

FAQs

1. What makes Masaltos shoes special?

Our footwear is designed with a unique shoetree, which provides comfort to your feet. However, what makes Masaltos shoes special is that they can make us up to 7 cm (2.75 inches) taller. What makes this possible is a micro-light, anatomically designed, 3 cm high wedge, and a 3 or 4 cm high heel.

2. Do every Bertulli shoes increase height 7 cm?

Every Masaltos shoe has a 3 cm interior wedge and either a 3 or 4 cm heel, depending on the model:

- All our shoes except the classic models increase height by 7 cm (2.75 inches).
- Classic models increase height by 6 cm (2.361 inches).

3. Are there any Masaltos distributor in my country?

No. The only Masaltos store, as well as our head office, is found in Sevilla. We are engaged in the sale of our products through mail. We are aware that the customer may object to buying this sort of product without having the opportunity to try it on beforehand. Therefore, we make good use of common sense, and try as much as we can to make the process of purchasing shoes simple, and provide our customers with very good after-sales service.

We offer you the option of exchanging the pair of shoes you bought from us with another of different size, or if you are not satisfied with them, you may return them to us. We also give the customer the opportunity to solve any asymmetry problems if needed.

4. Can I shop in Masaltos.com with confidence?

Yes, you can. Masaltos.com is the owner of a digital certificate issued by Thawte Certification Authority. This certificate authenticates us. Masaltos.com encrypts the information sent to and from our web server and protects it from being tampered with. In other words, you can shop with confidence at Masaltos.com. However, there are other payment methods available to our customers if they so wish.

5. Is it safe to pay online with credit card at Masaltos.com?

If you chose to pay through credit card you will enjoy the safest online payment service of today. The service is Verified by Visa Secure Protocols, a new service that protects your card details with your own password. Verified by Visa ensures that the only person that can make any purchase online is the credit card owner. For more information click [here](#).

6. I can't pay online, what should I do?

You should consider the following requirements:

- Take into account the technical requirement explained on the previous page of the online payment section.
- Make sure your credit card details are correctly filled in.
- Make sure you are using the correct password for online credit card payments, if you have been provided with one. If you don't know it, please contact your bank.

If in spite of having fulfilled the requirements you still have problems placing the order, we suggest trying again later or contacting us [here](#).

7. How can I place an order in Masaltos.com?

You have a couple different options:

1. Online at Masaltos.com
2. By ordinary mail to Masaltos.com (Maherlo Ibérica S.L), C/ Feria 4-6, 41003, Sevilla, Spain
3. By e-mail, to pedidos@masaltos.com
4. By phone: (+34) 954 564 292
5. By Fax: (+34) 954 564 292

8. How many payment methods are accepted?

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: **ES77 2100 8415 5102 0004 1380**
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.

9. What can I do if my new Masaltos shoes don't fit me?

You can either return them or exchange them for another size. You may send them back to us at this address:

Masaltos.com (Maherlo Ibérica S.L)
Calle Feria 4-6, 41003
Sevilla, Spain.

If your address is in the EU, including all of the Balearic Islands except the Canary Islands, we recommend you

use our collection system, which is easy and simple.

If you do not live in the EU, we suggest you contact us so that we can help you with the shipping process.

Although we consider regular mail to be the best option in most cases, you may choose whichever shipping method you wish. Bear in mind that if you want to return the shoes, you will be responsible for the shipping and handling fees from your address to our shop. When you send the shoes, please enclose a note with your contact info explaining to us if you wish to return or exchange the shoes.

If you wish to exchange the shoes, we will pay for the shipping costs of the first exchange. For the second exchange of the same order, the customer will have to assume the shipping costs.

10. Can I return the shoes that I have just bought?

If you are not satisfied with your purchase, you may return it to us within 15 days, unworn and unused. Items must be returned with all original packaging and accessories.

Please return your purchase to:

Masaltos.com (Maherlo Ibérica S.L)
C/ Feria 4-6, 41003
Sevilla, Spain

Please enclose a note informing us of what you would like to do (exchange or refund). We will refund the partial value of your order as soon as we receive the package.

11. Could Masaltos shoes solve my disymetry problems?

We can treat up to 3 cm dissymmetry. You would only have to contact us either by phone: (34) 954564292 or by e-mail before ordering. You will be pleasantly surprised.

12. Customs Fees

- European Union:

Shipments within the European Union are exempt from customs fees.

- Outside the European Union:

Shipments outside the EU may be liable to customs fees and imposed taxes.

Taxes and customs fees imposed by the local authorities, including the Spanish if it judges taxes and fees obligatory, are fully the responsibility of the customer.

13. Are there Masaltos shoes for women?

Masaltos shoes are mostly made for men. However, we have recently added some shoe models for women.

These shoes are comfortable, light and perfectly designed so that you can feel taller without wearing high heels. For more detailed information, please contact our **customer service**.

14. Where is the Masaltos.com store located?

Our head office and store are located in Sevilla. The address is:

Masaltos.com
C/ Feria 4-6,
41003, Sevilla,
Spain

Nevertheless, we can send our shoes to anywhere in the world.

15. How can I know what my foot size is?

If you want to know, click [here](#).

16. How does the Masaltos collection service work?

It's very easy to use our collection service. However, **it is an exclusive service for those customers in the EU**, excluding the Canary Islands. To use this service please follow the instructions below:

1. Let us know what you would like to do: if you would like to return or exchange your shoes. Do so in "my orders" at the "my account" section at the website. If you are logged in you may do so [here](#).
2. Select the order and the model (if there is more than one in the same order) which you would like to ship back to the store.
3. Make sure all of your personal info is accurate.
4. If you still have any doubts please contact our Customer Service at the telephone (34) 954564292

Exclusive Collection Service for Spain (Peninsula and Baleares Islands)

If you would like to return the shoes, we will deduce 8 € from the refund.

If you are exchanging the shoes for the first time at the current order, you will only have to pay 8 € COD for the collection, when your goods are delivered. We will assume the new shoes' shipping costs.

If you are exchanging a second time the same order, you will have to pay 8 € for the old shoes' collection, and 8, 90 € for the new shoes' shipping. This will be done by means of COD.

Exclusive Collection Service for EU

If you would like to return the shoes, we will deduce 17 € from the refund.

If you would like to exchange the shoes for the order's first time, you will only have to pay 17 € in advance for the collection service. The shoes' delivery from our shop will be free.

If you would like to exchange the shoes for the second time, you will have to pay 17 € for shipping, and 17 € for the shoes' collection.

For more information please [contact us](#).

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