

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 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 all Huffy items
- Warranty period: 6 months
- Warrant details:

For any enquiries, please feel free to contact us through:

Email: <https://www.decathlon.com.hk/en/help/app/ask>

WhatsApp: +852 55077736

Delivery methods and delays

UWAL Delivery Terms & Condition:

Upon receiving order, we will contact customers in 2-3 business days for delivery option and confirmation. We only provide delivery service within HKSAR region.

Free delivery of original carton will be delivered within 2-3 business days to address shown on order. We provide delivery within HKSAR region, except industrial/commercial building, outlying island, restricted area, remote area and postal box. Delivery provider will call the customer 30-60 minutes before arrival.

Bike assembly takes 3-4 business days. If customer requires bike assembly, the customer has to make appointment and arrange, at his/her cost, pick-up the bike from Customer Service Centre (Rm709-10 Data Technology Hub, No 5 Chun Cheong Street, Tseung Kwan O, Hong Kong)

Delivery or pick-up service is Mon-Fri 10:00am-6:00pm, except Public Holiday.

No return or refund will be allowed.

For any dispute, United Wheels Asia Ltd reserves the right to decide.

Customer Service Center

Address : Rm709-10 Data Technology Hub, No 5 Chun Cheong Street, Tseung Kwan O, Hong Kong

Telephone : 2682 0262

Whatsapps : 5507 7736

Opening Hours : Mon-Fri 10:00am-6:00pm (Except Public Holiday)

Period for returns

7_Days