

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 3 days from date of order, please drop an email at 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 information to be updated in delivery tracking sites.

Lapasar delivery services does 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, fiberglass 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 availability of stock or how fast they could receive stock. For deliveries handled by the sellers themselves, it should be in accordance to the delivery lead time declared on the marketplace. If you have not received your shipment as per the lead time given, please drop an email at wecare@lapasar.com and we shall launch an investigation as to why it has not been received.

As for deliveries arranged by Lapasar, we pick up items from the seller's place within 1-3 working days and deliver to the buyer's place within 1-3 working days. For all deliveries arranged by Lapasar, it could take 2-6 working days from the date we have picked up the goods from the seller's premises. Lapasar does not guarantee that the availability of stock declared by seller is true at all times. That being said, for sellers who declare false availability of stock, they will be subject to suspension or blacklisting.

For late deliveries and false stock availability declaration by the sellers, buyers are eligible to cancel order without a penalty. If payment had been made before delivery, buyer can proceed to refund request by emailing us at wecare@lapasar.com.

Lapasar's own delivery service is only available within peninsular Malaysia.