

# Terms of sales

## Guarantee terms

All product must be accepted by Gloxis Development Ltd. The acceptance of such order is at the discretion of Gloxis Development Ltd. When Gloxis sends a notice of acceptance of the order to the customer, these terms will constitute a contract. Once the order is confirmed and accepted by Gloxis, it cannot be cancelled.

Limited warranty (only applicable to specific product purchase): Gloxis guarantees that the quality of the materials and workmanship of the product is free from defects and meets the requirements of the individual production specifications of the product.

## Refund Policy

Upon acceptance of the Return Product, and acceptance to refund by Gloxis Development Ltd, the platform (DECATHLON Hong Kong) will issue an immediate refund on the payment method used for the purchase, which can take several business days to be proceeded, depending on the payment method. In case of any disputes, Gloxis Development Ltd. reserves the right of final decision.

## Return Policy

Defected items must be returned or exchanged within 7 days upon receipt, provided that: products with the proof of purchase, their original case/package, tags attached on the product, other included items, warranty, anti-counterfeiting label, certificate, or any part of a set item.

## Return Fees

All shipping cost of return shall be borne by the customer

## 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