

Terms of sales

Guarantee terms

☒ Products☒

The price of pre-ordered items includes the items and the cost of delivery from the supplier to Bootmeister.

After the order takes effect, even if the price of the items fluctuates, e.g. promotion price, the price of the items in the order cannot be modified.

The photos/information/recommendations provided by Bootmeister are for reference only. Therefore, it is the customer's responsibility to understand the information of the ordered items before submitting the order. The final product will be subject to the actual arrival, and the shop will not return or cancel the order due to color difference in the picture, general product defects or similar problems.

Refund Policy

Nil

Return Policy

7 Days Return in Original Condition

For the avoidance of doubt, all Return/Exchange Policies is not applicable to all products unless considered reasonable by Bootmeister .

Returnable Conditions

Subject to the foregoing, save where there is product quality issue, each product is allowed Refund/Exchange once only, such product for Refund/Exchange must be in a saleable condition. Further, the original packaging and labelling must be presented upon the Refund/Exchange. Our Bootmeister team will carry out the assessment of the conditions of the product(s) in question ("Assessment") and will reserve the right at its sole and absolute discretion to determine whether the requested Refund/Exchange can be accepted.

We will not accept any Return for the following products:

- Products that were/are obtained by you via Return unless a quality issue arises at the time of obtaining such products;
- Perishable products, personal safety equipment and personalized products including but not limited to underwear, socks, footwear and swimwear;
- Products that were/are used without paying due regard to the instructions and/or directions provided by the user manual or attached or affixed to the packing or the product itself (as the case may be);
- Products that were/are damaged due to use for longer than service life or improper purpose
- Products which exhibit material differences from their original condition; and
- Products with unclean appearance.
- Products which have been obtained by unlawful means; and
- Food and beverage that passes the expiry, "use by" or "best before" date after the day of purchasing.

Without prejudice to the foregoing, no Return apply to (i) consumable products or parts or products containing any parts or ingredients which are designed to diminish over time including but not limited to battery, wheels, strings on rackets and gases; (ii) cosmetic damage including but not limited to scratches, dents, cracks, broken plastic on ports or other cosmetic damage; (iii) damage caused by use with a third party component or product which is not certified by us; (iv) damage caused by accident, abuse, earthquake, fire, liquid contact, misuse or other external causes; (v) damage caused by unauthorised service or modification including but not limited to adjustment, alteration, commissioning, installation, maintenance or modification in any way by any person who is not authorised by us; and (vi) normal wear and tear or otherwise due to the normal ageing of the product(s).

Return & Refund Procedure

The Customer may, at his own costs, return the defective or unused Product to any of Decathlon stores within seven (7) calendar days (or other time period agreed in writing) upon receiving of the Product along with your email address or the

phone number of your membership account used for the purchase. Based on the Assessment (subject to the limitations referred to in Refund/Exchange Eligibility Criteria), Decathlon will, based on the condition set forth here, determine whether the product(s) may be eligible for a refund. In case of an accepted Return & Refund, we will make the full refund of the purchase price through the same means of payment at the time of purchase of the returned product(s).

Where it becomes impossible or commercially impracticable to make the refund through the same means, such refund, shall, with regard to the then circumstances and at Bootmeister's sole and absolute discretion, be made through other suitable alternative means. The request for Return & Refund will be processed within two (2) to five (5) working days upon our receipt of the returned product(s).

IMPORTANT: In the event that Bootmeister, after carrying out the Assessment, concludes that your Return & Refund request cannot be accepted, we will send you an email / a message to inform you of the unsuccessful Return & Refund request ("Refusal Email"). We will keep the product(s) to which such request relates for two (2) weeks from the date of the Refusal Email for you to collect it. Where the product(s) is/are not yet collected from us within this two-week period, we reserve a right to levy a charge on the storage of the product(s) and you will be required to bear any costs incurred by us directly or indirectly arising from, in relation to or in connection with the late collection.

Return Fees

Nil

Delivery methods and delays

For pre-order items, your order will be fulfilled by the delivery date set out in the Order Confirmation or, if no delivery date is specified, then around 14-30 days after the date of the Order Confirmation, unless there are exceptional circumstances or Public Holidays. However, due to uncertainties in shipping, it is expressly agreed that no claim for delay arrival time shall be entertained in any circumstances.

For in-stock items, it will be dispatched within 2 working days (excluding the non-working hours of Bootmeister) by prescribed delivery method and it is expressly agreed that no claim for delay arrival time shall be entertained in any circumstances.

Period for returns

7_Days