

Terms of sales

Guarantee terms

2 years Limited Warranty for MaxPro SmartConnect, Slim Wall Track & Foldable Bench products.
1 year Limited Warranty for Pulseroll & Rokid AR products.

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 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 MaxPro SmartConnect, Slim Wall Track & Foldable Bench products, with Warranty period: 2 years
- Warranty applicable to Pulseroll & Rokid AR products, with Warranty period: 1 years

Warrant details:

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

Enquiry WhatsApp: +852 6474 4265 & Email: info@otelfitness.com

•Under normal circumstances, goods ordered will be delivered to customers within 5-7 working days from the date of order, depending on the requested area of delivery. Customers will be informed of the delivery date and time one working day prior to the delivery date. Delivery service will be provided on Monday to Saturday only, excluding public holidays.

•Delivery provided to Hong Kong Island, Kowloon, the New Territories, Ma Wan, Tung Chung and Discovery Bay. Customers are required to arrange their own delivery to Outlying Islands, Closed Area, or traffic restricted area where delivery truck is not allowed to access.

•Customers are required to pay a surcharge of HK\$50 per delivery to Ma Wan, HK\$100 per delivery to Tung Chung, and HK\$200 per delivery to Discovery Bay.

•5.5 ton vehicle is not allowed to enter below district or road, customers are required to pay additional charge (to be determined):

HK Island: Deep Water Bay Road, Shouson Hill Road East & West, Mount Austin Road, Magazine Gap, Bowen Road, Lugard Road, Borrett Road, Village Terrace, Kai Yuen Street, Mount Kellett Road no.48, Tung Shan Terrace

Kowloon: Shatin Pass Road

New Territories: Keng Hang Road, Seasons Monarch

•For Outlying Islands, customers are required to arrange their own shipping & delivery may be arranged only to Central Ferry Piers.

•For yachts, customers are required to arrange their own transportation from the dock to the yacht as delivery is only provided to the pier. Customers are required to pay additional charge (to be determined) for delivery from the pier to the dock.

•Customers are required to pay an extra charge of HK\$40 per floor per carton for under 40 kg, HK\$80 per floor per carton for 40 to 70 kg, HK\$120 per floor per carton for 70 to 100 kg, HK\$160 per floor per carton for 100 kg to 130 kg, to be determined for 130 kg or above for delivery to building without lift service, or if goods cannot fit in or are able to be transported by the lift. For transporting more than 3 floors, extra charge is to be determined.

•Customers are required to pay additional charge (to be determined) for delivery that requires walking long distance when truck is unable to reach the building.

•Scheduled Delivery will be cancelled when typhoon signal No.8 or above/ Rainstorm warning black signal is hoisted. Customers will be contacted subsequently for rescheduling of delivery

Period for returns

7_Days