

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 only applicable to Globber items

Warranty period: 2 years

Warrant details: We will repair / exchange components which are repairable and exchangeable under reasonable usage.

Repairable parts

refers to those broken , peel off seams, etc. Exchangeable components including buckers , zippers , zippers head ,etc based on

availability of the components.

We will help to repair / exchange components after one year warranty period. However, it might be done at the customers cost.

Damages due to natural wear and tears such as rips, tears, abrasion or UV degradation, misuse, improper usage, or neglect of product care label, over the life span of some products like water proof cohensives, etc are not covered under our warranty policy but might be repairable for a fee.

4. Losses or damages (whether direct, indirect, special, consequential or otherwise) arising out of users' knowledge upon using the products are not covered under our warranty policy.

5. All products returned must be cleaned and subject to our approval. All unclean products will not be accepted for inspection and repair.

6. Products mentioned in warranty policy cover 1 year warranty. Repair service is provided free of charge. Those products not covered under warranty policy may be repairable for a fee.

7. Warranty agreement does not cover the damage caused by misuse, negligence, accident, alteration, normal wear and tear, or the product not used in accordance with the user manual or out of warranty period, in which case, we will then advise you of the cost for repair or replacement.

8. Any components of replacement will not be returned to you.

9. We reserve all rights of final decision upon warranty and repair policy.

10. The contents of the warranty and repair policy are subject to change without prior notice.

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

We will make delivery based on T+ 3 (work days).

Period for returns

7_Days