

## Layby Conditions

- 50% minimum deposit
- Deposit is forfeited when customer defaults (see below) on their Layby
- Ownership title passes to customer when final payment is received
- Regular weekly payments must be made
- Payment Durations by Layby type

General	4 weeks
Extended	8 weeks
Exhibition 1 (Gallery requires retention of print for exhibition duration)	26 weeks
Exhibition 2 (Gallery requires retention of print for exhibition duration)	52 weeks

## Default Laybys

Defaults are triggered when no payment has been made for 1 month. The procedure that will be invoked is:

- The customer will be contacted by telephone to inform them the Layby payment is overdue. This will be confirmed in writing via an email.
- A payment will be requested within 7 days with an agreed method. Options are direct deposit, telephone payment with credit card or attendance at the Gallery.
- If no payment is made within 7 days, the customer will be contacted again and payment requested. The customer will be reminded of the Layby conditions they agreed too when they purchased the item. A date and time and method of payment will be agreed.
- If a payment is still not made within the next 7 days, the customer will be contacted again and requested to make an immediate payment. The customer will be informed they have defaulted on their Layby agreement and will forfeit their deposit unless payment is made within 24 hours.
- If a payment is still not received, the Layby will be terminated and the deposit forfeited. This will be confirmed to the customer in writing. Any payments beyond the deposit amount will be credited to the customer's account.