

# Lapasar - Delivery Policy

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## 1. Definition of Terms

### **Delivery**

Delivery here refers to the process of transporting purchased goods from one location to another, in this context from the Seller to the Buyer.

## 2. Delivery Terms

### **Delivery Time**

All sellers are allowed to declare a specific lead time of shipment for all their listings on the marketplace. The sellers set those delivery terms according to the availability of stock or how fast they could receive stock. For deliveries handled by the sellers themselves, it should be in accordance with the delivery lead time declared on the marketplace. If you have not received your shipment as per the lead time is given, please drop an email at [wecare@lapasar.com](mailto:wecare@lapasar.com) and we shall launch an investigation as to why it has not been received.

### **Delivery Location**

Items offered on our website are only available for delivery to addresses in Malaysia. Any shipments outside of Malaysia are not available at this time.

### **Delivery Charges**

*Cost of delivery depends on the weight of the order and the delivery method. To find out how much your order will cost, simply add the items you would like to purchase to your cart, and proceed to the checkout page. Once at the checkout screen, shipping charges will be displayed.*

*Additional shipping charges may apply to remote areas or for large or heavy items. You will be advised of any charges on the checkout page.*

### **Damaged products in delivery**

Should there be any damage to the products or products packaging in delivery, do reach out to us at [wecare@lapasar.com](mailto:wecare@lapasar.com) for any dispute

## **3. Delivery Tracking**

All buyers can track their orders via their buyer dashboard page by logging in at <http://app.lapasar.com/buyers/>. The sellers are able to update their respective buyers on every order's shipping status by updating the buyer's with shipment tracking number, delivery company and date the order was fulfilled. It is the seller's responsibility to update this information. If you do not have a status updated on shipment 2 days from the date of order, please drop an email at [wecare@lapasar.com](mailto:wecare@lapasar.com).

When a delivery status is updated by the seller and they have used a third party delivery company and you have used the third parties' page to track and information is not available, check again in 24 hours to see if it has been updated. Sometimes it can take up to 24 hours for the information to be updated in delivery tracking sites.

Any changes on the delivery will be communicated by the seller via Lapasar's system. An email will be sent to the buyer to notify on the delivery date changes. The buyer may choose to cancel the order at any time if they are dissatisfied with the revised delivery date. All communication on cancellation must be informed in writing to [welcome@lapasar.com](mailto:welcome@lapasar.com) with PO ID and vendor name.

## **4. Delivery Instructions**

Should there be any unique delivery instructions by the buyer, do contact the seller directly upon making the purchase or reach out to us for assistance with the order batch ID and order ID at [wecare@lapasar.com](mailto:wecare@lapasar.com).

## **5. Restricted Items**

**Lapasar delivery services prohibit the following items:**

- Corrosives – acids, alkalis, wet cell batteries, mercury and apparatus containing mercury.
- Compressed gasses – flammable, non-flammable or poisonous such as camping gas, butane, propane, oxygen and aqualung cylinders.
- Poisonous and toxic substances – arsenic, cyanides, insecticides and weed killers.
- Explosives – munitions, fireworks and flares.
- Miscellaneous – dry ice, heat-producing articles and engines.
- Infectious substances – bacteria, virus and cultures.
- Flammable liquids – lighter and heating fuels, petrol and turpentine.
- Organic peroxides – bleaching powders and peroxides.
- Radioactive materials
- Matches and articles easily ignited – disposable lighters, refills and book matches.
- Oxidizing materials – pool chemicals, fibreglass and repair kits.
- Other dangerous articles – magnetized material.