

Terms of sales

Guarantee terms

None

Refund Policy

None

Return Policy

1. Application for goods return are only acceptable within 7 calendar days upon receiving date.
2. The claimed goods return should be returned to any of Decathlon physical stores in Hong Kong including all the original packing materials within the above period mentioned and by the customers' own costs.
3. The condition of return is not applicable to the damage by any improper way use, caring, self-repairing & alteration, accident, negligence, UV irradiation etc.
4. No goods return is to be considered after using.
5. As a condition of return, all the original packaging materials, product warranty card issued by manufacturer, manuals and gifts have to be returned in proper condition.
6. It is the right reserved to deny any return under any condition of negotiation.
7. Color shown may be slightly different than actual products.
8. Goods with discount at 30% off or above based on RRP is non-exchangeable and non-returnable
9. Each order only allows return once.
10. Due to personal hygiene, no goods return will be accepted on the goods of Mask, Underwear, Socks etc.
11. The above goods return conditions are subject to change without prior notice.
12. In case of discrepancies between the English and Chinese versions, it is our right reserved to deny any goods return.

Return Fees

The claimed goods return should be returned to any of Decathlon physical stores in Hong Kong including all the original packing materials within the above period mentioned and by the customers' own costs.

Delivery methods and delays

1. After the order is successfully placed and the payment is completed, the system will generally ship within seven working days (excluding Saturdays, Sundays and public holidays) according to the delivery address and payment time filled in by the customer.
2. All delivery services are given priority to the entrusted courier company, and the scope of delivery is currently limited to Hong Kong.
3. During the order confirmation period, after selecting the relevant delivery service, the system will prompt the customer to choose the delivery method and relevant delivery charges.
4. After shopping, the price is HK\$499 or above; if the discounted price of the order is less than HK\$499 and delivery service is required, the shipping fee will be charged.
5. If the delivery service is blocked for more than seven days due to failure to get in touch with the customer, it will be deemed to have given up the goods and no refund application will be accepted.
6. If the address selected by the customer is different from the actual delivery address, the delivery will be affected and the goods will be returned. In this case, the company will not be able to refund the shipping fee, and it will not affect the refund of the order purchased by the customer. If you need to send the shipment again, the freight will be automatically set to be paid by receiver.
7. The company will try its best to pack the goods to a safe state and then send them out. If the goods are unfortunately damaged or lost in transit, the company will not be responsible. If the goods purchased by the customer contain glass products or other easily damaged items, please choose the way of goods carefully.
8. If you have any enquiries, please email to cs@alink.com.hk to contact our customer service staff.
9. In case of any disputes, the company will reserve the right of final decision.

Period for returns

7_Days