

# 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 paddleboard, 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.
- Warranty period: 1 year
- Warrant details:
  1. ⌘ Warranty: One year (door to door maintenance on the first 30 days) (wear and tear of handrail or seating pad's is not covered in warranty)
  2. ⌘ Warranty: One year door to door maintenance (wear and tear of handrail or seating pad's is not covered in warranty)
  3. ⌘ No Warranty is provided for consuming goods.

For any enquiries, please feel free to contact us through:

Email: <https://www.decathlon.com.hk/en/help/app/ask>

WhatsApp: +852 95299532

## Delivery methods and delays

Delivery Terms:

Door to Door delivery

Order amount above HK\$500: Free delivery

Order amount below HK\$500: Shipping Fee: HK\$80

An extra charge will be imposed on some designated remote areas (Including but not limited to Discovery Bay, Tung Chung, Park Island, and Ma Wan; extra charge of \$160 ~ \$350 will be imposed).

Delivery will not be provided to the outlying islands of the Hong Kong Special Administrative Region (Including but not limited to Cheung Chau, Peng Chau and Lamma Island).

An additional charge (\$20~\$250) will be imposed if there are no elevators in the building of the delivery address. Please contact our customer service team by 8104-5000.

## Period for returns

7\_Days