

Full Money-Back Guarantee

Ultimate Money-Back Guarantee Package — Terms & Conditions · List It Realty Brokerage Inc. · Terms version 2026-09-06-v2

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The List It Ultimate Money-Back Guarantee Package (the “Ultimate Package”) includes a conditional full refund of the amount paid for the Ultimate Package, up to \$999 plus the HST originally paid on that package.

If the property does not sell during the required List It listing period, the seller may qualify for the refund only if every condition below is satisfied.

These terms form part of the seller’s agreement with List It Realty Brokerage Inc. (“List It”) and must be read together with the listing agreement, List It’s general Terms of Service and any schedules accepted or signed by the seller.

1. Amount of the Guarantee

The maximum eligible refund is the amount actually paid for the Ultimate Package, up to \$999 plus the HST originally paid on that package.

The refund does not include any optional product, upgrade or service purchased separately, including:

- MLS® Interboard Listing Upgrade;
- AI Virtual Staging;
- REALTOR.ca Listing Refresh;
- Directional Sign with customized QR code;
- Open-House Sign with customized QR code;
- additional formal-offer fees;
- shipping upgrades;
- travel charges; or
- any other separately purchased service.

If the seller received a discount, credit or previous partial refund relating to the Ultimate Package, the maximum guarantee refund will be reduced accordingly.

2. Guarantee Expiry

The guarantee expires 12 months after the original Ultimate Package purchase date shown on

the seller's List It receipt.

Before the expiry date:

- the seller must enter into a firm agreement of purchase and sale;
- the transaction must close; and
- the sale must be reported as sold on the MLS® System.

A sale or closing occurring after the guarantee expiry date does not qualify.

If activation of the MLS® listing is delayed solely because of List It after the seller has provided all required information and signed documents, List It will extend the applicable guarantee deadlines by the documented length of that delay.

Seller-caused delays, incomplete information, missing signatures, property-access problems and seller-requested postponements do not extend the guarantee.

3. Six Consecutive Months With List It

The property must be continuously listed and marketed through List It on the applicable MLS® System and REALTOR.ca for at least six consecutive months.

The six-month period begins on the date the List It MLS® listing becomes active.

During this period, the listing must remain:

- active and accurate;
- in good standing;
- available for reasonable showings;
- compliant with applicable MLS® rules and the listing agreement; and
- free of suspensions, withdrawals or interruptions caused or requested by the seller.

A period when the listing is suspended, withdrawn, expired or unavailable for showings because of the seller does not count toward the six consecutive months.

An administrative, board-system or technical interruption that was not caused or requested by the seller will not invalidate the guarantee, provided the interruption is promptly corrected and documented.

4. Seller Responsibilities

Throughout the List It listing period, the seller must:

- provide complete and accurate property information;
- promptly disclose material changes;
- maintain working contact information;
- keep the property reasonably available for showings;
- reasonably accommodate showing requests;
- not repeatedly reject, cancel or obstruct reasonable showing appointments;
- promptly review and respond to offers and communications;
- maintain the property in a reasonably marketable and safe condition;
- comply with the listing agreement and applicable laws; and
- not privately sell, transfer or otherwise dispose of the property without notifying List It.

A seller will not be disqualified solely for rejecting an offer. Price alone does not determine whether an offer contains acceptable terms.

5. Public-Data Listing-Price Estimate

The Public-Data Listing-Price Estimate is provided for informational purposes only.

It is based on publicly available information and may rely primarily on active competing listings. List It may not have access to complete sold, expired or terminated listing data, and List It does not physically inspect the property for this estimate.

The estimate is not an appraisal, formal comparative market analysis or guarantee of market value.

The seller remains responsible for selecting the asking price. Declining a List It pricing suggestion will not, by itself, invalidate the guarantee.

Guarantee eligibility remains subject to the subsequent-listing price requirements contained in these terms.

6. When the Property Does Not Sell Through List It

If, after completing six consecutive months with List It, the property has not sold and is not subject to a binding agreement of purchase and sale, the seller may cancel or allow the List It listing to expire and engage another Ontario-registered real estate brokerage.

If a binding agreement of purchase and sale exists at the end of the six-month period but subsequently terminates without closing, the seller may proceed under the guarantee by

activating the replacement MLS® listing within seven calendar days after both the termination of that agreement and the cancellation or expiry of the List It listing.

Every other guarantee deadline continues to apply.

An unsuccessful or terminated agreement of purchase and sale is not considered a completed sale.

The subsequent brokerage must be independent of List It and must list the property through an applicable MLS® System.

7. Seven-Day Relisting Requirement

The replacement MLS® listing must become active through the subsequent brokerage no later than seven calendar days after the List It listing is cancelled or expires.

Signing another listing agreement within seven days is not sufficient. The replacement MLS® listing itself must become active within the seven-day period.

The seller must provide documentation establishing:

- the final active date of the List It MLS® listing;
- the cancellation or expiry date;
- the activation date of the replacement MLS® listing; and
- that no gap exceeding seven calendar days occurred.

If the replacement MLS® listing does not become active within seven calendar days, the guarantee expires.

8. Required Subsequent Listing Price

The replacement MLS® listing must begin at the same asking price shown on the final active day of the List It MLS® listing or at a higher asking price.

The property must not subsequently be advertised at a price lower than the final List It asking price before it is sold.

Any advertised reduction below the final List It asking price makes the property ineligible for the guarantee.

This condition applies to the advertised asking price. It does not require the final negotiated sale

price to equal or exceed the final List It asking price.

9. Continuous Subsequent Listing

After becoming active with the subsequent brokerage, the property must remain continuously listed on the MLS® System until it is sold.

The replacement listing must not be withdrawn, terminated, suspended or allowed to expire and then relisted at a later date.

A documented change of brokerage, MLS® number or listing agreement will not automatically invalidate the guarantee if:

- the property remains continuously marketed through the MLS® System;
- there is no material interruption;
- the asking price is never reduced below the final List It asking price; and
- the seller provides documentation explaining the change.

An administrative, board-system or technical interruption not caused or requested by the seller will not invalidate the guarantee if it is promptly corrected and documented.

10. Required Sale Through a Registered Brokerage

The property must be listed and sold through an Ontario-registered real estate brokerage and represented by a registrant authorized to trade in real estate in Ontario.

A private sale, off-market sale, sale to a related party, transfer between family members, corporate transfer or other transaction not properly reported through the MLS® System does not qualify.

The completed sale must be reported as sold on the MLS® System by the subsequent brokerage.

11. Sale and Closing Deadline

Before the guarantee expires 12 months after the original Ultimate Package purchase date:

- the seller must enter into a firm agreement of purchase and sale;
- the transaction must close; and
- the sale must be reported as sold on the MLS® System.

If the transaction does not close before the expiry date, the guarantee expires even if an agreement of purchase and sale was signed earlier.

The seller may submit the claim documentation during the claim-submission period in Section 13, but the sale, closing and MLS® sold reporting must occur before the guarantee expiry date.

12. Required Documentation

List It will retrieve and review its own:

- purchase receipt;
- payment record;
- List It MLS® listing history;
- agreement records; and
- cancellation or expiry documentation.

The seller must provide:

- the complete replacement MLS® listing history;
- proof that the replacement listing became active within seven calendar days;
- proof that the replacement asking price was never lower than the final List It asking price;
- the sold MLS® data sheet;
- reasonable evidence that the transaction closed; and
- other documentation reasonably necessary to verify a specific guarantee condition that List It cannot reasonably verify from its own records.

List It may verify relevant information with the subsequent brokerage, applicable real estate board or other reliable records.

13. Claim Deadline and Refund

The seller must submit the refund request within 30 calendar days after the closing date.

The sale, closing and MLS® sold reporting must have occurred before the 12-month guarantee expiry date.

List It will:

- acknowledge the claim and identify any missing documentation within five business days;
- issue a decision within 10 business days after receiving complete documentation; and
- process an approved refund within five business days after approval.

The refund will normally be returned through the original payment method.

If the original payment method is no longer reasonably available, List It may issue the refund by electronic funds transfer, cheque or another mutually agreed method.

The maximum refund is the amount actually paid for the Ultimate Package, up to \$999 plus the HST originally paid on that package.

Separately purchased products, upgrades and services are not refunded.

When applicable HST is refunded, List It will issue the appropriate credit documentation showing the package-price refund and HST adjustment.

14. Material Property Changes

The property must remain substantially the same property during the List It listing and the subsequent brokerage listing.

The guarantee does not apply if the property is materially expanded, converted, severed, redeveloped or changed in legal use in a manner that materially affects its value or marketability before the subsequent sale.

Routine maintenance, repairs, painting, staging, replacement of existing components and improvements that do not materially change the property's size, legal use or configuration will not invalidate the guarantee.

15. No Guarantee of a Particular Result

The Full Money-Back Guarantee is a conditional refund program.

It is not a promise that:

- the property will sell;
- the property will sell within six months;
- the seller will receive a particular price;
- the seller will receive a particular number of inquiries, showings or offers; or
- List It or another brokerage will purchase the property.

Real estate results depend on market conditions, property condition, location, price, buyer decisions, financing and other matters outside List It's control.

16. Claim Decisions

List It will review claims objectively using the available documentation.

If a claim is denied, List It will provide a written explanation identifying the unmet condition.

The seller may request one review by submitting additional documentation within 10 calendar days after receiving the denial.

List It will not deny a claim because of an immaterial administrative error that did not affect pricing, continuity of MLS® exposure, the sale, closing or List It's ability to verify eligibility.

17. Relationship to Other Agreements

These terms govern only the Ultimate Package Full Money-Back Guarantee.

Nothing in these terms replaces the seller's obligations under the listing agreement, applicable MLS® rules or applicable law.

Any material change to these guarantee terms after purchase requires the seller's separate written acceptance.

A previously stored signature or initial must never be automatically applied to materially changed guarantee terms.

18. Governing Law

These terms are governed by Ontario law and the applicable federal laws of Canada.

Nothing in these terms limits a consumer right or remedy that cannot legally be waived.

19. Seller Acceptance

Before purchasing the Ultimate Package, the seller must affirmatively confirm:

"I have read and agree to the List It Ultimate Money-Back Guarantee Terms and Conditions. I understand that this is a conditional refund of the amount I paid for the Ultimate Package, up to \$999 plus the HST paid on that package. I must list continuously with List It for six months, activate a replacement MLS® listing through another Ontario-registered brokerage within seven calendar days, never advertise the property below my

final List It asking price, sell and close through that brokerage, have the sale reported sold on MLS®, and satisfy the applicable deadlines and documentation requirements.”