



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 1.9% admin fee, payable to Lay-Buys
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. Customers cannot revise themselves
Can a customer change the amount of months on their LAY-BUY payment plan	Yes – please contact store to revise payment plan. Customers cannot revise themselves
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