

## CONSUMER AFFAIRS

### LAY-BYS

Lay-by sales are contracts between a retail store and a consumer where the trader holds the goods until the selling price is paid, by regular payments.

Stores *must* display their lay-by terms and conditions. Make sure you understand those conditions before you lay-by items.

They should include

- the amount of deposit and date it needs to be paid off by;
- the regular amount of you must pay; and
- their cancellation policy, which should include how much money they will keep if you cancel the lay-by.

Make sure you keep the receipts each time you pay.

#### **CANCELLATION OF THE LAY-BY BY THE STORE**

If the store wants to cancel the lay-by because you have not paid it off in time, then they must write to you and give you 14 days to reply or pay the amount owing.

#### **TEMPORARY HARDSHIP**

If you find yourself in a position whereby you cannot afford to pay the amount required by the due date, give the store a call and discuss the matter.

Most stores will come to an arrangement with you for the payment of monies owing.

#### **Cancellation should be a last resort**

**This information is provided as a guide only, and consumers are urged to contact Consumer Affairs for further information on their rights and responsibilities under the relevant Acts.**

#### **Consumer Affairs,**

<b>Darwin</b>	<b>Alice Springs</b>
Old Admiralty Towers, 68 The Esplanade GPO Box 1722, Darwin NT 0801	Level 1, Belvedere House, Parsons Street PO Box 1745, Alice Springs NT 0871
Email: <a href="mailto:consumer@nt.gov.au">consumer@nt.gov.au</a>	
Web site: <a href="http://consumeraffairs.nt.gov.au">consumeraffairs.nt.gov.au</a>	
<b>or phone 1800 019 319</b>	

*General Disclaimer: The material contained in this publication is intended for use as a guide and for general information only. It is not intended to be a substitute for independent professional advice. The Northern Territory Department of Justice accepts no responsibility or liability for the correctness, accuracy and completeness of any of the material contained in this publication and recommends that users of this publication exercise their own skill, care and judgment in the application of the information contained in the publication.*