

CURBSIDE PICKUP SERVICE DURING COVID-19 STORE CLOSURES

- Curbside Pickup is available at select Decathlon stores that may be otherwise closed to the public.
- All Decathlon store closures due to shelter-in-place orders are in effect as of March 17, 2020.
- Decathlon stores that are re-opened after easing of shelter-in-place restrictions may have revised store hours, which may change over the course of our COVID-19 response.
- All services are subject to change.

Decathlon stores have been temporarily closed to help local and regional efforts against COVID-19. We plan to re-open our San Francisco and Emeryville store locations once the shelter-in-place orders are lifted on Wednesday, May 3, 2020.

We understand the repercussions that our store closures may have on our customers and teammates. As a result, we have provided two weeks of full pay to all our teammates affected by this temporary closure. As for our valued customers, Decathlon's e-commerce store is still open and available.

Additionally, we are introducing our new Curbside Pickup option at our Potrero and Emeryville Decathlon store locations. At the moment, Curbside Pickup service is available everyday between 12 PM and 6 PM.

No matter the situation, Decathlon prides itself in doing right by its customers, teammates, and our society at large. Our mission continues - making sports accessible to the many. We appreciate your patience and partnership as we take steps to make our stores and our community safe. Thanks for your understanding. We look forward to serving you in person soon.

Read below for more information about our Curbside Pickup service and other policies:

Terms and Conditions for Curbside Pick-up

1. **Bay Area Stores Only:** Curbside Pickup is free and available to all customers in the San Francisco Bay Area.
2. **Purchase Process:** Purchase online, then select the in-store pickup option.
3. **Fulfillment Time:** The order will be fulfilled on a next day delivery basis. You will receive a confirmation email upon receipt of the product in-store.
4. **Pick-up Process:** Upon arrival at the curb for pick-up, you will need to call the number provided in your confirmation email. This number is also displayed in front of the store. The product will be delivered to you outside the store location you have chosen. Only the person whose name is listed on the order may receive the Curbside order. Please bring a photo ID and show your confirmation email.
5. **Return Policy:** Although our generous return policy ([Returns and Refunds Policy](#)) remains generally unchanged, product returns cannot be processed at this time. For products delivered via Curbside Pickup or purchased in-store, returns may be made in person once stores are reopened.

following the easing of shelter-in-place orders. If a defective or damaged product was delivered to you, please see our Warranty Policy.

6. Other Terms and Conditions:

- a. Curbside Pickup is open to all products displayed on Decathlon USA's website at www.decathlon.com.
- b. All pick-up times are estimates. There is no guarantee that your order will be available at any particular time. Decathlon bears no responsibility for order delays.
- c. Pick-up of bulk products, as defined in our Terms of Sale, is free.
- d. All bikes delivered to you via Curbside Pickup will be pre-assembled and will include a free \$50 gift card valid for future purchases.
- e. All tents delivered to you via Curbside Pickup will include a free \$20 gift card valid for future purchases.
- f. We will charge your account upon order pickup. You may see an authorization hold for the purchase amount prior to pickup. The hold will disappear after pickup or cancellation per your financial institution's practices.