How to Cancel a Layaway

Navigation: Layaway → History → open the layaway → Cancel.

1. Confirm that cancellation is permitted by your store policy.
2. Review the amount paid and configured cancellation fee.
3. Enter a clear cancellation reason or note.
4. Review the refund calculation with the customer.
5. Confirm cancellation.
6. Provide the cancellation or refund receipt when money was returned.

Cancellation changes the layaway status and releases reserved merchandise. It should be performed only after verifying the customer and financial effect.

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