

# FAQ

## Registration

- **1. How do I register for a Lapasar.com account?**  
To register and create an account, please visit [https://app-uat.lapasar.com/app/source\\_overseas/](https://app-uat.lapasar.com/app/source_overseas/) and click on the Register button on the top right and follow the instruction.
- **2. Are there any registration fees?**  
Registration is completely free. You may enjoy unlimited access to our international manufacturers without added or hidden costs.
- **3. What to do if I forgot my username/password?**  
You can access the login page and select “forgot username” or “forgot password”. Follow the instructions to retrieve your username or reset password.
- **4. How many users can I have on my account?**  
We offer unlimited user access for each company. For onboarding new users, you may email details to [wecare@lapasar.com](mailto:wecare@lapasar.com)

## Delivery

- **1. Do I need to pay for inbound delivery?**  
All quoted prices include the shipping fee.
- **2. How do I track my shipment?**  
Our customer service team will provide timely updates. They are available from Monday-Friday from 9AM-6PM to address your shipment enquiries.
- **3. What is the lead time of shipment for each order?**  
Lapasar’s team will inform the lead time for each orders will be communicated directly to the Buyers. Lead time is subject to change according to available stocks, origin of the product and distance from point of arrival to Buyer’s address. For delayed deliveries, please email us at [wecare@lapasar.com](mailto:wecare@lapasar.com)
- **4. Do you deliver during weekends and holidays?**  
Unfortunately, our courier partners are unable to deliver during weekends or public holidays. Please expect to receive your orders on working days only.
- **5. What happens if I received a defective / damaged / incorrect product?**

### Damaged or Defective Product

We advise to immediately review the product condition when received. If your item is damaged, immediately share the details of the damaged or defective product with photos and delivery order. Kindly be informed that no refunds or exchanges will be provided after 7-days.

## Incorrect Product

If you received products that do not match your Invoice, it falls under the incorrect item category. For example, your invoice states that you have ordered 20 Blue Marker Pens but upon delivery, you received 20 Green Marker Pens. The next step would be to request for a return or refund.

## Payment Terms

- **1. Do I need to pay any fees for orders on Lapasar?**  
All prices quoted are nett.
- **2. What are the available payment channels for confirmed orders on Lapasar?**  
The payment methods available on the Lapasar directly is via FPX Bank Transfer. FPX service is available 24 hours daily for majority of participating banks. Your financial details are securely encrypted and never shared.
- **3. What are the payment terms?**  
For all orders 50% upfront payment (with an exception for buyers with at least one-year contract with Lapasar) is required. Another 50% will be required once the items reach Malaysia. Upon receiving full payment, direct delivery to buyer’s shipping address will be arranged.

## Refund and Warranty

- **1. How soon should I place a request for refund or exchange?**  
All refunds and exchange request must be made within 7-days upon receiving products. Requests must be emailed to [wecare@lapasar.com](mailto:wecare@lapasar.com).
- **2. Can I get a refund for orders made and not yet received?**  
For cancellations prior to product delivery, the 50% upfront payment will be forfeited.
- **3. How long do I wait to be refunded for my return?**  
You will be refunded approximately 7-days from the date of products returned. The timing may defer depending on bank processing time frame, we will advise on a case-by-case basis.
- **4. How to check product warranty?**  
All products are subjected to 7-days warranty period from the delivery date.