

Terms of sales

Guarantee terms

By visiting our site and/ or purchasing something from us, you engage in our "Service" and agree to be bound by the following terms and conditions ("Terms of Service", "Terms"), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

Any new features or tools which are added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

Refund Policy

All items are non-refundable.

Return Policy

Exchanges

We have a 14-day exchange policy, which means you have 14 days after receiving your item to request an exchange. Exchange request can be made once only per order and for each eligible item, it can be exchanged once only.

To be eligible for an exchange, your item must be in the same condition that you improper packaging. Please ensure items are carefully packaged.

To start an exchange request, you can contact us at info@sbfsnowboard.com. If received it, new, unworn or unused, including manufacturer packaging, tags, documentation and any accessories. You'll also need the receipt or proof of purchase. Exchange will be refused if items arrive used or damaged due to your exchange request is accepted, we'll send you instructions on how and where to send your package. Items sent back to us without first requesting an exchange will not be accepted.

Exceptions / non-exchangeable items

Certain types of items cannot be returned and exchanged, like custom products (such as special orders or personalized items), discounted items of 40% off or more, and gift cards. Please get in touch if you have questions or concerns about your specific item.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Return Fees

Return to seller ([Decathlon.com](https://www.decathlon.com)) by user own cost.

Delivery methods and delays

We try our very best to despatch orders within 48 hours once the order has been placed and paid.

Orders are only processed Monday-Friday and will not be processed on weekends or public holidays. Orders placed after 12pm local time will not be processed that day.

Shipping time vary by location but we aim to deliver most orders within 2-7 days from the date of despatch.

Period for returns

14_Days