When Should You Use Layaway?

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Layaway is useful when a customer wants an item but will pay over time, wants to preorder an upcoming product, wants to make a deposit today, or wants a clear receipt for a prepaid purchase.

Before starting

1. Explain whether merchandise will be reserved.
2. Explain the minimum deposit and due date.
3. Explain the cancellation policy and any fee.
4. Confirm when the customer may take possession.
5. For serialized merchandise, decide whether the serial must be assigned now or at delivery.

Revision #1
Created 2026-09-13 03:28:29 UTC by Sunny
Updated 2026-09-13 03:28:30 UTC by Sunny