

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.

Delivery methods and delays

General Delivery Terms and Conditions: - Our products will be delivered by Gone Running or its appointed 3rd Party Logistic Partner within 3 business days upon the acceptance of order. - Our Delivery Service is available: Monday to Friday (excluding Saturday, Sunday and Public Holidays) - In the event of a dispute, Gone Running's decision shall be final and conclusive. - All products are non-returnable. Provides 7 days warranty period free return and refund (upon acceptance and validation of return) if the product is malfunction.

Period for returns

7_Days