

Terms of sales

Guarantee terms

Customer may return the unused or manufacturing defective product to any of the Decathlon Hong Kong stores at your own costs within 7 days upon receiving of the goods.

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 condition of return is not applicable to the damage by any improper way use, caring, self-repairing & alteration, accident, negligence, UV irradiation etc.
- Due to the different resolution setting of different computer and mobile, color shown may be slightly different than actual products, this is normal and will not be considered as reason of return.
- 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.

Return Fees

1. Returned products to the stores at buyer's own cost
2. The shipping fee for replacement/exchange of the goods is paid by the seller
3. Please understand that we do not accept return through surface mail, registered mail and postage paid by addressee courier delivery, the parcel will send back to the customer.

Delivery methods and delays

1. After the order is successfully placed and the payment is completed, the system will generally ship within four working days (excluding Saturdays, Sundays and public holidays) according to the delivery address and payment time filled in by the customer.
2. All delivery services will be provided by S.F. Express(顺丰速运), and the scope of delivery is currently limited to Hong Kong.
3. During the order confirmation period, after selecting the relevant delivery service, the system will prompt the customer to choose the delivery method and relevant delivery charges.
4. We offer free shipping service for order amount over HKD800, if the price discounted under HKD800, the shipping fee will be charged.
5. We had discovered some customers failed to input their shipping information correctly, and let the delivery cannot be finished in time. If the delivery service is blocked for more than seven days due to failure to get in touch with the customer, we will classify the customer had given up the goods and no refund application will be accepted.
6. If the address selected by the customer is different from the actual delivery address, the delivery will be affected and the goods will be returned. In this case, the company will not be able to refund the shipping fee, and it will not affect the refund of the order purchased by the customer.
7. By the 2 shipping failure above, if customer needs to send the shipment again, the freight will be automatically set to be paid by receiver.
8. The company will try its best to pack the goods to a safe state and then send them out. If the goods are unfortunately damaged or lost in transit, the company will not be responsible.
9. If you have any enquiries, please email to sportsgalaxycs@gmail.com or whatsapp 97905339 to contact our customer service staff.
10. In case of any disputes, and the disputes were not caused by our fault, the company will reserve the right of final decision.

Period for returns

7_Days