

Terms of sales

Guarantee terms

We will provide one year warranty for the products were bought via Decathlon platform with official sales receipt.

Our guarantee commitment subject to the following :

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.

Refund Policy

Upon acceptance of the Return Product, and acceptance to refund by Mega World Asia Group Ltd., the platform (DECATHLON Hong Kong) will issue immediate refund on the payment method used for the purchase, which can take several business days to be proceeded, depending on the payment method.

Return Policy

For Return, customers need to submit Decathlon official receipt with purchase date under all circumstance.

We will provide unconditional return service within 7 days

We provide you with professional after-sales guarantee services, and promise to return unconditionally within 7 days after the customer receives the product (subject to the date of receipt), but the product you return must meet the following requirements:

Products and accessories are well preserved;

Product labels remain intact;

The product is not used;

The product is not washed;

The product is intact and does not affect secondary sales.

For suspected defective after use, please contact CS of Decathlon or our CS at 37410960.

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Return Fees

Customers can make return to any Decathlon Shops at his own cost.

Delivery methods and delays

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

Period for returns

7_Days