

Shipping policy

Shipping costs (November 2021):

Germany, Austria, Netherlands & Belgium: 149 € (Bike is shipped almost fully assembled)

All other European Countries: 199 € (Bike is shipped on pre assembled)

USA, Switzerland & UK: 249 € (includes custom & duty fees & the Bike is shipped in a box)

Shipping duration (November 2021):

Mastix: 4 months

Mastix ONE: 6 months

Serviced Countries (November 2021)

Germany, Austria, Belgium, Netherlands, France, Italy, Denmark, Spain, Switzerland, USA and the United Kingdom.

Shipping Policy

1. Information regarding the estimated time & costs of delivery for the Products is given on the product page for each Product on the Website, on the FAQ and/or in the order confirmation from Mastix Bike.
 2. The shipping costs always include customs & duty fees, but without any guarantee, each client needs to get information about the custom duty tax regulations of their country..
 3. Information regarding the countries Mastix Bike is shipping to, is given on the product page for each Product on the Website, on the FAQ and/or in the order confirmation from Mastix Bike.
 4. Seeing as many Products are made to order and relies on the performance of one or several of Mastix Bikes' suppliers, Mastix Bike cannot warrant any specific delivery date and reserves the right to postpone delivery if necessary.
 5. In the event that Mastix Bike postpones the delivery of an Order from the originally communicated estimated date of delivery by more than 4 months, Mastix Bike shall immediately inform the Customer of such postponement and await the Customer's approval before continuing the handling of the Customer's Order. If the Customer does not agree to the postponement of the delivery, Mastix Bike shall without undue delay repay any made advance payments to the Customer.
 6. If a delivered Order is to be redeemed at a postal agent, the Customer must do so within the time specified in the notification. Delivered Orders must normally be picked up in person with valid identification.
 7. For uncollected Orders, Mastix Bike reserves the right to withhold any advance payment made for such Order, or make charges to the Customer, to cover any administrative costs, freight costs and handling costs due to the return of the Order. Failure to collect a delivered Order does not count as an exercise of any right of withdrawal and is not covered by any campaigns/offers of free returns.
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