

Terms of sales

Guarantee terms

6-month limited warranty

Return Policy

Goods sold cannot be returned

Delivery methods and delays

Latest COVID-19 Delivery Arrangement

Due to the current rampant pandemic situation in Hong Kong, our appointed 3rd party logistics company will deliver the goods to the management office or reception desk of your building instead of delivering to your flat. If your building doesn't have a management office or reception desk, the 3rd party logistics company will contact you 45 minutes prior to delivery.

Upon order placed and payment processed, we will contact the customer within 3-5 working days via phone or email to confirm the delivery arrangement.

1. Delivery to one designated location within Hong Kong, except PO box, outlying islands, restricted areas, and construction sites. Moreover, delivery will only be made to RESIDENTIAL address. Additional labor charges may be incurred for buildings without an elevator.
2. Delivery will be arranged Monday to Saturday, except public holidays.
3. No refund nor return of product will be accepted.
4. Any dispute, Decathlon has the right to make final decision.

Below is the estimated time schedule:

Contact for delivery arrangement	3-5 working days
Delivery to customer's designated location	3-5 working days

The courier will deliver your parcel based on the time schedule below. Please contact us for any inquiries.

Delivery Schedule:

Hong Kong Island: Every Monday, Thursday

Kowloon: Every Wednesday, Saturday

New Territories: Every Tuesday, Friday

Discovery Bay: Every Wednesday

Customer Service Center

Address: Shop 2, 123 Hollywood Road, Sheung Wan, Hong Kong

Contact: 26820262

Operation Hours: Mon- Sun (except Public Holidays) 9:00 - 18:00