Terms of sales

Return Policy

- The customer has to return the product to our store within 7 calendar days upon receiving the product.
- The refund will be processed within 30 days and credited to the original payment method upon Decathlon's approval of the refund request.
- The returned product must be in its original condition (The customer must include all original packaging and accessories when returning the product, products that have been opened, used, or damaged are not eligible for a return).
- Bulky items, underwear, and food are non-returnable. Bulky items include but are not limited to, stand-up paddle board, canoe, kayak, and fitness machine.
- The customer must bear the delivery cost for a refund.
- Each order allows only return once.
- Decathlon reserves the right to make the final decision.

Delivery methods and delays

1. After the order is successfully placed and the payment is completed, the system will generally ship within seven working days (excluding Saturdays, Sundays and public holidays) according to the delivery address and payment time filled in by the customer.
2. All delivery services are given priority to the entrusted courier company, and the scope of delivery is currently limited to Hong Kong.
3. During the order confirmation period, after selecting the relevant delivery service, the system will prompt the customer to choose the delivery method and relevant delivery charges.
4. After shopping, the price is HK$400 or above; if the discounted price of the order is less than HK$400 and delivery service is required, the shipping fee will be charged.
5. If the delivery service is blocked for more than seven days due to failure to get in touch with the customer, it will be deemed to have given up the goods and no refund application will be accepted.
6. If the address selected by the customer is different from the actual delivery address, the delivery will be affected and the goods will be returned. In this case, the company will not be able to refund the shipping fee, and it will not affect the refund of the order purchased by the customer. If you need to send the shipment again, the freight will be automatically set to be paid by receiver.
7. The company will try its best to pack the goods to a safe state and then send them out. If the goods are unfortunately damaged or lost in transit, the company will not be responsible.
8. If you have any enquiries, please email to sky.sportage@gmail.com to contact our customer service staff.
9. In case of any disputes, the company will reserve the right of final decision.

Period for returns

7_Days