

# 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 details: Deep Blue Asia Ltd guarantees that the quality of materials and workmanship are free from defects. This is supported by and subject to the warranty terms offered by the original product manufacturers. The warranty terms do not cover commercial applications or excessive wear and tear such as reasonably assessed at the discretion of Deep Blue Asia Ltd.

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

Orders will be delivered by local courier within 5 to 7 days from Monday to Friday (excluding Saturday Sunday and Public Holidays)

## Period for returns

7\_Days