



PUT IT ON LAY-BUY

CUSTOMER QUESTIONS & ANSWERS

QUESTIONS	ANSWERS
Checkout	
Is it safe & secure	All LAY-BUY payments are automatically setup in PayPal
Can customer select the down-payment % they want to pay	Customer is presented with a dropdown to select the down-payment they want to pay
Can customer select how many months they need to pay-off the balance	Customer is presented with a dropdown to select how many monthly instalments
Cost	
Are there any ongoing costs	No ongoing costs - only a once-off admin fee. Admin fee amount depends on order value
Are there any interest charges	No interest charges ever
Are there any late fees	No late fees ever
Post Order	
When do I receive the goods	Customer receives their goods after their final payment
How are Lay-Buy instalment payments paid	Lay-buy instalment payments are auto-paid from your linked card in your PayPal setup
How do I ensure all Lay-Buy instalment payments are paid	Customer to ensure there is always funds available
Can a customer manually make payments towards their Lay-Buy order	No - all Lay-buy payments are automated via a recurring profile in your PayPal setup
Can a customer settle a LAY-BUY earlier	Yes - please contact store to revise payment plan.
What happens if a payment is missed	PayPal will then auto attempt again in 5 days, two more times
Is the customer and merchant told about a missed Payment	Yes, PayPal send an email notification to both parties
How does a customer catch up a missed payment	Seller will invoice customer for missed payment, and move status in SHOPIFY to paid
Can a customer see their payment plan	Yes, you can login to your PayPal account – go to settings >> payments >> pre-approved payments