

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.

- Warranty only applicable to the factory defects items
- Warranty period: 1 year
- Warrant details:

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

Cut-off time

- Order cut-off time on working days: every Monday to Friday at 12 noon, Saturday at 9 am
- Orders received before the cut-off time on working days will be sent out on the same day;
- Orders received after the cut-off time on working days, Sundays and Hong Kong public holidays will be dispatched on the next working day.

Period for returns

7_Days