

Layaway Term and Conditions

I. Layaway contract duration:

• 8 week total to complete payments for sales of \$150.00 or less	
• 12 weeks total to complete payments for sales of \$151.00 or more	

II. Minimum Purchase:

There is a \$60 dollars minimum sale required for layaway.

III. No initiation fee:

No initiation fee on Layaway contracts but there is a deposit required.

IV. Deposit:

The deposit has to be collected up front the day the merchandise is put on Layaway and upon agreement to the Layaway Terms and Conditions. Deposit is applied in its entirety to Customer/Patient balance, unless layaway gets canceled (for more information, see cancelation details.)

Deposit Required:

8 Weeks layaway - Sales of \$150 or Less	12 Weeks layaway - Sales of \$151 or More
Minimum \$20 Deposit or, 10% Down which-ever is greater	Minimum \$30 Deposit or, 20% Down which-ever is greater
Four (4) payments every other week	Six (6) payments every other week
(weekly or additional payments are welcome)	(weekly or additional payments are welcome)

V. Custom Work – Custom Items – Shoe Repair:

- Custom work, Custom Items and/or Shoe Repair won't be started until the last layaway payment is received. From the day that the last layaway payment is made, customer/patient must allow 45 working days for turnaround time.
- If there are any parts/materials needed or missing from the date the last payment was made, additional time may be required to get the parts/materials. In that instance, Customer/Patient understands and agrees to allow to The Shoe Lab, Inc. up to 60 working days from the day of the last payment to finish the work.
- Custom work cannot be combined with off-the-shelf items in the same layaway.
- If the off-the shelf-shoes/items are purchased from us, shoes cannot be returned or exchanged once modifications to shoes/items are done.
- Modifications cannot be started until the off-the-shelf items/shoes to be modified are paid in full.
- The Shoe Lab, Inc. warranties all its work and will do as many adjustments as needed until the work is done right.
- Customer/Patient with Custom work, Custom Items and/or Shoe Repair will be subject to **The Shoe Lab, Inc. Warranty Policy** even though such policy may have not been signed by Customer/Patient prior to this agreement.
- By signing below Customer/Patient agrees to The Shoe Lab, Inc. Warranty Policy and agrees that customer/patient has been given the opportunity to request a copy of our warranty copy.

VI. Remaining Balance - Payments:

After the Deposit is applied to the grand total which includes items, service fees and/or taxes) the remaining balance will be divided as follows:

- **4 payments every other week** for layaways of \$150 or less: 8 Weeks duration total layaway.
- **6 payments every other week** for layaways of \$151 or more: 12 Weeks duration total layaway.

VII. Payment frequency and schedule:

- Every other week a payment is required for all layaway on the due date as indicated on the agreement and invoice. There is no penalty for paying sooner. We encourage Customer/Patients to make payments as often as they can, but the full payment has to be paid by the due date of each payment for the layaway not to be cancelled.
- As long as the payments are made in full and on time, the merchandise will be held for Customer/Patient.
- There is not interest charged on any of our layaways.

VIII. Cancellation/Refund/Item Pick-up/Refund/Exchanges:

- The Cancellation Fee on The Shoe Lab, Inc. Layaway is equal to the original Deposit amount.
- Just the original person placing the layaway can cancel the layaway, pick up the items or get any money back from a refund after cancellation fee has being applied. Identification will be required.
- Layaway will be automatically cancelled after seven (7) days of no full payment on each payment due date.
- If Customer/Patient doesn't claim any money paid toward the layaway within 30 days from the cancellation day, any money paid including the deposit will be lost and Customer/Patient won't have any rights to it.
- There are NO refunds for off-the-shelf layaway items after 15 days from the date of this agreement.
- There are NO refunds for Custom work, Custom Items and/or Shoe Repair on layaway but any custom work will be subject to our Warranty Policy.
- After layaway is paid in full and taken out, there is a 15 days exchange time period for off the shelf items placed on layaway as long as items are returned in good condition, they have not been worn, they are in its original packaging and no modifications have been done to them.
- Layaway for off the shelf merchandise will be returned to stock seven (7) days after a missed payment and layaway will be cancelled.
- We will not be responsible for saving and/or storing any impressions or measurements taken to patient/customer for any work or item if layaway is cancelled with the exception of prescribed items.
- The Shoe Lab, Inc. does not accept any responsibility for any injuries or damages to customer/patient for not yet owning and/or wearing the items placed on layaway including but not limited to prescribed items.

IX. Unauthorized Merchandise

The following merchandise cannot be put on Layaway:

- Flammable products and fuel such as cleaners.
- Paint thinner.
- Food and other perishable merchandise.
- Oil and chemical based products.
- Chemicals.
- Gas additives.
- Clearance merchandise.
- Seasonal merchandise.
- Shoe repair (with the exception of specialty work, orthopedic work and or shoe modifications.)

X. Layaway Transaction Rules

- You can use one or any combination of these acceptable payment options:
- Cash, Check, Debit Card and Credit Card.
- New Layaway contracts cannot be created if you have other delinquent Layaway contracts.
- No partial takeouts or partial cancellations are permitted.
- Except where prohibited by law, there will be no price adjustments after 7 days from the date you start your layaway. Multiple price adjustments on the same items are not permitted.
- Person initiating Layaway must be the same person finalizing Layaway. A picture ID is required for all Layaways pickups and refunds.
- If you make a payment that is less than the minimum amount due; your payment due date will not be advanced to the next payment cycle until the entire minimum payment is met. You are still obligated to fulfill the rest of the current payment balance before we can advance your next payment due date.
- Patient/customer is responsible to demand a receipt every time a payment is made as proof of payment to ensure that he/she has received credit toward payment. Each due payment should have a paid stamp and/or the Initials from the representative that receives the payment at The Shoe Lab, Inc.

Payment Options:

• **In store:** Layaway payments can be made in person by cash, personal check, cashier's check or money order. Credit cards are accepted as long as the minimum payment is \$50.00 or more. Credit card payments have to be made in the store and by the card holder. Credit cards accepted are: Visa, Discover and MasterCard.

• **Mailed Payments:** Payment can be made by mail with a personal check, cashier's check or money order only. The Shoe Lab, Inc. won't be responsible for any cash mailed to us. The Shoe Lab, Inc. will not be responsible if payment mailed is not received on time. If payment is mailed, patient/customer should make sure to keep records in the event that such payments are needed as proof of payment. If payment is lost in the mail, a proof that The Shoe Lab, Inc. has cashed the check is required. For example: front and back of check or money order. If there is any check returned, there will be a charge of \$30 dollars for each non sufficient check. Payments should be made to: **The Shoe Lab, Inc.** and mailed to: 1201 1st Street SW, Ruskin, Florida 33570. If payment is mailed, we won't be mailing a receipt back to customer/patient unless customer sends a self-stamped and addressed envelope with payment

Additional layaway provisions:

• Layaway's must be picked up in store within 30 days after the final payment is made with the exception of any Custom work, Custom Items and/or Shoe Repair not finished (see custom work for turn-around time.)

The undersigned has read and agrees to the above layaway terms and conditions and The Shoe Lab, Inc. Warranty Policies.

Name:

Tel:

Signature:

Date:

Patient Address:

City, State and Zip: