

# Terms of sales

## Warranty Information

All of our Regatta products come with a 12 month guarantee; however our Isotex products have a 3 year guarantee on apparel and a 2 year guarantee on Footwear. Our Isotex fabric is waterproof, breathable and windproof to keep you dry and comfortable in the Great Outdoors! We're that sure it will offer you ultimate protection that we offer a 3 year Guarantee with all our Isotex products. In the unlikely event of a fault developing with an item you have purchased through Decathlon, please contact us by getting in touch through the Decathlon website. We review the fault with you and offer a full refund for all faulty items purchased from the Decathlon website.

## Refund Policy

We offer a 100% guarantee. If you are in any way dissatisfied with the goods you ordered for any reason, we will give you a full refund, provided you return them to us unused with the original labels and packaging, including proof of purchase within 28 days. (\*unfortunately for health and hygiene reasons we do not offer a refund on for swimwear products unless the hygiene strips and tags are in place. We also do not offer a return or refund for face masks due to hygiene reasons )

You will receive a message via Decathlon confirming that we have received your items at the warehouse. It should not take more than 28\* days from the day you return the items to us.

If it has been longer than 28 days and you've still not received your refund, please contact us via Decathlon.

\*Due to the new location of our warehouse and restrictions in place due to the Coronavirus pandemic, refunds can take up to 28 days at this time.

## Return Policy

A form for returning items is included in your package. This slip is your proof of purchase. Please complete the return form and attach it to your package as well as the items you are returning, which you will return to the following address:

Regatta Ltd, Pioneer Point, Poole Hall Road, Ellesmere Port, CH66 1ST

Alternatively, we offer a rebound service in which you can return your items using this link, <https://regattaeurope.intelligentreturns.net/main/landing/>. You can drop the item you wish to return at the specified drop off point which will then be forwarded onto the above address.

For faulty items - Customers can return faulty goods for a full and complete refund. We will arrange this return. The refunded cost of returning goods to us can only be guaranteed when agreed with our Customer Services in advance. If your item is faulty please contact the Customer Service team via Decathlon.

## Return Fees

Please note that when you choose the relay point return option, there will be no charge for returning the item.

## Carriers Delivery Time

The carrier used is Hermes. We aim to have your parcel delivered within 5 - 7 days.

This service is a fully tracked delivery service, please note this is not a signed for service. Upon dispatch your order will be updated containing your tracking number and the website link and you will be able to view the status of your parcel.

## Returns Period

30\_Days