

Masaltos - Conditions of Purchase

13-05-2026

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. For European Union member countries, the prices are indicated in euros including VAT. Prices for the Canary Islands, Ceuta, and Melilla are in euros and do not include VAT. For countries that do not form part of the European Union, the prices are indicated in euros excluding VAT, being the total price that appears on the screen. The offers are duly marked and identified as such. Products and offeres will be available as long as they are shown on the web.

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 an invoice, you can request one free of charge in paper or electronic format during the purchase process. Your order's confirmation sent by Masaltos.com will not have any legal validity as an invoice, only 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.

Masaltos.com provides free delivery on any orders of one or more pairs of shoes to all countries in the world, with some exceptions. For more information, please see our [Delivery Policy](#).

Masaltos - Conditions of Purchase

13-05-2026

Customs, Duties and Taxes/VAT

Shipments within the European Union are exempt from all types of customs duties and taxes.

Shipments outside the European Union are declared through customs. Dutiable shipments may be subject to VAT payment imposed by the local authorities. The clearance and payment of duties and Tax/VAT are the responsibility of the receiver.

Express Service 14

If you do not want to wait, you can also place your order before 12 pm today and request delivery for the next day before 2 pm, through the Urgent 14 service. It is an additional service of Masaltos.com, its price is 14 euros, and it is only available on working days for Spain (Peninsular).

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.

Promotions are not valid in conjunction with other promotions.

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

Due to international security reasons, Neman Europe, S.L., can only deliver sprays and aerosols in the Iberian Peninsula (Spain and Portugal), and in the Balearic Islands (Spain).

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

Masaltos - Conditions of Purchase

13-05-2026

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, WhatsApp 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.

The right of withdrawal shall not apply to contracts related to:

The supply of goods made according to the consumer's specifications or clearly personalized.

The supply of sealed goods that are not suitable for return due to health or hygiene reasons and that have been unsealed after delivery.

In the case of returns, although the customer is not obliged to indicate the reasons, we would be grateful, especially in the case of exchanges, if you would enclose a note inside the package explaining what you want.

We will not accept returns of products that are not returned in perfect condition or show signs of use (as long as it does not go beyond the mere verification of the good condition and functioning of the product). In this case, the consumer is informed that the goods will be subject to depreciation.

In the event that the product is not returned in its original packaging (boxes, cases, covers, tensioners, etc.), the consumer is informed that the good will be depreciated of three euros.

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

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.

Masaltos - Conditions of Purchase

13-05-2026

We do not accept returns or exchanges on products for which customs duties have not been paid by the customer or are still pending clearance. Should any such duties arise, the sender will be responsible for settling them. If needed, we can provide information on how to complete the payment and assist you with the process.

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.

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: ES77 0049 0180 2227 1303 3227

BIC (SWIFT-Code): BSCHESMM

Once you have completed the transfer, please send the transfer receipt to pedidos@masaltos.com or WhatsApp, (0034) 638 726 246. Then we will send you your order.

Klarna. Pay in 3 installments without interest.

How does it work?

Spread the cost of your purchase over 3 interest-free installments, which are charged to your credit or debit card each month. To do this, during the purchase process, on the Process Order screen in the "Checkout" you will only have to select the "Pay in 3" option.

This service is only available online for Spain, France, Italy, Ireland, United Kingdom and Portugal.

Masaltos - Conditions of Purchase

13-05-2026

Klarna. Pay later without interest.

Buy now, pay after delivery.

How does it work?

- 1) You make the purchase now.
- 2) You receive your purchase.
- 3) You have up to 30 days after shipment to pay.
- 4) No interest or commissions.

This service is only available online for Sweden, Norway, Finland, Denmark, Germany, Austria, Switzerland, the Netherlands, the United Kingdom, Belgium and Poland.

Klarna. Finance your payment with Klarna.

Split your payment from 6 to 36 months with only a fixed cost per installment.

How does it work?

- 1) Choose Finance your payment with Klarna when placing your order and pay only the first installment.
- 2) Receive your order.
- 3) The rest of the payments will be automatically charged to your card.

This service is only available online for Sweden, Norway, Finland, Germany and Switzerland.

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.

Masaltos - Conditions of Purchase

13-05-2026

Our winter schedule is: 9:00 am - 2:00 pm and 3:00 pm - 6:00 pm. GMT+1. Our summer schedule is: 9:00 am - 2:00 pm and 3:00 pm - 6:00 pm. GMT+2.

Masaltos.com is exclusively depended 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.

7. PRIVACY POLICY

In compliance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), Masaltos.com guarantees the confidentiality of all data provided by our customers. This will be incorporated into an automated file owned by Neman Europe, S.L., which has been registered with the Spanish Agency for Data Protection. The purpose of this is to be able to provide you with all kinds of services without this information having to be filled in again, as well as to send you information about our products and services, provide e-commerce services and to maintain the relationship with the customer.

Moreover, the applicant who has voluntarily provided his/her personal information to Neman Europe Ltd. expressly consents the possibility of his/her personal data to be disclosed to third parties only when needed, in order to provide him/her with a special service such as transportation service companies, in order to deliver the new shoes, which will form the legal basis for the processing thereof.

In order to offer you Klarna's payment methods, we might in the checkout pass your personal data in the form of contact and order details to Klarna, in order for Klarna to assess whether you qualify for their payment methods and to tailor those payment methods for you. Your personal data transferred is processed in line with [Klarna's own privacy notice](#).

The customer agrees to the processing of his personal data in order to receive our newsletter about products, services and offers from Neman Europe Ltd., which will form the legal basis for the processing thereof.

Under no circumstances will Neman Europe, S.L., use the personal data of the interested parties for purposes other than those mentioned above, and undertakes to keep due professional secrecy and to establish the necessary security measures to safeguard the information in accordance with the data protection legislation.

Personal data shall be retained for the time strictly necessary for the purpose for which the data was collected and subsequently processed. Subsequently, the data will be deleted in accordance with the provisions of the data protection regulation. However, any consent granted may be revoked at any time by the customer.

Masaltos.com uses its own and third party "cookies" to improve the quality of our service and your experience as a User. Please refer to our [cookie policy](#) for more information.

Browsing the website Masaltos.com and using its services involve an international transfer of personal data to the United States of America. According to Article 49.1a) from GDPR, if you continue to browse, we consider that you give your consent to the data transfer. However, you may object the transfer by sending us an e-mail at info@masaltos.com or by post to the following address: Masaltos.com (Neman Europe

Masaltos - Conditions of Purchase

13-05-2026

S.L.), C / Feria 4-6, 41003 Seville, Spain.

All registered customers have the right of access, rectification, cancellation and opposition of their data, as well as withdrawing consent and submitting a complaint to the controlling authority (Spanish Data Protection Agency - Agencia Española de Protección de Datos). Moreover, customers may express their desire to not receive any kind of advertisements at any time. To exercise these rights, the customer should send a request by email to info@masaltos.com or by mail to the following address: Neman Europe SL, C / Feria 4-6, 41003 Sevilla, Spain.

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.

All IPR contained in this website are registered trademarks owned by Neman Europe SL., or trademarks that have been transferred to Neman Europe SL. It is prohibited to copy, reproduce or modify any of the website's content, without the written authorization of Neman Europe SL.

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 SL. 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 will be responsible for any lack of conformity that may appear within a period of three years from the delivery, which will be understood to have taken place on the day that appears on the invoice or purchase receipt, or on the delivery note if this is later.

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

Masaltos - Conditions of Purchase

13-05-2026

- 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](#), [Dance with EM](#) and [Crece con Futuro \(Lit: Grow Up with future\)](#) that works for disadvantaged childh.



12. Sales

Winter sales start on January 7 and end on February 28.

Summer sales start on July 1 and end on August 31.

Promotions cannot be combined with each other.