

## **Appendix 4: delivery policy**

### **Tracking orders**

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.

### **Lapasar delivery services do not deliver 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

### **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.