

Masaltos - Returns and Exchanges

30-04-2026

Exchanges and refunds

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. You can download it [here](#).

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.

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.

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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.

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.