

# Terms of sales

## Warranty Information

Decathlon Second Life follows the same warranty application as Decathlon products and you can find more about it [here](#)

## Refund Policy

- Within 2 business days from when the products were received in our warehouse, you should get an e-mail confirmation that the return was processed.
- Within 12 business days from when the products were received in our warehouse, you should receive a refund via the initial method of payment used to place the order.

### Credit/Debit Card

If you paid online using credit or debit card, you will be refunded to the same card used to pay for the order.

### Paypal

If you paid online using PayPal you will be refunded to your Paypal account

### Gift Cards

If you paid online using a gift card, we are not able to refund this amount back to your bank account. A new gift card will be automatically generated by our system and sent to you via email. Please note that if you paid an additional amount with your credit card or Paypal, this will automatically be refunded within 7 business days.

If you split your payment between gift card and another method (e.g. gift card and PayPal), you'll be refunded by gift card first and any remainder will be refunded via the other method.

### Payment at the Till

- If you have placed an online order with one of our teammates in store and paid at the tills, you will be contacted by our finance department to arrange a refund. Please note that these kinds of refunds can take longer, since we need to contact you directly

- If a faulty product is returned within 30 days after purchase, with proof of purchase, you have the right to a full refund.

- Based on our assessment (condition of the product and length/frequency of use), our Decathlon team retains the right to accept or refuse the return, and in the case of a return, will choose the adapted solution (repair, exchange, partial or full refund).

- You can get a refund when returning unwanted goods. Please note we do not refund perishable goods such as food or drinks.

## Return Policy

All Products sold by DECATHLON on the Site benefit from a commercial guarantee of 365 days from the date of receipt. The following are excluded from the benefit of this guarantee: products that have been deliberately damaged, products that have been used improperly, products that are dirty or have personality so that they cannot be resold second-hand or given as is.

As part of this policy and in the event of returns by post, DECATHLON SECOND LIFE bears the cost of returns as soon as the Buyer follows the return procedure to be carried out by contacting the decathlon customer service team.

Items purchased online can be returned to any Decathlon store.

Please note, you do need to download/print your online invoice. that can be issued on request.

To process the refund, the store will need an invoice as a proof of purchase. Please note that we will only be able to refund you to the original payment method.

If you have created an online return and want to return to the store, it is necessary to cancel the online return request.

You can find contact details and opening times of your closest store [here](#)

If you have any further questions regarding second life return, you can either chat with us on Facebook Messenger [here](#) or

get in touch via our [Contact Us](#) page here.

This right of return does not apply to products of an obvious personal nature (e.g. heart rate monitor, swimsuits, underwear, etc.), audio and video recorders and software whose fasteners have been undone or the packaging open.

In the event of a malfunction affecting a DECATHLON Product covered by the legal or commercial guarantees, the Buyer has the option to return the faulty items to one of our stores, where Decathlon team members can have a look at them and investigate the fault.

Alternatively, you can contact our Customer loyalty Team to arrange a return of your online order by post. Please note that in this case you may be asked to provide pictures showing the damage.

Decathlon cannot organise a return if products have been damaged on purpose or used outside of their means.

If the item is no longer under warranty, unfortunately we will not be able to exchange or refund a faulty item. You can find warranty information of each product page on our website.

We may be able to repair products which are no longer under warranty. Please contact your local store for more information

Once DECATHLON has notified the buyer that their return request has been taken into account by email, the Buyer must return the Product(s) by following the procedure indicated on the label.

In the case of a return by post, upon receipt of the Product at the warehouse or Store, DECATHLON will examine the Product to determine whether the alleged defect or malfunction is covered by a legal or commercial guarantee. In the event that the return is judged to be compliant by DECATHLON, the latter will proceed: Within the framework of the legal guarantee: in order of priority, either repair, exchange or refund.

As part of the exchange or refund return policy, all products returned without DECATHLON's agreement will be systematically treated as non-compliant returns.

Please note we are unable to take any returns online for items that have been bought in stores.

## **Return Fees**

As part of this policy and in the event of returns by post, DECATHLON SECOND LIFE bears the cost of returns as soon as the Buyer follows the return procedure.

DECATHLON SECOND LIFE

Please bear in mind as part of the exchange or refund return policy, all products returned without DECATHLON's agreement will be systematically treated as non-compliant returns.

## **Returns Period**

30\_Days