

FAQ - HOW TO MAKE AN OFFER ON ROOFSTOCK

It's easy to make an offer directly to a seller using our platform. Once you submit an offer price on a property's listing, we'll guide you step-by-step through the process. Here's what you can expect:

1. **Buyer Information:** Once you submit an offer price, adding your information begins the offer process. We value your privacy and Roofstock will never share your personal information.
2. **Funding Source:** This step tells us how you're planning to pay for your property.
3. **Authorize Marketplace Fee:** Submitting an offer is free! You'll only be charged when the seller accepts your offer. So what's the marketplace fee, you ask? It helps cover our certification, underwriting, upfront diligence, and transaction management services. [last sentence taken from live FAQ "what is the marketplace fee?"]
4. **Review & Submit:** Check everything over before you submit your offer to the seller.

And then what happens next? The seller will have two days to review your offer and can either accept, counter, or decline. If the seller accepts, we'll send you a Purchase and Sale Agreement (PSA) via email for you to securely sign. You'll then be assigned a Transaction Coordinator to assist you throughout the closing process. If the seller counters, you can either accept the counter offer or you can make another offer. If the seller declines, your offer wasn't accepted.

If at any point you change your mind about your offer, you may cancel any time before the seller accepts your offer and incur no fees. To cancel, log in to your account, go to your cart, and cancel the offer.