

# Return & Exchange policy

## Return & Exchange policy

- All products exclusively labeled by the Decathlon brand are designed, and manufactured by Decathlon Group or by our strategic suppliers. Whether manufactured in France, Portugal, China, Vietnam or any other country, Decathlon prides itself on product quality thanks to a strict production process according to European standards, under the control of a dedicated management team. We handle product returns and exchanges with the ultimate objective of satisfying our customers.
- List of exclusive Decathlon brands manufactured and distributed by Decathlon includes: Allsix, Aptonia, Artengo, Btwin, Canaveral, Caperlan, Copaya, Corenghi, Coros, Domyos, Dreamscape, Elops, Evadict, Forclaz, Fouganza, Geologic, Inesis, Itiwit, Kalenji, Kimjaly, Kiprun, Kipsta, Korok, Kuikma, Nabaiji, Newfeel, Nyamba, Offload, Olaiian, Orao, Orbea, Oroks, Outshock, Oxelo, Perfly, Pongori, Quechua, Riverside, Rockrider, Simond, Solognac, Starever, Subea, Tarmak, Triban, Tribord, Van Rysel, Wedze
- Customers can exchange or return products at any Decathlon store in Vietnam or follow the instructions on the website when purchasing online. For online orders, returns can only be made according to the process on the website, however, customers can still go directly to the store to exchange/return products..

**Conditions for Returns and Exchanges (not included B2P customers):** Within 365 days from the purchase date indicated on the receipt. Products must be in a resellable condition, unused, and with all original labels intact. The total value of the exchanged product must be equal to or greater than the value of the product to be exchanged.

In addition to products under Decathlon's exclusive brands, some third-party products directly distributed by Decathlon, such as Adidas, Speedo, and Facolos, are also eligible for exchange/return within 365 days and products must be in a resellable condition, unused, and with all original labels intact.

Please refer to non-returnable product list by clicking [here](#).

### Please note:

- Products purchased abroad/outside Vietnam cannot be exchanged/returned in Vietnam.
- Products cannot be exchanged & refunded:
  - For hygiene reasons: fabric face masks, underwear;
  - For safety reasons: safety and protective products (helmets, protective covers/guards, mountain protection equipment, etc.)
  - For sanitary reasons: nutrition foods;

- Products purchased on Shopee cannot be returned, only clothing and footwear can be exchanged for size.
- Products purchased by vouchers from third parties (Urbox, Got it,...) will be exchanged to another size and color of the same products, with no returns; up to 5 vouchers from third parties can be applied in 1 payment for in-store orders and 1 voucher for 1 online order.
- Products purchased with a Decathlon gift card will be exchanged for a product of equal or higher value than the old product, no returns allowed
- Gift cards/discount codes (vouchers) are not applicable to products of third parties that are partners of Decathlon Vietnam such as Nutrition Depot, Garmin, ... except for products of Gu Energy, Adidas, Speedo, Facolos distributed by Decathlon..
- Discounted products or products included in promotions/same price/vouchers can only be exchanged for the same size or color of the product, no refunds are allowed.
- For orders with vouchers applied when returning goods, customers will be refunded the actual amount paid (excluding the voucher value) and can exchange for a product of equal or higher value.
- Exchanges/returns are subject to stock availability. If the product is no longer available, Decathlon may offer a replacement product of equal quality and value or refund the price of the product.

#### **For purchases before 02 July 2024**

- General Conditions: Products must be in a resellable condition, unused, and with all original labels intact.
- Specific Conditions: 30 days for return and 180 days for exchange from the purchase date indicated on the receipt, and the total value of the exchanged product must be equal to or greater than the value of the product to be exchanged for.

#### **For products purchased at 7-Eleven Vietnam**

- For products purchased by Customers at 7-Eleven Vietnam convenience stores, Customers are allowed to exchange and warranty these products directly at Decathlon Vietnam stores according to the policy published on the Decathlon Vietnam website from time to time; and returns/refunds are not permitted under any circumstances. Customers are only allowed to exchange sizes or colors for products with the same product code as previously purchased.

**Note:** The return/exchange policy does not apply to products not manufactured by Decathlon, including but not limited to the products and brands below:

1. Nutrition products (GU, Tailwind, Nutrition Depot and other products,...): cannot be returned/exchanged in any form due to food safety reasons.
  2. Garmin products: all after-sales services and purchasing policies are directly responsible by Garmin,.... Customers can refer to more information [here](#).
  3. Other brands such as Adidas, Speedo, Facolos
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Revision #1

Created 27 November 2025 12:44:37 by Admin

Updated 27 November 2025 12:44:37 by Admin