limitations of the service provided.
- Accepted that all recommendations are provided as professional opinion only.
- Agreed to engage Red Cardinal Building Solutions to prepare your Pre-Sale Improvement Report.

Client Name: _____

Property Address: _____

Suburb: _____ State: _____ Post Code: _____

Signature: _____ Date: _____



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Thank you for choosing Red Cardinal Building Solutions.

We appreciate the opportunity to assist you in preparing your property for market and look forward to working with you.

Michael Rizk

Pre-Sale Improvement Consultant & Director

Red Cardinal Building Solutions

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