

How to Write and Communicate Your Layaway Policy

A useful layaway policy should tell customers:

- The minimum deposit and payment expectations.
- The due date and what happens after it passes.
- Whether merchandise or a particular serial number is reserved.
- When the customer may receive the product.
- How cancellations, refunds, and fees work.
- How prepaid orders are handled if availability changes.

Keep the wording plain and consistent with your configured settings. Review the policy with the customer before accepting money and make sure it appears on the appropriate layaway document where your configured workflow provides it.

Policies should reflect your business practices and applicable local requirements.

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