



Sales of Property – Terms & Conditions

- Sale of property, sole agency 1.5% (including VAT) of the eventual sale price.
- Sale of property, multiple agency 2.1% (including VAT) of the eventual sale price.
- The seller agrees to refund Aspect £149 (including VAT) for the production costs of; professional photography, floorplans and EPC.
- All fees and charges are negotiable/ variable.

Aspect Property Services (Harlesden) Limited
T/A Aspect / Aspect Property
Registered Address: 41 Park Parade, London, NW10 4JE
VAT Registration No: 989025576
Company Registration No: 06397172

Complaints Procedure

If you are dissatisfied with Aspect Property Services' service or handling of a transaction, and you are unable to resolve this with the member of staff involved, please report the matter to the Partner/Manager of the Aspect Property Services office concerned. This complaint will be acknowledged within three working days of receipt and an investigation undertaken. A formal written response will be sent to you within 15 working days.

If you are not entirely satisfied with the resolution we ask that you contact our Customer Service Officer on +44 (0)0208 965 0000 so they can work with you to resolve the situation. Alternatively, you can email us on info@aspect-property.com or write to us with your concerns/comments at: Aspect Property Services, 41 Park Parade, London, NW10 4JE

Following the Customer Service Officer's investigation, a written statement expressing Aspect Property Services' final view will be sent to you and will include any offer made. This letter will confirm that you are entitled, if dissatisfied, to refer the matter to The Property Ombudsman (TPO) within six months for a review. For the avoidance of doubt, TPO will only review complaints made by consumers. A certificate and membership number is noted on the certificate above.

Aspect Property Services are also members of Client Money Protect (CMP). Our certificate and membership number is also displayed above. Any further information is available upon request.