



Terms and conditions

Home > Customer Service > Terms And Conditions

Customer service

FAQ

[Terms and conditions](#)

Delivery policy

Order status

Contact Us

At Masaltos.com you will be able to buy shoes to make you taller, get more information about them, and take advantage of special prices.

In this section you can read about Masaltos.com's purchasing conditions. Buying at our website implies that you accept our purchase conditions. If you have any questions, please send us an email.

1. MASALTOS.COM PURCHASING SYSTEM

Shopping at Masaltos.com observes the current rules and laws, provided that sales have been managed from Neman Europe, Ltd., Calle Feria, 4-6, 41003 Sevilla, Spain. Every price listed has the Spanish tax rate (I.V.A) already included, according to the current regulations applied to all, EU, and non-EU residents.

Product descriptions are displayed with their prices. Products will be available until they are out of stock. Prices are shown in euros, I.V.A (V.A.T.) included. Prices displayed are those in effect, except by any typographical mistake. Products will be available as long as they are shown on the web.

If you need a voucher of your purchase, you should contact our customer service and provide them with your personal data and the number of your order, no later than 7 days after the products' delivery. Your order's confirmation sent by Masaltos.com will not have any legal validity as a voucher.

2. PLACING AN ORDER

The customer wanting to purchase any of the products shown in Masaltos.com should select the product and add it to the shopping bag. He/She should then complete a form with the delivery address and specify the delivery and payment method. Once the form has been filled out, delivery method and costs will be determined. Finally, the order summary will be shown and the customer will be given the possibility to confirm the order. When this is done, the order will be processed and the data will be registered in our data base, unless there is a system error. If credit card is the chosen payment method, our online shop will connect with the 4B online payment system and the customer will soon be notified of the transaction.

Every customer who wants to place an order on Masaltos.com must accept the general conditions of purchase, which are included in the order confirmation section. The confirmation of an order means that the order has been completed with the customer's full acceptance of our purchasing conditions.

Every customer will receive an email of the order summary. This summary and the purchases' reference number will allow the customer to check his order in the section marked order status. The status will be as accurately updated as possible.

The purchased products will be delivered to the given address as quickly as possible, depending on the destination of the country and the availability of the goods. For more information please read our delivery policy.

Free shipping on orders of 2 or more pairs of shoes for deliveries to EU, EEA, Norway, Switzerland and Turkey.

Promotions are not valid in conjunction with other promotions.

Neither MRW nor DHL delivers to post-office boxes. Instead, we will send the package by ordinary mail.

In other countries, the customer may have to pay certain import duties in order to pick up his/her package. If so, these duties will be entirely the customer's responsibility.

3. SECURITY OF COMMUNICATION AND ONLINE PAYMENT WITH CREDIT CARD

Masaltos.com is the owner of a digital certificate issued by Thawte Certification Authority. With this certificate the information sent to and received from our web server is encrypted. Thus, any communication between the customer and our customer service employees, as well as any purchase transactions, is highly confidential. Moreover, this Thawte certificate authenticates the server.

The online credit card payment in Masaltos.com is the safest at the moment; it is attached to the security protocols of "Verified" by Visa. These protocols identify your credit cards' details with a password only known by you. In addition, your credit card details will be only managed by the verification system. Thus, we could neither know nor keep our customer's credit card details.

These details, together with those of the card, will be required for the online payment. If any of these details are missing you will not be able to continue the purchase. In addition, the payment gateway of Neman Europe SL is not authorized to know or store customer card details, as this data passes directly to be processed by the 4B Bank System.

4. EXCHANGES AND REFUNDS

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.

To exercise the right to cancel, you must inform us (NEMAN EUROPE, S.L, 4-6 Feria st. 41003 Seville (Spain). info@masaltos.com; 0034 95456 42 92) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model cancellation form, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right of cancel before the cancellation period has expired. Effects of cancellation If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. You shall send back the goods or hand them over to us, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

5. PAYMENT METHODS

We accept the following payment methods:

- Online with credit card.
- Cash on delivery (only available if the delivery address is in Spain (Balearic Islands, Canary Islands, Ceuta or Melilla))
- PayPal
- Western Union
- By bank transfer. You will need the following information:
IBAN: **ES76 2100 8415 5202 0005 3183**
BIC (SWIFT-Code): **CAIXESBBXXX**

Once you have completed the transfer, please send the transfer receipt to pedidos@masaltos.com or fax it to (0034) 954 564 292. Then we will send you your order.

6. CUSTOMER SERVICE

If you have any questions, claims, or suggestions, please contact the customer service of Masaltos.com via phone: (+34) 954 564 292 or email info@masaltos.com.

Our winter schedule is: 9:30 am - 1:30 pm and 4:30 pm - 8:00 pm. GMT+1. Our summer schedule is: 9:30 am - 1:30 pm and 5:00 pm - 8:30 pm. GMT+2.

Masaltos.com is exclusively dependent on the Spanish law. In case of any discrepancy between parties regarding the interpretation, the content of the website, or any other circumstances that might arise from the interpretation or enforcement of the contract, all parties are subject, expressly waiving any other jurisdiction, to the courts of Seville, unless the other party is not a customer.

8. INTELLECTUAL AND INDUSTRIAL PROPERTY

All of the website's IPR content (source code, graphic design, look and feel, images, photographs and templates) belong to Neman Europe SL. Therefore, they shall not be reproduced, distributed, publicly disclosed or transformed, without the written authorization of Neman Europe SL.

The establishment of links to Masaltos.com implies no rights over it and is only authorized to facilitate the access to our website. Total or partial reproduction of our websites' images or contents is forbidden. Moreover, the simple act of establishing a link to our website doesn't entitle to arrogate the status of a group company, associate, or partner of Neman Europe SL.

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9. MINOR PROTECTION POLICY

All those who provide personal information to the website and accept its purchasing conditions, formally declares under his/her responsibility to be over 14 years

old.

Neman Europe S.L. informs, that all those who are legally of age are responsible for minors and are responsible in the case of a minor entering his/her information on the site.

10. WARRANTY AND AFTERSALES SERVICE

Masaltos.com is reliable for any lack of conformity appearing within two years after delivery. The customer has to inform masaltos.com of lack of conformity within 2 months after he/she has knowledge of it.

Provided that there are no conformities with the product, namely in case of a defective product, masaltos.com will provide the appropriate repair, replacement, price reduction or dissolution of the contract.

In connection with the repair and replacement, Masaltos.com takes on delivery costs as well as costs related to labour and materials.

However, the products conform to the contract, if they fulfil the following requirements:

- a. they adhere to the description given by Masaltos.com and possess the qualities of the product which have been presented to the consumer as a sample or model.
- b. they conform to the ordinary use of a product of the same type .
- c. they show the quality and the usual advantages of a product of the same type in a way that a customer and user can expect them to, given the nature of the product.

11. CORPORATE SOCIAL RESPONSIBILITY (CSR)

Neman Europe S.L. is a corporation committed with ethics and social responsibility; it voluntarily contributes to the improvement of social ethics, consumer protection and avoids sexual discrimination at work.

Autocontrol has given Neman Europe S.L. the [Annual Corporate Social Responsibility Certificate](#), which honors social commitment.

Autocontrol has awarded as well Neman Europe S.L. the Annual Corporate Social Responsibility Certificate to grant the emblem "[Equality in the Company](#)", that validates our gender equality policies.

Neman Europe, S.L. cooperates with different NGOs like [Red Cross](#), [Caritas](#) and [Crecer con Futuro \(Lit: Grow Up with future\)](#) that works for disadvantaged childh.



According to Regulation (EU) no 524/2013 of the European Parliament and of the Council, of 21 May 2013, on online dispute resolution for consumer disputes, companies should provide an electronic link to the ODR platform <http://ec.europa.eu/consumers/odr/>.

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About us
Masaltos shoes
The universe of masaltos
Why it's better to be taller?
Dissymmetry - Asymmetry
Masaltos.com press
Testimonials
Location
Masaltos.com shoe care
Shoe horoscope
Virtual Advisor
Shopping guide

Customer service

[FAQ](#)

[Terms and conditions](#)

[Delivery policy](#)

[Order status](#)

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