

Customer Deposit Policy Template

Most deposit disputes come from two people remembering different terms. Fill this in once, put the terms on the receipt or order form, and the counter gives the same answer no matter who is working.

THE RULE

Liability on receipt, revenue on delivery. A deposit is owed to the customer until they have what they paid for.

TIE IT TO AN ORDER

Every deposit belongs to a named customer and a specific unit, part order or job.

ASK YOUR ACCOUNTANT

What happens to abandoned deposits depends on your policy and your state, including unclaimed-property rules.

1 Our deposit policy

TERM	OUR POLICY
Deposit required on units	
Deposit required on special-order parts	
Deposit or staged payments on builds and rigging	
Deposit on service work before it is finished	
What is refundable, and what is not	
How long an order or hold is kept	
What happens when an order is abandoned	
Who approves refunds, and above what amount	

2 How deposits are handled

ITEM	DONE
Recorded as owed to the customer, not as a sale	☐
Tied to a named customer and a specific unit, part order or job	☐
Cleared against the sale on the day the customer takes delivery	☐
Refunds matched to the deposit being returned, with approval	☐
Terms printed on the receipt or order form	☐

3 Monthly reconciliation

The total on the books should equal the open deposits, each tied to an order that is still open.

DEPOSIT BALANCE ON THE BOOKS

SUM OF OPEN DEPOSITS LISTED

DIFFERENCE TO EXPLAIN

4 Open deposits

CUSTOMER	ORDER / UNIT	DATE TAKEN	AMOUNT	EXPECTED DELIVERY	ACTION

5 Health check

An account can balance perfectly and still be telling a misleading story.

ITEM	OK	FIX
How long deposits are held, compared with normal lead time	☐	☐
Deposits still open well past any reasonable lead time	☐	☐
Deposits cleared when the unit leaves	☐	☐
Abandoned orders counted and resolved	☐	☐
Balance growing faster than orders are	☐	☐
Refund disputes, and what caused them	☐	☐

A deposit balance that keeps growing, with old orders in it, is not a cushion.

WANT A SECOND SET OF EYES?
Start a conversation at profitedgesystems.com about deposits, the close and profit accuracy.