

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 paddle board, canoe, kayak, and fitness machine.
- Treadmills and exercise bikes are not eligible for a refund.
- 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 treadmills and exercise bikes

Warranty period: 1 year

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 Tel: 28897078
- Under normal circumstances, goods ordered will be delivered to customers in 7 to 14 working days from the date of order, depending on the requested area of delivery. Customers will be informed the delivery date and time by us one working day before the delivery date. Delivery service will be provided on Monday to Saturday, 8:00am - 2:00pm only, exclude public holidays.
- We will only provide delivery 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 an extra charge 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; we can only provide delivery to Central Ferry Pier.
- For yachts, customers are required to arrange their own transportation from the dock to the yacht; we can only provide delivery 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 goods cannot be fit in or 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 requires walking long distance when truck is unable to reach the building.
- Delivery scheduled will be cancelled when typhoon signal No.8 or above or when rainstorm warning signal black is hoisted. Customers will be contacted for delivery schedule rearrangement afterwards.

Period for returns

7_Days