

Lazada restocks face masks and imposes purchase limit to ensure fairness



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Company wants to ensure that all Malaysians have access to important necessities to protect themselves and those around them

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E-COMMERCE platform Lazada Malaysia has restocked on face masks while setting a purchasing limit and price cap on the essential item, following the outbreak of 2019 novel coronavirus globally.

It is a part of the company's ongoing efforts to ensure that all Malaysians have access to important necessities to protect themselves and those around them as the Wuhan-originated outbreak spreads.

In a statement yesterday, the e-commerce giant said Malaysians can now purchase face masks that have been recently restocked on its website, today onwards, while stocks last.

Lazada Malaysia would also implement several key measures to ensure fairness in price and stock of essential health items across the platform.

"To prevent any hoarding activity, there will be a set to the order volume of these products.

"Lazada Malaysia strives to uphold the highest standards of customer experience, and this includes endeavours to maintain the supply of face masks and related items," it said.

Additionally, the company has a price control measure to avoid any hike in the prices of face masks as demand increases.

"The company is committed to protecting its customers and has internal measures in place to ensure that its sellers maintain reasonable prices on essential items, such as face masks.

"We are also monitoring the situation and working closely with the government on the matter. Should the public come across overpriced products while shopping, they are encouraged to report it to Lazada's Customer Care team for further investigation," Lazada said.

Last week, the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) issued compounds amounting to RM21,700 on nine premises nationwide for selling face masks above the permitted price.

Between Jan 25 to Feb 6, 2020, KPDNHEP inspected 1,314 pre-mises that sell face masks. Of these, nine premises were charged for selling face masks at high prices of between 80 sen and RM1 apiece.

Minister Datuk Seri Saifuddin Nasution Ismail has also met with industry players and assured them that the government will buy the additional production of three-ply face masks if they can increase the quantities that are manufactured daily, weekly or monthly.

With that assurance, Saifuddin Nasution said the amount that they can supply immediately is 400,000 pieces produced daily.

"For example, if we confirm the purchase today, the production can be increased up to that amount the next day," he told a press conference in Putrajaya last Friday.

He also said 90% of the face masks manufactured in the country are surgical masks or for the industry's use, while the public is demanding for three-ply masks which are currently on a limited supply.

According to him, industry players have given the commitment they only need two weeks to produce up to two million pieces of face masks and the masks will be kept in the stockpile with the Health Ministry to be in charge of the distribution.

The process will commence once KPDNHEP and the Finance Ministry confirm the prices.

Currently, there are less than 10 manufacturers involved in the production of face masks.