



# our commitment to you

**Congratulations! You've made an offer on a Cartus relocation property.** We're glad to have you as a buyer, and we want to make certain that your buying experience is as smooth and as easy as possible. Here are a few thoughts to help make sure that the trip to the closing table is a comfortable one.



Cartus is a long-time relocation industry leader, and our parent company, Anywhere Real Estate Inc., is home to some of the world's leading real estate brokerage brands and service businesses. We know real estate, and we know home sale.

With nearly 70 years of experience in real estate, you can be assured that we are taking every step possible to make sure that all requirements have been met and no issues have been left unexplored. Most Cartus homes are already "market ready": title issues have been resolved, the house is clean and has been inspected, and any identified defects have been repaired.

## what's different about a relocation transaction

While there's no difference in the types of information you'll need to supply for the home purchase, some of the forms are specific to Cartus and may contain more detail. Your agent will have all of the information about our forms and process. And, because we represent another party and may need to obtain approvals from them, there may be times when negotiations and answers to questions take just a little longer than expected. Please know that we are working diligently behind the scenes to get information to your agent as quickly as possible. Remember: as is normal and customary when buying a home, your agent represents you in the transaction and should be used as your primary resource to address any questions or concerns you may have.

However, if you feel the need to contact us directly, please know that we are available to assist you with any unresolved concerns. Email us at [customerinquiries@cartus.com](mailto:customerinquiries@cartus.com) at any time.

## our commitment: we want to sell the home to you just as much as you want to buy it!

And because we want all parties involved to be happy with the outcome, that means doing it right. Elements of the home-sale process, such as inspections, repairs, and negotiations, can be complex and often nerve-wracking. Your lender might even want us to provide some of the paperwork unique to our procedures, and we are happy to work with them so they can process your new home mortgage. Our business is selling homes, and we are dedicated to handling each sale 100% properly so that you will be able to feel excited about moving in—and moving forward—to a new phase of your life.

We encourage you to learn more about our company by visiting our website at [cartus.com](https://www.cartus.com), or by reading the [Cartus Blog](#), where our employees and guest contributors write about the many facets of relocation.

