

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 welcome@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 our Live Chats or email us to welcome@lapasar.com for any dispute.

3. 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 welcome@lapasar.com.

4. 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 carrier, 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 welcome@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 with PO ID and vendor name.

5. Delivery Expectations and Order Fulfillment

As buyers expect their orders to be delivered on a timely basis, Sellers play a key role in fulfilling their orders within Ship-on-Time (SOT)¹ timeline to meet this expectation.

A good order fulfillment will increase the likelihood for Buyers to leave positive reviews and become a returning customer. This would also unlock more traffic to Seller's store and increase sales.

a) Ship-on-Time (SOT)¹ Policy

- Sellers are expected to ship ready stock items as soon as sellers accept their orders. All Sellers are allowed to declare a specific lead time of delivery for all their listings on Lapasar. 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 stated (days) declared on Lapasar.
- Lapasar orders standard Estimated Date of Arrival (EDA) is **4 - 6 working days upon order received.**
 - Upon accepting an order, Sellers will be required to input the EDA for the orders received, and expected to be committed to the date range stated.
 - Sellers will be required to input a valid reason (e.g. non-ready stock) if the EDA is more than 4 working days.

Shipping Time	Sellers	SOT Expectation
Ready Stock	All Sellers	2 Days
Excluded from shipping time calculation	Sellers from Kedah, Kelantan and Terengganu	Friday & Sunday
	Sellers from other states (including Johor)	Saturday & Sunday
	All Sellers	Public Holiday

Example 1 (SOT falls on Weekdays):

Monday	Tuesday	Wednesday
Order Received Date	SOT 1 st Day	SOT 2 nd Day

	*Orders must be shipped out by this day/orders picked up or dropped off by courier company
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Example 2 (SOT falls on Weekends):

Friday	Saturday	Sunday	Monday	Tuesday
Order Received Date	Weekends		SOT 1 st Day	SOT 2 nd Day
				*Orders must be shipped out by this day/orders picked up or dropped off by courier company

Late Delivery Notice

Should any issues arise that cause the Seller to be unable to meet the initial EDA stated upon accepting an order, Seller must immediately change the EDA date on Lapasar with the justification (which will be emailed to the buyer). Failure to do so may result in order cancellation.

Delivery Carrier

- a) Courier Service
 - Sellers are responsible to update the Buyer on every order’s shipping status by inputting shipment tracking numbers from the respective Courier Service. Please ensure to input the correct shipment tracking number to avoid any confusion.

- b) Own Transport
 - Sellers are responsible to update the Buyer on every order's delivery status through Lapasar’s system. Please ensure that the delivery date is accurate and any changes are updated in Lapasar’s system.

6. 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, viruses 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.
- Food & Beverages - Alcoholic Beverages - Beer & Cider, Liquor & Spirits, Sake, Soju & Umeshu, Wine & Champagne and Others
- Food & Beverages - Fresh Food - Poultry, Beef, Lamb, Seafood and Others
- Sexual Wellness - Condoms, Lubricants, Performance Enhancement, Sex Toys and Others