

## **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 products 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.

To complete your return, you would be required to email us at [wecare@lapasar.com](mailto:wecare@lapasar.com) with 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 borne by either the buyer or seller depending on the outcome of the 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 the 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 the 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 the buyer. If the refund request is raised before the money reaches our account, we shall process the refund directly into the buyer's account. If the refund is requested after the money has been dispersed to the seller's account, the seller shall reimburse full amount into buyer's account directly.