

# TERMS & CONDITIONS

## Important legal information and disclosures

---

The Lapis Group provides a streamlined approach to document processing, allowing you to easily manage your documents and keep track of all the important details. Our customers can expect a fast and secure service that is tailored to their specific needs. We are committed to providing a reliable and efficient service, ensuring that your documents are processed quickly and efficiently. Our team of experts is highly trained and experienced, ensuring that all our customers receive the best possible service.

### Consent/Confirmation

I hereby certify that I am the legal owner of the requested papers. I attest that the provided information is true and accurate based on my knowledge. Furthermore, due to any erroneous or insufficient information, I provided, I release Lapis Group from any injury or liability for a failed delivery or a misdelivery to an unwanted or inaccurate destination.

### Disclaimer

Lapis Group efficiently processes manage, and prints your necessary documents; nevertheless, for delivery of such documents, Lapis Group uses the assistance of the following outside courier service providers:

- Lalamove for requests for delivery within Kuala Lumpur
- Pos Laju for requests for delivery to other states
- FedEx for requests for expedited delivery to other countries

### Acceptance

As a Lapis Group customer, I agree to the aforementioned in full awareness of my rights, obligations, and potential outcomes related to my application, including any conditions or procedures established by Lapis Group regulations and applicable laws.

## Payment

- Customers must pay 50% of the total cost upfront before any document processing can begin.
- Strictly No refunds or cancellations are allowed once payment has been made.
- All payments must be made in full prior to the completion of the process.
- Payment is an act of gratitude, and the customer's decision to pay is out of their own free will and discretion.
- Lapis Group is not liable for any unforeseen circumstances that may occur as a result of using our service.
- Lapis Groups reserves the right to refuse service if payment is not received in a timely manner. Please ensure that all payments are received within the specified timeframe to avoid any delays.
- Lapis Group also reserves the right to change our Payment terms and conditions at any time without prior notice.

## Refund & Cancellation

After payment is made, a request for cancellation can no longer be accepted. Lapis Group adopts a "no refund" and "no cancellation" policy for all its services.

## Order Fulfillment

We offer a reliable and fast delivery service to our customers. Our delivery process is secure and our services are dependable, giving you peace of mind that your documents will be delivered on time and in perfect condition.

- Document requests will be fulfilled within 3-5 business days
- The delivery fee will be paid by the customer
- Documents are delivered via Lalamove or Pos Laju and can be tracked online.

By using our service, you are agreeing to the Terms and Conditions mentioned above.

A handwritten signature in white ink that reads "Lapis Grp." with a stylized, cursive font.