

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.
- Warranty applicable to all HILX Eyewear items

Warranty period: Life Time Warranty

Warrant details: HILX will repair or replace (with the same or comparably priced product), any product determined by HILX to have a manufacturer's defect. You are responsible for cost of shipment to HILX. A processing fee (which covers return shipping and handling), plus any applicable taxes, will be charged for each warranty claim that is processed. HILX Eyewear's Life Time Warranty does not cover normal wear and tear, scratched lenses, broken hinges, accidental damage, misuse or any other problems determined by HILX not to be defects in materials or workmanship. Please note that our lifetime warranty only covers the frame, not lenses.

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

After payment is verified, it may take up to 24 to 48 hours to process and ship the order (excluding weekends and holidays).

Period for returns

7_Days