

Terms of sales

Guarantee terms

Mitchell & Ness accepts returns that are found damaged or defective when the time parcel is being opened. Mitchell & Ness does not offer product exchanges. Please note that you may be asked to provide a photograph of the damaged/defective/incorrect items. Prior to returning your goods, please contact Customer Services to discuss further.

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.
- Ensure you include all possible information, including order number, name and details about wanting a refund, reason for return or what you would like to exchange it for.
- Markdowns are final sales so they are not eligible for a refund.
- Mitchell & Ness does not offer product exchanges; please check your items (i.e. articles, sizes, colors) in cart carefully before checkout.
- Please note that you may be asked to provide a photograph of the damaged/defective/incorrect items. Prior to returning your goods, please contact Customer Services to discuss further.
- 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.

Return Fees

Please note that you will be responsible for the costs of returning the items to us unless we delivered the item to you in error (an 'Incorrect' item), or if the item is found damaged or defective.

Delivery methods and delays

3-5 Working Days upon order receipt
Standard delivery via SF Express within Hong Kong & Macau

Period for returns

7_Days