



Lay-by policy

The lay-by agreement must:

- be in writing
- be easy to read and understand
- state all terms and conditions
- give details of termination fees.

We must give you a copy of the agreement signed by you and our salesperson.

You can cancel the lay-by any time before you receive the goods. We must refund any payments you have already made.

If you cancel for a reason that was not our fault, we can charge a cancellation fee to cover our reasonable costs.

