

Cancelation Policy

1. An order can only be cancelled both by the buyer and seller within 6 hours of Order Acceptance by the Seller.
2. Cancelation request can be made by emailing the Order Batch ID and Order ID to wecare@lapasar.com by requesting the cancel.
3. For Cancelation requests made after 6 hours, the request will be executed with a penalty.
4. The Penalty charged for a cancelation is in accordance with the following formula:

$$\begin{array}{|c|} \hline \text{Total Order} \\ \hline \text{Value} \\ \hline \end{array} \times \begin{array}{|c|} \hline \text{Lapasar} \\ \hline \text{Commission} \\ \hline \end{array} \times \begin{array}{|c|} \hline 2.5 \\ \hline \end{array}$$

(Minimum of RM 20.00 and Maximum of RM 550.00)

5. The initial penalty is charged for cancelation made between the 6th hour and the 24th hour from order acceptance by seller.
6. Beyond the 24th hour, order cancelation made after that carries a 2.0% per day additional penalty based on the initial penalty.

E.g.:

Total Order Value: RM 100.00

Lapasar Commission on that category: 2%

Initial Penalty Charged for cancelation between 6 to 24 hours: $RM\ 100 \times 2\% \times 2.5$
= RM 5.00

Since Minimum is RM 20, therefore initial Penalty would be RM 20.00.

Let's just say cancelation is made 48 hours later = RM 20.00 + 2% (1-day delay)
= RM 20.40

7. Only the initial cancelation penalty is capped at RM 550.00. For cancelations beyond the 24th hour, the additional penalty of 2% per day applies although it may exceed the RM 550.00 cap.
8. Whatever payables for Cancelation penalty must be paid to Lapasar's bank account within 5 working days from the day the Penalty takes effect.
9. Failure to pay the cancelation penalty within 5 working days will result in Suspension or Black listing from the platform.
10. Once payment is received by Lapasar, the money will be remitted into the Buyer's or Seller's account depending on who was cancelled in that case.
11. Payment will be made by Lapasar within 3 working days. Lapasar will charge an admin fee for the execution of Cancelation penalty based on the following formula:

$$\begin{array}{|c|} \hline \text{Lapasar} \\ \hline \text{Commission} \\ \hline \end{array} \times \begin{array}{|c|} \hline \text{Total Penalty} \\ \hline \text{Amount} \\ \hline \end{array} = \begin{array}{|c|} \hline \text{Admin Fee} \\ \hline \end{array}$$

12. Lapasar does not assure any parties that the cancelation fee will be paid by the party that canceled will pay the penalty however Lapasar will take action against those who don't pay the cancelation penalty by either suspending or blacklisting them upon our discretion.