

# Terms of sales

## Guarantee terms

Limited warranty (only applicable to specific product purchase):

Within one year from the date of delivery or within a period otherwise specified ("Warranty Period"), GLP Sports 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.

## 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 paddle board, 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 only applicable to items that comply with the terms of the Guarantee terms
- Warranty period: 1 year
- Warrant details:

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

General Delivery Terms and Conditions:

- Our products will be delivered by the fulfilment partner of Decathlon within 3 business days upon the acceptance of order. within 3 business days upon the acceptance of order.
- Our Delivery Service is available: Monday to Saturday (excluding Sunday and Public Holidays)
- In the event of a dispute, GLP Sports's decision shall be final and conclusive.
- All products are non-returnable. Provides 7 days warranty period free return and refund (upon acceptance and validation of return) if the product is malfunction.

## Period for returns

7\_Days