

What will be reimbursed under OneSearch Pledge?

OneSearch Pledge, purchased along with your other search products from OneSearch, means we will reimburse your search costs up to a maximum of £300 if the purchase of your new property falls through as a consequence of any of the reasons listed below.

Reimbursement Reasons

You will be reimbursed for your searches if the seller withdraws from the transaction for any of the following reasons:-

- ✓ The seller is not entitled to sell the property to you.
- ✓ The seller accepts a significantly higher offer (at least £1000 more) from another buyer, and you are unwilling to increase your offer.
- ✓ Any other reason beyond your control.

We will also reimburse your search costs if you withdraw from the transaction for any of the following reasons:-

- ✓ The property is damaged during the period between offer and exchange of contracts, and the cost of repair would exceed 5% of the property value.
- ✓ Your mortgage lender applies a retention of 5% or more of the accepted price.
- ✓ Your mortgage lender's survey or valuation identifies rectification work is required, and the cost of this work exceeds 5% of the sum you originally offered, or values the property at less than 90% of the accepted sale price.
- ✓ An adverse result is returned from our searches to the serious detriment of the property value.
- ✓ You, or anyone you are buying the property with, are given notice of redundancy or relocation, or are diagnosed with a terminal illness, or die.

Circumstances where we will not reimburse you

- ✓ If you withdraw from the purchase for reasons not listed.
- ✓ If you are aware of a previous survey result that may cause the transaction to fail.
- ✓ If you are aware of any cause to claim on this guarantee prior to the start date.
- ✓ If the exchange has not taken place within 12 months of your search order.
- ✓ If you knowingly behaved in a way that results in the failed purchase.
- ✓ If you provide fraudulent or incorrect information to us.
- ✓ In the case of redundancy, we will not reimburse you if you take voluntary redundancy, are self-employed, or are a director or partner in the company making you redundant.
- ✓ If you are buying a mobile home, caravan, or other temporary dwelling.

Important Note

This is not an insurance product. It is a warranty add-on provided with a bundle of searches purchased from OneSearch Direct.

Only products included in the same order as OneSearch Pledge will be covered under these terms, and to a maximum value of £300.

How to claim

Please contact your solicitor if you need to claim against this guarantee. Your claim will be reviewed by OneSearch Direct and, if your claim is successful, we will reimburse your search costs within 15 working days.