

APPLICATION JOB AID

Lazada, an e-commerce platform operating across various countries, faces diverse challenges that users may encounter, depending on their location and specific situations. Common issues experienced by users on e-commerce platforms like Lazada include:

Order and Payment Challenges:

Payment Difficulties:

Users may encounter obstacles in the payment process, such as transaction failures, declined payments, or issues with payment gateways.

Double Charges:

Users may undergo the inconvenience of being charged twice for a single order, leading to confusion and frustration.

Delivery and Shipping Issues:

Late Deliveries:

Delays in product deliveries are frequent, causing inconvenience for customers expecting timely shipments.

Lost or Missing Packages:

Occasional loss or disappearance of packages during shipping can lead to frustration for customers who don't receive their orders.

Product Quality and Description Concerns:

Mismatched Product Descriptions:

Users may receive products that deviate from the descriptions provided on the platform, resulting in dissatisfaction.

Quality Problems:

Customers might face issues with the quality of received products, such as damaged items or items falling short of their expectations.

Customer Service Challenges:

Difficulty in Contacting Customer Service:

Users may find it challenging to reach customer service representatives, leading to frustration when seeking assistance.

Slow Response Times:

Delayed or sluggish responses from customer support can contribute to dissatisfaction among users.

Returns and Refunds Issues:

Complex Return Process:

Users may encounter complexities when attempting to return products, especially if the return process is convoluted or unclear.

Delayed Refunds:

Delays in processing refunds after returns can be a source of frustration for users.

Technical Glitches and Website/App Problems:

Website/App Crashes:

Technical issues like crashes or unresponsiveness of the Lazada website or mobile app can disrupt the user experience.

Navigation Challenges:

Users might find it difficult to navigate the platform, impacting their ability to browse products and place orders.

Communication and Information Issues:

Lack of Timely Communication:

Users may feel frustrated if they do not receive timely updates on order and shipment statuses or other crucial information.

Inaccurate Stock Information:

The platform might display products as available when they are out of stock, resulting in unfulfilled orders.

To address these challenges, e-commerce platforms like Lazada continually strive to enhance customer support, improve the user interface, and streamline processes related to payments, shipping, and returns. Users are encouraged to contact customer support for assistance with specific issues they encounter. Additionally, familiarizing oneself with the

platform's policies and terms can aid users in navigating the e-commerce experience more effectively.

ISSUES DURING CHECK OUT?



Check that voucher applied is valid, and eligibility criteria has been met. Try removing the voucher, and pay again.

It is possible that there is something wrong with the payment method that you are using or you are trying to use an overseas card. We apologize that only Singapore-issued Credit / Debit Card will be acceptable for Credit Card payment.

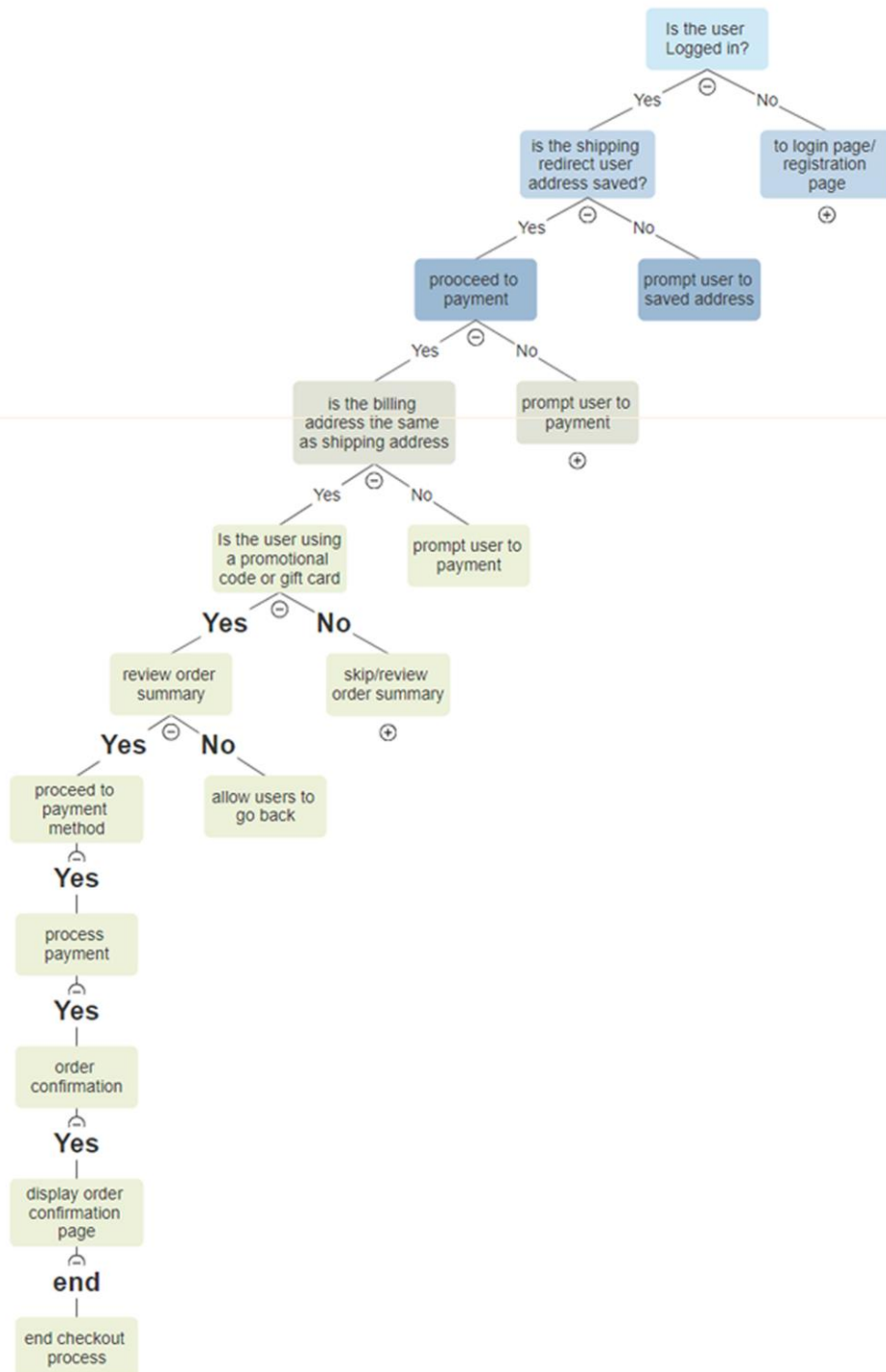


To add new card, please go to Account > My Payment Options > Add Credit/Debit Card. You may also pay with PayLah! this payment option will be visible at the checkout page

HERE ARE SOME STEPS THAT YOU CAN TAKE:

- Log out and log in to your account again
- Restart your device
- Clear cookies and cache (for desktop users)
- Reinstall the Lazada App (for mobile users)

START CHECKOUT PROCESS



Distribution Channel

