

# Allhomes promise

## Launch with us and sell or your money back\*

**\*Selling a property in ACT or Queanbeyan? Launch the campaign on [allhomes.com.au](https://www.allhomes.com.au) and if it doesn't sell after 90 days, we'll refund your online listing costs.**

### TERMS & CONDITIONS (Updated December 2021)

These terms and conditions apply to print and/or digital advertising booked with All Homes Pty Ltd (Allhomes) from 1 March 2019 to 30 June 2022. They apply in addition to (a) the terms and conditions you are bound by virtue of listing properties on [www.allhomes.com.au](https://www.allhomes.com.au) (Allhomes Website) (b) Allhomes' standard print and digital property advertising terms and conditions available at <https://www.allhomes.com.au/ah/advertising-terms/> (c) our Conditions of Use ([domain.com.au/group/conditions-of-use/](https://www.domain.com.au/group/conditions-of-use/)); (d) the Domain Group Privacy Policy ([www.domain.com.au/group/privacy-policy/](https://www.domain.com.au/group/privacy-policy/)); and (e) any other stand-alone terms and conditions entered into between you and Allhomes to the extent that they are relevant to the print and digital property advertising through Allhomes.

By booking a marketing campaign through Allhomes or claiming a reimbursement in reliance on the Allhomes Promise, you agree to be bound by all of the above-described terms and conditions to the extent applicable as well as the following. To the extent of any inconsistency between the terms of this special offer and the terms and conditions referred to above, the terms of this special offer prevail.

#### THE ALLHOMES PROMISE

Subject to the Detailed Terms set out below, The Allhomes Promise means that Allhomes will reimburse eligible property marketing spend with Allhomes if a vendor's property is listed for sale on [allhomes.com.au](https://www.allhomes.com.au) for at least 90 consecutive days, is subsequently **withdrawn** from the market and does not sell within the 30 days after being withdrawn.

For the purposes of the Allhomes Promise, "**withdrawn**" from the market means that the property has been removed from all online marketing portals (including the Allhomes Website and real estate agency websites) and has ceased to be marketed for sale through print, digital or other means.

#### DETAILED TERMS

##### 1. Which listings are eligible?

- a. We consider that launch of a minimum of a 90 day campaign on the Allhomes Website gives your property sales campaign the best chance of success. As a result, to qualify for the Allhomes Promise, the vendor's property must be listed for sale on the Allhomes Website and that listing must appear no later than the property is appears on any other online property portal.
- b. The property marketed for sale must be
  - i. a single residential property;
  - ii. located in the ACT or Queanbeyan; and
  - iii. listed using the property's full address.

Reimbursements are not available for multiple dwelling buildings, commercial properties, projects, developments or land estates.

- c. The property must be listed on the Allhomes Website for at least 90 consecutive days, must subsequently be withdrawn from the market and must fail to sell within the 30 days following withdrawal from the market. Reimbursements will not be paid in respect of properties which are sold or actively marketed (whether through the same agent, a different agent or privately) within the 30 days after the property is withdrawn from the market.

##### 2. What will we reimburse?

- a. Subject to these Detailed Terms, listings meeting the eligibility criteria are eligible for:
  - i. a reimbursement of 100% of their digital listings fees on [Allhomes.com.au](https://www.allhomes.com.au) for the withdrawn campaign; and
  - ii. a reimbursement for the amounts paid by the advertiser for up to 3 weeks of print advertising for the property up to a maximum of a full page per week in the Allhomes magazine. Agencies with minimum print commitments should note that if you or your client claims reimbursement in respect of print products, the reimbursed print products will not count towards meeting agreed minimum print commitments.
- b. Reimbursement may only be claimed once in each 12 month period in respect of the sale of a particular property by a particular vendor. Subsequent requests for reimbursement in respect of a property within the 12 month period after the original reimbursement is claimed are not eligible.
- c. Reimbursements will be based on actual amounts paid to Allhomes. Reimbursement is not available in respect of marketing costs paid to third parties (for example agency margins, photography and floorplans).

##### 3. Who can Claim?

- a. Reimbursements may only be claimed by the person who placed the booking for the original qualifying marketing campaign. As a result:
  - i. if the campaign is booked by a real estate agent acting for a vendor, the reimbursement may only be claimed by the relevant real estate agent; and
  - ii. if the campaign is booked by a vendor directly, the reimbursement may only be claimed by the vendor.
- b. Real estate agents wishing to claim reimbursement on behalf of a vendor must provide written permission from the vendor to claim the reimbursement and agree to remit all reimbursements received as a result of the Allhomes Promise to the relevant vendor/s.

##### 4. How to Claim

- a. Claims for reimbursement must be submitted to Allhomes 30 -90 days after the property is withdrawn from the market. Claims made outside of this period will not be eligible for reimbursement.
- b. Claims must be submitted by completing and submitting the claim form available at <https://www.allhomes.com.au/AllhomesPromiseClaims>. All claims must be submitted by 31 December 2022 to be eligible for reimbursement. Requests for reimbursement after this date will not be paid.
- c. Reimbursements properly claimed will be paid within 30 days after the end of the month in which the claim is received by Allhomes.

The Allhomes Promise is not available in conjunction with any other discounts or special offers.