

How to Configure a Cancellation Fee

Navigation: Settings → Layaway → Cancellation Policy.

1. Enable Cancellation Fee.
2. Choose **Percentage** or **Fixed Amount**.
3. Enter the fee value. Percentages must be from 0 through 100; fixed amounts cannot be negative.
4. Save the settings.
5. Make sure the amount agrees with your posted policy and applicable rules.

When a paid layaway is cancelled, the configured fee is retained and the remaining paid amount is used for the refund calculation.

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