

Lapasar - Cancellation Policy

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1. Definition of Terms

Cancellation

Refers to the act of terminating an order, initiated by the buyer or the sellers because of valid reasons.

2. Application for Cancellation

Subject to Lapasar's Cancellation Policy (this document) and Lapasar's Terms of Service, cancellation requests are initiated, either by the buyer or the seller, through the issuance of an email containing the order batch ID and order ID to Lapasar's Support email channel; wecare@lapasar.com.

All cancellation requests, with the exception of "Delivered" orders, will be fairly and impartially processed against Lapasar's Cancellation Policy (this document) and Lapasar's Term of Service.

Orders with the status of "Delivered" will require Lapasar management approval.

3. Requirement for Cancellation

Only Authorized Fulfillment Team members are allowed to process any cancellations.

Cancellation requests must be accompanied with a clearly defined reason that is mutually agreed by both parties (Buyers & Vendors). This process will be handled and processed by the Lapasar PIC (Fulfilment Team).

Lapasar.com

Owned by TENDERIN SDN BHD (1198228-D)

Unit 16-3, 3rd Floor, Pusat Komersial LGSB, Off Jalan Hospital Sungai Buloh, 47000 Sungai Buloh, Selangor



4. Rights to Cancel

Cancellations can be requested by both buyer and/or vendor, under certain conditions. If a cancellation is initiated by Lapasar, the buyer and/or vendor will be sent a notice either via email, message or telephone call. A forced cancellation can be made under the following circumstances:

- There is no stock for the ordered item
- There is insufficient stock for the ordered item
- The product line has been discontinued
- If vendor has not responded to a buyer request within **48 hours**
- If delivery lead times cannot be met
- Any other reasons that the website administrators deem reasonable

If an order has already been accepted by the vendor, and a cancellation is made – a justification will be required from the buyer side. In addition to that, if an order has already been processed (packed and/or en route for delivery) the buyer will be required to pay 50% of the invoiced value.

5. Unique Situations for Cancellation

In the event of any unforeseen circumstances, such as natural disaster, war, strike, riot, crime, epidemic or pandemic etc. – orders may be cancelled automatically. All parties are freed from all forms of liability and a resolution must be discussed formally in the event of any unplanned or unforeseen circumstances.