



FAQ'S

ESSENTIAL HOME IN THE WORLD

Do you have any sales agents?

Yes we do, in the following countries: Austria; Australia; Belgium; Bulgaria; Canada; Dominican Republic; Estonia; Finland; France; Germany; Greece; Hong Kong; Ireland; Italy; Kazakhstan; Latvia; Mexico; Norway; Netherlands; Poland; Portugal; Romania; Russia; Singapore; Scotland; Spain; South Africa; South Korea; Sweden; Switzerland; Taiwan; Turkey; Ukraine; United Kingdom; United States of America.

CUSTOMIZE

Do you made customized pieces?

Yes, we can customize any piece you want, from Heritage or Graphic Collection.

Do you have a minimum order?

No, we don't.

Can I choose any RAL color?

Yes, if it is one of our standard colors.

Can I have different finishes?

Yes, our available finishes are polished brass, aged brass, chrome, copper plated, brushed nickel, nickel plated, gold plated or any RAL color in glossy or matte.

YOUR ACCOUNT

I have forgotten my password: what should I do?

If you have forgotten your password, just click on 'forgotten your password' on the log in dropdown and follow the instructions.

Will my personal details stay safe?

Yes, your information will only be used for our company's marketing tools.

SHIPPING & DELIVERY

How are the shipping costs calculated?

ESSENTIAL HOME shipping charges are based on the size, weight and destination zone of the product ordered. For more information, contact our Customer Service department at +351 913 298 837.

What kind of packing materials does ESSENTIAL HOME use?

Our pieces are in cardboard or wooden boxes according to the type of product. Standard packaging is included in the price. Should the client require specific packaging, it will be charged accordingly. All returned items must be sent back to us using the original shipping boxes and packing materials.

When will I receive my order?

For a piece in-stock, delivery time is 3-6 business days. Standard production lead time is between 4 to 6 weeks, delivery time not included.

What are your opening times?

Our opening hours are Monday to Friday from 9am to 6.30pm

RETURNS & EXCHANGES

What is your returns policy?

Please inspect your purchase immediately upon delivery. If there is a problem with your order, contact us within three (3) days of receipt. You may also contact us on LIVE CHAT or at sales@essentialhome.eu. If you receive a damaged, defective or incorrect item, we will work with you to make things right.

If you wish to return an item, you will be responsible for outbound and return shipping and delivery charges. A traceable return shipping method is required (FedEx, UPS, etc). Returns must be received in original condition and in the original packaging within 30 days.

Returned merchandise should include the vendor packaging and tags and be in the same condition as when it was received. Used merchandise cannot be returned unless defective.

You must include your order number, prepay the postage, and ensure each package and ship to the address below:
Rua da Ponte, 406 4435-402
Rio Tinto, Porto, Portugal

How do I return my order?

To return an unwanted item please request an RMA (Returns Merchandise Authorisation) number within 30 days of the receipt. To request this number, Login to your ESSENTIAL HOME online account and select the order/items you wish to return under the Orders tab.

How do I return my order?

Please call our Customer Care team should you need any assistance with processing your return on +351 913 298 837 or email sales@essentialhome.eu.

Our opening hours are Monday to Friday from 9am to 5pm

Our address to send all returns is:

Rua da Ponte, 406 4435-402

Rio Tinto, Porto, Portugal

For returns please see our Delivery and Returns page.

How do I package my item for return?

Returned merchandise should include the vendor packaging and tags and be in the same condition as when it was received. Used merchandise cannot be returned unless defective.

When will I receive my refund?

Once the dealer receives your returned item, it typically takes 7 to 14 days for your bank or credit card issuer to process the refund and credit your account.

Shipping and Delivery Service charges are not refundable.

Can I return my customised item?

No.

ORDERS

How can I track my order?

You will receive an email notification when your item is ready for dispatch containing your unique tracking number and a link to the courier's tracking page. Your tracking information will be updated after as your order has been collected from our warehouse and through the delivery process.

If you need further assistance with your order please do not hesitate to contact our Customer Care team on +351 913 298 837 or email us to sales@essentialhome.eu.

Our opening hours are Monday to Friday from 9am to 6.30pm

How do I cancel or change my order?

To return an unwanted item please request an RMA (Returns Merchandise Authorization) number within 30 days of the receipt of goods. To request this number, Login to your ESSENTIAL HOME online account and select the order/items you wish to return under the Orders tab.

Please call our Customer Care team should you need any assistance with processing your return on +351 913 298 837 or email sales@essentialhome.eu. Our opening hours are Monday to Friday 9am to 6.30pm

Our address to send all returns is:

Rua da Ponte, 406 4435-402

Rio Tinto, Porto, Portugal

For returns please see our Delivery and Returns page.

STOCK

When will the item I want to purchase be back in stock?

Standard production lead time is between 4 to 6 weeks.

PAYMENT

What kind of credit card payments do you accept?

We accept Visa, MasterCard and American Express.

What other payment options are available?

Paypal and Bank Transfer.

Do you have a minimum order policy?

No, we don't.

PROMOTION & SALES

How do your coupon promotions work?

Simply enter the ESSENTIAL HOME coupon code in your shopping cart at checkout. Your cart will update with the promotion specific to your code. Offers are generally valid on regular priced, in-stock merchandise only; not valid on special orders or previous orders. Offers may not be combined with any other discount offer or mark-down pricing. Please check the terms and conditions specific to your code.

For more information, contact our Customer Service department at +351 913 298 837.

How does your sale pricing work?

Sale pricing is listed online and is valid only through the dates displayed on individual product pages. Please note that quantities may be limited, and that offers are good only on in-stock merchandise. Sale pricing is first come, first served, and no rain-checks will be issued. The pricing is not valid on special orders, previous orders or with other coupons or discounts, and other restrictions may apply.

PRIVATE INFORMATION

Is my personal information kept private?

Yes, your information will only be used for our company's marketing tools.