

Seller/ Buyer claiming / withdrawing

Log in to the system <https://res.gazeal.co.uk/#/login>

The screenshot shows the Gazeal web application interface. On the left is a dark green navigation menu with the following items: Home, Documents, Activity Log, Personal details, Contact Support, Sign out, Agreement Quick Guide (with sub-items: Summary, Obligations, Special Conditions, Breaches, Withdrawing, What is reasonable?, Evidence, Disputes, Agreement Duration, Refunds), and a 'Gazeal' logo at the top. The main content area displays 'Term Expiry: Monday 25th May 2026' and 'Commitment: £2,000' next to an illustration of a house with a green umbrella and a 'Gazeal RESERVED' sign. Below this is a section titled 'What would you like to do today?' containing a list of actions with 'Click Here' buttons: 'Get Support with your Sale', 'Notify us that you have Exchanged contracts', 'Extend the Term of your Agreement', 'View your Reservation Agreement and Documents', 'Considering Withdrawing from the Sale?', and 'Make a Claim'. A callout box on the right points to this section, and another callout box at the bottom points to the 'Agreement Quick Guide' menu item.

The system will open on the home page, scroll down to “ What would you like to do today?” to find the appropriate action you wish to take

Please read the agreement quick guide before you claim or withdraw to see if you have grounds for either

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Agreement Quick Guide

- Summary
- Obligations
- Special Conditions
- Breaches
- Withdrawing
- What is reasonable?
- Evidence
- Disputes
- Agreement Duration
- Refunds

Make a Claim

1/1 sections complete

Click to Collapse

Make a Claim - Seller

Make a Claim - Seller

Make a claim for the Commitment/Deposit if you consider that the other party has not abided by their obligations under the Agreement?

Please be sure that you have read all of the Agreement Quick Guide the Agreement and Schedule 1 (Rules for Expert Determination) before you take any action, as there may be costs consequences if the claim is rejected.

If the other party has served a Notice of Termination and you dispute their right to withdraw reasonably and without payment of the Commitment, please be sure to read the Notice and the supporting evidence carefully.

If you are bringing a claim for the Commitment/Deposit because you believe that the other party may be in breach of their obligations under the Agreement, then please complete the following form, stating clearly a brief history of the matter, why you believe the other party is in breach of the Agreement and why you consider that they owe you the Commitment/Deposit, Please also upload any evidence that you have in support.

This will be reviewed by a member of our Legal Team, who will revert to you shortly as part of our Mediation and Dispute Resolution process.

Claiming Party's Statement

Date of Claim: 30 March 2026

Property: Test Property 26 Albert Road Retford DN22 6HZ

Breach of Terms - Which of the obligations of the other party do you consider that they are in breach?

- To instruct their Conveyancers and, if the Buyer, submit their mortgage application and to instruct a Surveyor (if they intend to get a Homebuyers or Full Structural survey) promptly and in any event within 7 days of the date of the Agreement.
- To follow the normal sale process in a timely manner so as to ensure that Exchange can take place during the Term.
- Not to withdraw from the sale unreasonably (in other words, for any reason other than those specified)
- To Exchange contracts when the matter is ready, i.e. when title has been approved, a mortgage offer is in place (if buying with a mortgage) and when other parties in the chain are ready (if either party is in a chain).

Explain in detail why the other party is in breach and the commitment is due to you:

Evidence

Choose File

Indicate under what section you are claiming. Please attach the relevant supporting documents.

Press Submit when you are done

Save

Submit

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Considering Withdrawing from the Sale?

0/1 sections complete

Click to Collapse

1 Withdrawing

Withdrawing

Withdrawing and paying the commitment

If you wish to withdraw from the sale and accept that you will need to pay the Commitment, please select "Paying" below.

Paying Commitment?

Make Payment

Please send the sum of £2000 to

Gazeal Limited
Barclays Bank
20-69-15
30466913

quoting the property address as a reference.

Save Submit

Click: Considering Withdrawing from the Sale?

Make a payment if you have withdrawn an unreasonable

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Considering Withdrawing from the Sale?

0/1 sections complete

Click to Collapse

1 Withdrawing

Withdrawing

Withdrawing and paying the commitment

If you wish to withdraw from the sale and accept that you will need to pay the Commitment, please select "Paying" below.

Paying Commitment?

Dispute

Are you considering withdrawal or do you wish to withdraw/Have you withdrawn? *

Select...

Considering

Withdrawing

Please be sure you have read all of the Agreement Quick Guide, particularly [Withdrawing](#), [What is reasonable?](#) and [Evidence](#) as well as the Agreement and Schedule 1 (Rules for Expert Determination) before you take any action, as this may trigger liability to the other party for the Commitment.

Please note that if you withdraw a notice will be sent to the Buyer with details that you provide here as well as any supporting documentation you upload.

Reason *

Select...

Save Submit

Click: Considering Withdrawing from the Sale?

If you are disputing the withdrawal, please indicate if you are withdrawing or considering doing

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0/1 sections complete

Click to Collapse

1 [Withdrawing](#)

Withdrawing

Withdrawing and paying the commitment

If you wish to withdraw from the sale and accept that you will need to pay the Commitment, please select "Paying" below.

Paying Commitment?

Dispute

Are you considering withdrawal or do you wish to withdraw/Have you withdrawn? *

Considering

Withdrawing and NOT paying the commitment

Please be sure you have read all of the Agreement Quick Guide, particularly [Withdrawing](#), [What is reasonable?](#) and [Evidence](#) as well as the Agreement and Schedule 1 (Rules for Expert Determination) before you take any action, as this may trigger liability to the other party for the Commitment.

Please note that if you withdraw a notice will be sent to the Buyer with details that you provide here as well as any supporting documentation you upload.

Reason *

- ✓ Select...
- Property Defect
- Title Defect
- Change to Terms
- Refusal of Finance due to the Property
- Chain Failure
- Breach of Special Condition

Save

Please indicate the reason you are withdrawing. Each reason has relevant supporting documents that you need to attach