

## **Appendix 6: Return & Refund Policy**

Lapasar allows each seller on our platform to specify the number of days they accept returns for each of their product after delivery has been made. On the marketplace, each product will have the return information specified and the buyers should take note of this. If the “returns” is not specified, that particular product does not have returns and buyers may not request a return after delivery.

To be eligible for a return, the items purchased must be in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

- \* Gift cards
- \* Downloadable software products
- \* Some health and personal care items

To complete your return, you would be required to email us at [wecare@lapasar.com](mailto:wecare@lapasar.com) with a proof of purchase and the reason you are requesting for the return of the purchased product. Lapasar will then get into discussions with the seller and advice the buyer on the outcome. However, Lapasar does not guarantee any desired outcome that the buyer or seller might want as the returns of every good is specified by the seller and is known to the buyer. Lapasar acts as a mediator to handle returns.

Please do not send your purchase back to the manufacturer.

The cost of shipping for the returns shall be Bourne by either the buyer or seller depending on the outcome of discussion held between the Seller, Buyer and Lapasar on a case to case return request. In whichever case, goods shall be shipped from the buyer to the seller's premises directly or a pick up may be arranged.

### **Refunds (if applicable)**

Once your return is received and inspected, Lapasar or the Seller will send you an email to notify you that we have received your returned item. There may be two outcomes to every return:

- The seller decides to replace the returned items with a new one
- The seller decides to give a refund

Should the seller decide to replace the returned item with a new one, the seller will then arrange the delivery back to buyer and the cost of shipping shall be absorbed by the seller.

If the Seller decides to process a refund, the full amount paid by buyer shall be refunded by the seller directly to the buyer via whichever means which is agreed by the buyer and seller. Lapasar will have no direct decision making role in the refund decision and all responsibility will be held by the seller in this decision.

Lapasar will not refund the commission charges to the seller in the case of a refund to buyer. All payments made via credit card, debit card or FPX methods reach Lapasar's account first before we disperse the payment to the seller. If the refund request is raised before the money reaches our account, we shall process the refund directly into the buyer's account less of our payment gateway charges and product commission. If the refund is requested after money has been dispersed to the seller's account, the seller shall reimburse full amount into buyer's account directly.

### **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [info@lapasar.com](mailto:info@lapasar.com).

### **Sale items (if applicable)**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

