

## PRODUCT TURN TIMES

**Apella Real Estate Business Solutions** prefers to contact the homeowner to schedule a visit date and time within the first 24 hours of receiving a service request from the client.

All appointments are scheduled to the convenience of the homeowner and providing that an appointment for that time is not already scheduled. Should we not be able to schedule a visit date and time within the next five (5) days of receiving the request from you the client we will contact you to seek alternative options.

**Homeowner & Real Estate Sales Professionals Product turn times are 72 hours (3 work week days) from the time of the visit completion for non-complex residential properties other than income properties. Times may be extended due to major or traditional holidays.**

**Product turn times are 96 hours (4 work week days) from the time of the visit completion for non-complex income residential properties. Times may be extended due to major or traditional holidays.**

**Lender Product turn times are 48 hours (2 work week days) from the time of the visit completion for non-complex residential properties other than income properties. Times may be extended due to major or traditional holidays.**

**Product turn times are 72 hours (3 work week days) from the time of the visit completion for non-complex income residential properties. Times may be extended due to major or traditional holidays.**

**Apella** business hours are from 10:00 am standard eastern time to 6:00 pm standard eastern time with visits based on 5:00 pm standard eastern time. **Apella** will work with homeowners to set inspections as late as possible however visit times are limited by availability of day light in the winter based on digital photo requirements. Should a visit be scheduled after 5:00 pm then the visit completion time is perceived as being 9:00 am the next business day.

Product turn times for complex residential properties, complex income properties or commercial property products are quoted upon the visit completion so that a proper turn time can be fairly estimated for us to communicate correctly to you the client.

Turn times are based on availability and/or access to assessor records. Should a delay be caused by the lack of assessor records or other item **Apella Real Estate Business Solutions** will contact you the client to communicate such a delay.

Homeowner products are allowed additional time frames for completion then what is custom for lenders due to each homeowner assignment being a custom request compiled with the communication required to educate some clients.