

# 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

Free delivery service to any Hong Kong's industrial / commercial address for orders over HKD300.

Our products will be delivered by Gloxis 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)

Delivery days may change subject to the availability of the products and the accuracy of the delivery addresses and contact information provided at check out. In case of any disputes, Gloxis Development Ltd. reserves the right of final decision.

Provides 7 days warranty period free exchange (upon acceptance and validation of return) if the product is malfunction. All products are non-returnable.

## Period for returns

7\_Days