

Terms of sales

Guarantee terms

All product/service orders must be accepted by Natures Village. The acceptance of such orders is at the discretion of Natures Village. When Natures Village sends a notice of acceptance of the order to the user, these terms will constitute a contract. Once the order is confirmed and accepted by Natures Village, it cannot be cancelled.

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.
- If the items you receive have quality issues, please send email to marketing@naturesvillage.com.hk with
 1. Your order no.
 2. Date of purchase
 3. Pictures of your item.
- Items cannot be returned/refunded for non-quality reasons.
- 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.
- In the event of a dispute, Natures Village's decision shall be final and conclusive.

Delivery methods and delays

Our products will be delivered by Natures Village or its appointed 3rd Party Logistic Partner within 3 -5 business days upon the acceptance of order.

- Our Delivery Service is available: Monday to Friday (excluding Saturday, Sunday and Public Holidays)
- In the event of a dispute, Natures Village's decision shall be final and conclusive.
- All products are non-returnable. Provides 7 days warranty period (upon acceptance) if the product is malfunction.

Period for returns

7_Days