

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 paddleboard, 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.
- Warrant details: Limited warranty is provided for all products sold by Chung Yung Cycle Co. The warranty terms are subject to brand original suppliers, which can be found on specific product page or brand official website. For warranty request for products purchased for more than 7 days, please contact onlinecs_d@hkbicycle.com for the claim. Product and defect details with proof of images, purchase receipt and customer contact info can lead us faster service.

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

Delivery within 7 working days

Period for returns

7_Days