

Masaltos - Delivery policy

13-07-2026

DOMESTIC AND INTERNATIONAL DELIVERY COSTS

Free shipping on orders over €80.

Orders under €80 have a shipping cost of €4.90 for Spain and the Balearic Islands, €8.90 for Ceuta, Melilla, and the Canary Islands, €17 for the European Union, and €32 for the rest of the world.

SHIPPING / DESTINATION	MAINLAND SPAIN AND BALEARIC ISLANDS	EXPRESS 14 SPAIN (MAINLAND)	CANARY ISLANDS, CEUTA AND MELILLA	EUROPEAN UNION (EXCEPT UK)
ONE PAIR OF SHOES	FREE	8.90€	FREE	17.00€
ACCESSORIES	4.90€	8.90€	8.90€	32.00€
ONE PAIR OF SHOES + ACCESSORIES	FREE	8.90€	FREE	17.00€
TWO OR MORE PAIRS OF SHOES	FREE	8.90€	FREE	17.00€

ESTIMATED DELIVERY TIME

Spain (Iberian Peninsula):

For any destination in Spain (Peninsula), your order will be delivered to you within 24-48 hours, if there are no inconveniences. Please remember that Seur (the delivery company of our shoes) does not make deliveries on weekends. However, this could be arranged if necessary but would be considered as a special Masaltos service.

Urgent Service 14

If you don't want to wait, you can also place your order before 12:00 p.m. today and request delivery for tomorrow before 2:00 p.m., through the Urgent Service 14. Its price is an additional service of Masaltos.com. It is 8,90 euros and is only available on working days for Spain Peninsula.

For Balearic Islands:

If there are no inconveniences, the delivery time will be 48-78 hours.

Masaltos - Delivery policy

13-07-2026

For Canary Islands, Ceuta or Melilla:

Your men's footwear will be shipped by ordinary post. The term is 5-15 days.

MBE Delivery Point.

If you're not at home and want to receive your package at a drop-off location, MBE Delivery Point is a service that allows you to receive packages at an authorized drop-off location. This free service is only available in Spain (mainland and the Balearic Islands), Italy, France, Germany, and Poland.

For the rest of the world:

Refer to the following table.

REGION	EUROPE	*NORTH AMERICA	CENTRAL EMERICA	SOUTH AMERICA	OCEANIA
ESTIMATED DELIVERY IN DAYS	1-5	3-7	3-10	3-10	3-8
DELIVERY SERVICE	UPS	UPS	UPS	UPS	UPS

DESTINATION	SPAIN MAINLAND AND BALEARIC ISLANDS	CANARY ISLANDS,CEUTA AND MELILLA	RUSSIA BELARUS KAZAKHSTAN	BRAZIL / MEXICO
ESTIMATED DELIVERY IN DAYS	1-5	5-15	7-15	3-10
DELIVERY SERVICE	MRW	POST	POST	UPS

Size change:

The change of size is free, only in the first change.

Masaltos - Delivery policy

13-07-2026

In the event that the customer wishes to make a second or subsequent product change at Masaltos.com, he can use our collection system (price: €8 Spain; €20 European Union) or send the package back to the same address as for returns. Once it arrives and we check that everything is in perfect condition, we will send you your change, through the same shipping method that was used in the first instance.

The method of shipping and the expenses involved in returns and changes, from the client to our headquarters, will be paid by the client. It can be done through our collection system (only for Spain, €8, and the European Union, €20), by ordinary mail or by courier. In no case, Masaltos.com will accept shipments with postage due or with customs costs.

Unless otherwise agreed between the parties, the refund of the amount will be made using the same payment method that the customer used to purchase the product.

For more information, see our [returns and exchanges policy](#).