

# ADJUSTMENTS

**Need to add an item, change an item or make an adjustment to the SmartPay Agreement?**

For customers that chose the SmartPay lease-to-own option, **adjustments can be made up to 30 days after lease origination and will need to be processed in the SmartPay portal after the Boost POS.** When logged in to the SmartPay portal, follow these guided steps to process returns and adjustments.

**1** Select **"Find Application"** to locate the customer's application. Select **"Adjust Order"** to begin the return, exchange, or adjustment process.

**2** Select **"Item(s) to return"**. Click the check box next to the item that needs to be returned, exchanged or adjusted.

**3** To exchange or adjust the agreement, click **"Add Another Item"** and enter the new item description & amount. Once complete select **"Next"**.

**4** Review the summary with the customer, and have them review and agree to the updated Terms & Conditions. If the customer agrees to the changes, continue to **"Confirm Adjustment"**.

Print the adjusted receipt and continue to checkout in POS.