

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.
- Warrant details: Limited warranty (only applicable to product purchases): Diving Express Outdoor Sports Ltd. guarantees that the quality of the materials and good conditions of the product and meets the requirements of individual production specifications of the product.

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

- The actual delivery time depends on the product ordered and the shipping time of the suppliers.
- The product will be delivered by Diving Express Outdoor Sports Ltd within 7 working days, Monday to Friday (excluding Saturday, Sunday and public holidays).

Period for returns

7_Days