

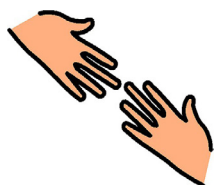


Lay-by



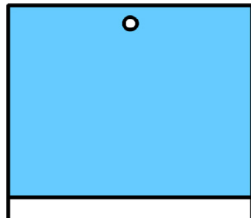
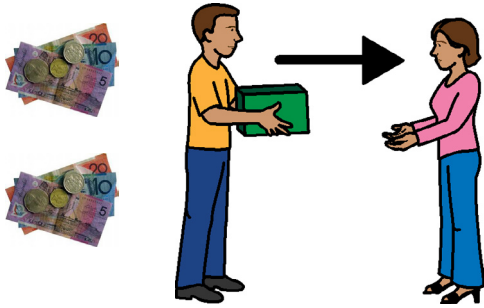
Easy English fact sheet

2025



You might need help to read this fact sheet.

A friend, family member or support person
can help you.



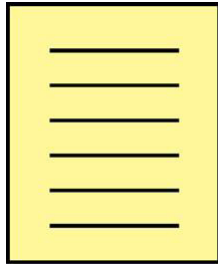
What is a lay-by?

- You want to buy something.
- You pay for it slowly.
- You pay a **deposit** first.
A deposit is part of the full price.
- You make 2 or more payments.
You can ask the shop to highlight or circle how much you have left to pay.
- You have a set amount of time to pay.
- The shop keeps the product.
- You get the product when you finish paying for it.
- Different shops have different lay-by rules.
- Some shops may **not** have lay-by.



What is good about lay-by?

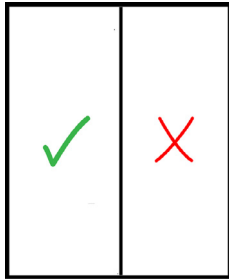
- You do not have to pay any **interest**.
Interest is extra money you pay to the shop.
- Most lay-bys do not have any fees
- You do not have to
 - get a loan
 - use a credit card



What happens when you lay-by?

- You will get a contract. The contract might be your receipt.
- The shop must give you a copy of the contract.

You can get a fact sheet about contracts from Consumer Protection WA.

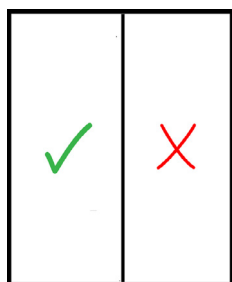


Rules for a lay-by contract

The contract must

- be in writing
- have all the rules. For example, fees when you cancel
- be easy to read. For example, use plain words.

The shop must give you a copy.



The lay-by contract must say

- what you are buying
- the total price
- how much deposit you paid
- how much you still have to pay
- the date you have to pay
- how much money you have to pay if you cancel or stop the lay-by
- the shop name, address and phone numbers
- any other rules for the lay-by.



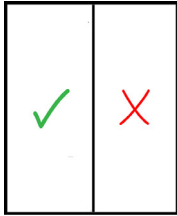
Before you sign the contract

- Read the contract.
- Understand the contract.

When you are happy, sign the contract.



Stopping a lay-by



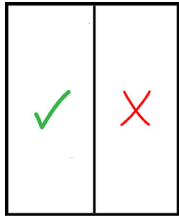
Rules for you

- You must stop before you get the product.
- You might have to pay a fee.
- You do **not** have to pay a fee if the shop breaks or damages the product before you get it.



You must tell the shop you want to stop a lay-by.

The shop might ask you to fill out a form.



Rules for the shop

If you break the rules in a lay-by contract, the shop can stop the lay-by.

- If you do not fix the problem the shop can stop your lay-by.
- The shop may charge you a fee if you stop the lay-by.
- The shop must give you back any money you have already paid.



Consumer Protection WA

More fact sheets and information

List of fact sheets in Easy English

- Buying Furniture
- Contracts
- Lay-by
- Phone and door to door sales
- Renting - starting a tenancy
- Renting - during a tenancy
- Renting - ending a tenancy
- Refunds, replacements and repairs
- Scams
- Services
- Shopping tips



Phone 1300 30 40 54



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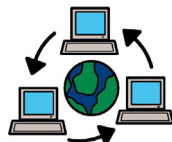
Interpreter 131 450



National Relay Service 133 677



Email consumer@demirs.wa.gov.au



Website www.consumerprotection.wa.gov.au

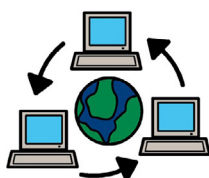


This information is written in **Easy English**.
You might need more information about the law.
You can ask **Consumer Protection WA**.

Updated February 2025.

Easy English fact sheet updated by
Consumer Protection WA.

Look at **Clear Written Communications -
The Easy English Style Guide** for
information about the format and writing
style of this document.



You can find more information at
www.scopevic.org.au or
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Scope's Communication and Inclusion Resource Centre wrote the Easy English. August 2016 www.scopevic.org.au. To see the original contact Consumer Affairs Victoria.

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