

# Delivery time

Please note that we are currently struggling with many problems in the supply chain and therefore the assembly and delivery of your Mastix Bike can take between 3 and 6 months.

Keep in mind that we are a young company and do our best to keep you informed of the latest developments in delivery times.

We encourage you to check out our Instagram page where we regularly post video updates.

## Shipping Costs

**These are the current shipping costs:**

1. Germany, Austria, Netherlands, Belgium: 149 €
2. Switzerland & EU: 199 € (includes custom & duty fees)
3. USA and other countries on request: 249 € (includes custom & duty fees)

## Shipping Facts

**We build every bike in our assembly near by Stuttgart.** From there we ship the Mastix Bikes with our logistic partner to your front door.

**If you live in Germany, Austria, Switzerland, Belgium and Netherlands,** you will receive a fully mounted Mastix Bike. You do not have to unpack or mount the Bike yourself.

**To the US and all other EU countries** the Mastix are **shipped in a box pre- assembled.** In that case, you would have to unpack the Bike and mount the front wheel.

**If you want to get your bike on your own,** you can also come over. Then of course, you don't have to pay for shipping costs.

## Countries

At the moment, we ship our motorcycles to:

- European Union
- USA

- other countries on request

## Bike returns

We want you to love your bike. But if you're having second thoughts, you can return your bike within a period of 30 days.

Write us an Email to [contact@mastix.bike.com](mailto:contact@mastix.bike.com) and we'll send you detailed instructions explaining how to return the bike.

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