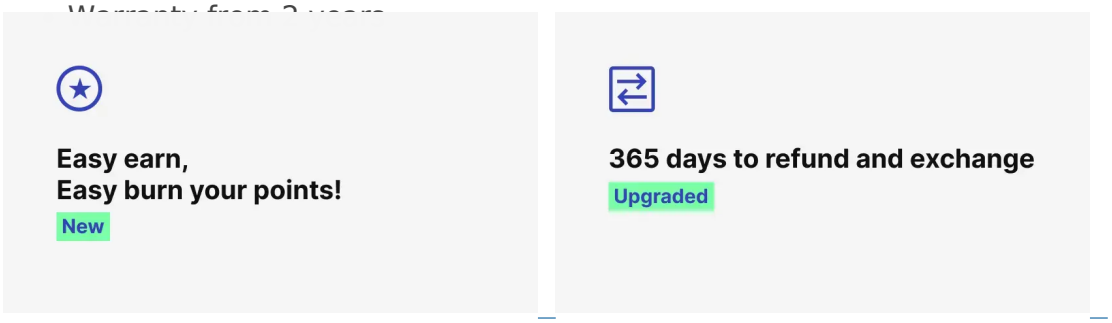
FAQ about Membership Program

- Become a Decathlon Member – Unlock Benefits & Rewards
- How to Get Rewards
- How to Use Gift Cards on Decathlon Website and App
- How to Use Gift Cards In-Store
- Download the Latest Decathlon Shopping App
- FAQ about Membership Program

Become a Decathlon Member – Unlock Benefits & Rewards

Become a Decathlon Member

- Earn points easily!
- Enjoy thousands of benefits!
- 365-day return and refund policy
- Warranty from 2 years



Loyalty Program

- Enjoy exclusive offers when joining Decathlon’s Loyalty Program

Earn points easily – Get more rewards!

1. ### Earn Points

   - Shopping
   - Spend 1 VND = 1 point
   - For every 1 VND spent in-store or online, you will earn 1 point.

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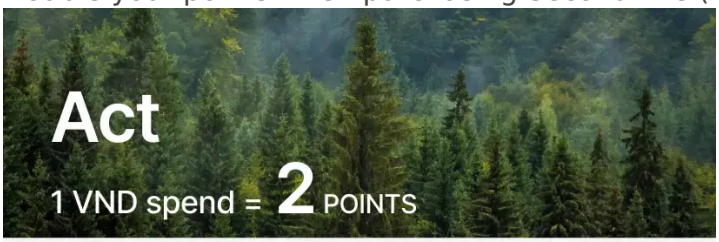
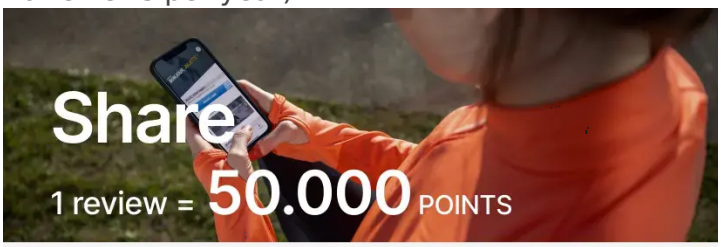
  Each VND spend in-store or online saves you 1 point

2. **Actions**

- Spend 1 VND = 2 points
- Double your points when purchasing Second Life (Reused) products.
- 

  Earn x2 points by carrying out a Second-life product

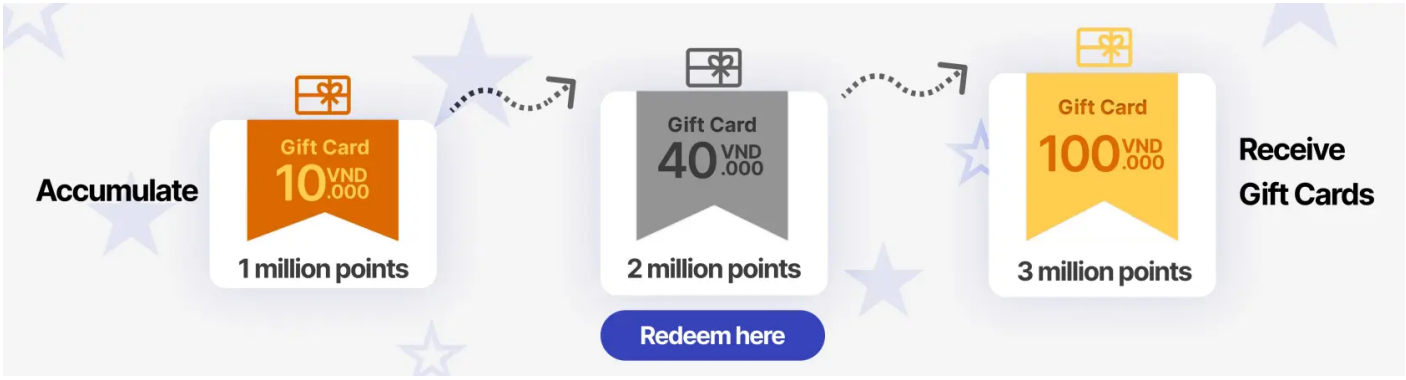
3. **Share**

- 1 review = 50,000 points
- Get 50,000 points when you leave a verified review of a purchased product. (*Up to 10 reviews per year)
- 

  Give us a review on a product purchased and earn 50.000 points
  *maximum 10 reviews/year

More Rewards

Accumulate → Gift Card 10,000 VND (1 million points) → Gift Card 40,000 VND (2 million points) → Gift Card 100,000 VND (3 million points)


Accumulate
Gift Card
10 VND .000
1 million points
Gift Card
40 VND .000
2 million points
Gift Card
100 VND .000
3 million points
Receive
Gift Cards
Redeem here

How to Get Rewards

Earn Points

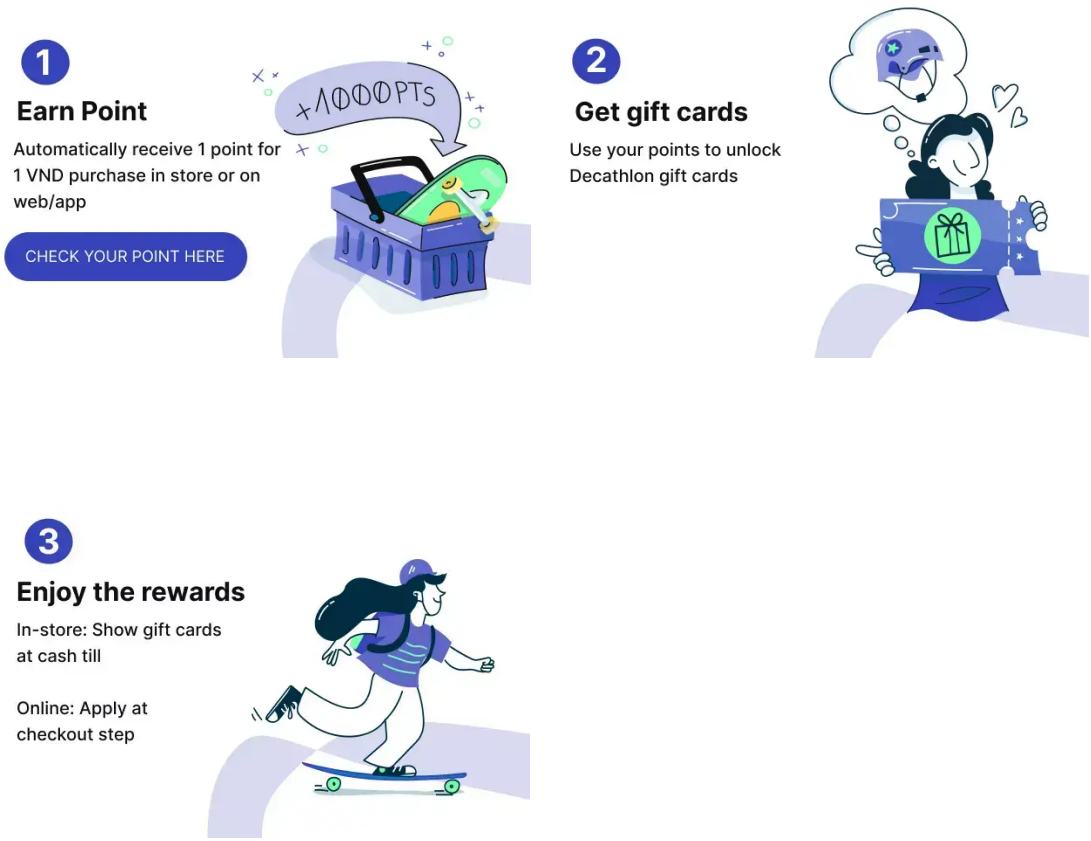
- Automatically earn 1 point for every 1 VND spent in-store or on the website/app.

Redeem Gift Cards

- Use your points to exchange for gift cards.

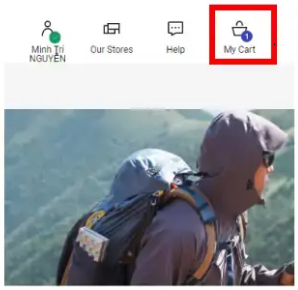
Enjoy Rewards

- **In-store:** Present your gift card before checkout.



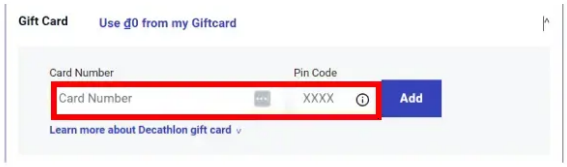
How to Use Gift Cards on Decathlon Website and App

Step 1: Tap the cart icon.
Step 2: Confirm your order, delivery address, and proceed to the “Payment” step → select “Gift Card.”
Step 3: Enter your gift card number and PIN, then press “Add.” You can add multiple gift cards if available.
Step 4: Enter the amount you want to use from the gift card, choose your payment method, and complete your purchase.
(*Note: A gift card can be used for multiple orders if there’s remaining balance.)

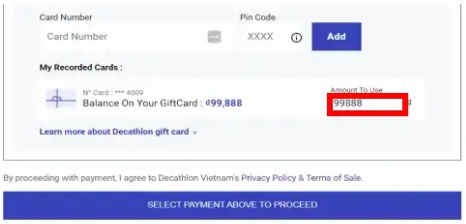


Step 1. Click on “My Cart”

Step 2. Confirm your products, your delivery address and proceed to “Payment” step



Step 3. Enter Card number and Pin code on your gift cards, then click on “Add”. You can add multiple gift cards for one order.



Step 4: Adjust the amount you want to use for this order, choose your payment method. And finish!

(*) Note: One gift card can be used for multiple orders as long as your balance remains

How to Use Gift Cards In-Store

Step 1: Shop for sports products at any Decathlon store nationwide.
Step 2: At checkout, provide your gift card number and PIN to the cashier for assistance.
Step 3: The amount used from your gift card will be directly deducted from your total bill.

Download the Latest Decathlon Shopping App

Scan the QR code to download now!
Shop quickly and conveniently with over 50 sports and 5,000 products on the Decathlon app.
Experience exclusive features and offers available only to members!

FAQ about Membership Program

General information

- How does the Membership Program work?
  - By becoming a member, you can collect points with every purchase. These points can then be exchanged for a Decathlon gift card to get the best deals on your future purchases.
- How can I become a member?
  - If you already have an existing Decathlon account, just sign in and start earning points with every purchase. You can earn more points through providing reviews. We may bring in more ways to earn points. Do look out on our membership page for more updates. As for new Decathlon members, you can create a Decathlon account with your email address and phone number to start earning the points.
- Are there any fees for becoming a member?
  - No, the Decathlon membership program is 100% free.
- Is it possible to unsubscribe from the membership program?
  - It is possible to leave the program. When creating a Decathlon account, you automatically join the membership program. In order to quit the new membership program you have to delete your Decathlon account.
  - If you were previously a membership member before the launch of the new program, you also received an email about how you can leave/unsubscribe the new program.
- How do I receive tips and personalized communication about the membership program?
  - Information around your membership points and gift cards will be sent automatically to you regardless of your opt-in status. For tips and personalized communications that you can leverage to boost your membership points, you can subscribe to our emails in My Account page, under Preferences and Personalization, or enable the notification settings in your Decathlon App.
- Why is it important to receive the communication from the Program?

- The communication from the Program provides you the status updates of your points and rewards. You will not receive any marketing communication unless you are subscribed to our email and/or mobile app push notification. If you do not want to miss out on tips and personalized communications that you can leverage to boost your membership points, do opt-in to get the first hand information.

Points

- How do I collect points?
  - Points can be earned with every purchase **starting 16th July, 2024**. Scan your Decathlon card/Provide your phone number (or email) at checkout in the store or log in to your account for online purchases in order to receive your points. Check the Membership Homepage to have the details of the earning rules.
  - We also want to encourage you to make sustainable decisions by buying eco-friendly products. So we decided to reward you with double points for every Second Life product you purchase. We will launch some special events with special rules, and be aware of those offers receiving the Program Communication.
- Where can I find my membership card?
  - The membership program uses a digital barcode instead of a physical card to make your shopping experience easier. You can find your Decathlon card number and bar code under My Account > Profile Information > Personal Information on the website. If you have trouble finding your account, you can ask for help via the online chat with our customer service team or through the Decathlon teammates in any of our Decathlon stores.
- How can I make sure that I will receive points after my purchase?
  - When purchasing in store, simply provide your phone number/email at the checkout. If you are shopping online, make sure you are logged in to your account and you will receive your points automatically when your order has been fulfilled.
- Is there a limit on the number of points I can earn by purchasing products?
  - No, there is no limit on the amount of points you can earn.
- What purchases are taken into account by the membership program?
  - The purchases taken into account are the following:
    - All products sold in stores, on online store, on the mobile application.
    - Only purchases of gift cards and delivery costs are not counted.
- I placed an order online, when will I receive my points?
  - You will receive your membership points when your order has been fulfilled.

- I didn’t get my points or received an incorrect number of points for my purchase. What can I do?
    - For both in-store and online purchases, please ensure you are logged in to your account before completing the purchase. All membership points will be credited within the next 48 hours into your account.
    - If you think there was a mistake, please contact us via email at cskh@decathlon.com or phone at 18009044.
- Can I earn points for my purchases made in Decathlon stores outside of my country?
    - For the current state of the membership program, the points earned in Vietnam cannot be used in other countries.
- What happens to my points if I return a product?
    - If you decide to exchange your product for another, you will keep the points acquired during your purchase. However, if you wish to return and get reimbursed for your product (regardless of the method of reimbursement), the points related to the purchase will be withdrawn from your account. For more details on our exchange and return policy, see here: https://www.decathlon.vn/en-VN/s/chinh-sach-doi-tra-hang
- Does the cost of the shipment of my order give me extra points ?
    - Unfortunately no, the points are calculated only on the amount of the purchase of products in store and online.
- Why did I receive a message telling me that my points are about to expire?
    - Points are valid for 12 months after they are credited into your account. This message serves to inform you that your points will soon expire and you will lose these points.
- When will I get the points for product reviews?
    - The points will be credited once the review(s) are validated within the next 72 hours.

My rewards

- What can I do with my points?
    - You can exchange points for Decathlon gift cards. We are constantly working on our reward portfolio, so keep an eye out for new ways to use your points!

- How can I exchange my points for gift cards?
  - Once you have enough points, you can use the points to unlock Gift Card(s) on your Membership Dashboard accessible via our website or App.
- Where can I find my gift cards?
  - You can find all of your vouchers on your Membership Dashboard accessible through your Decathlon account.
- Do the points I earned get automatically exchanged for gift cards?
  - No, you have to login into your account and exchange your points for the reward you want manually.
- I exchanged my points for a gift card, where can I use it?
  - Your Decathlon voucher can be used in all stores by scanning the barcode during checkout. It can also be used on our website and App during payment. All you have to do is to copy the card number and PIN code provided at checkout under the Gift Card section at the payment page.
- How long are my gift cards going to be valid?
  - You can use your gift card within 24 months of the date of exchange.
- Do I earn points by purchasing a gift card ?
  - You will not earn points when purchasing gift cards. However, if you pay with a gift card, points will be granted.