How to buy



- For EU customers
- For non-EU customers
- For UK customers
- Rest of the world

For EU customers

How to start

Follow these simple steps:

The first thing to do is to register as a store user.



You will have to fill out a form with your company details.

You can also register as a private individual, but remember that if you do not have an intracommunity VAT number, we will have to apply the Spanish VAT.

^{*} Only the fields marked with an asterisk are required fields.

You will receive an email to confirm your registration.
Once you have registered, you can sign in any time to make your purchases.

Look for the item you want to buy.



• Once you have found it, add it to the basket by clicking on the "Add to basket" button.

Fax 93 486 38 14



You can view your purchases in the "basket" in the top right of the web page under the menu bar.



You can continue shopping, or you can place the order by pressing the "Display basket" button.

How to pay

You can pay using either of these two ways:

- With the following credit or debit cards: Visa Secure, ServiRed|Finanet, MasterCard Identity Check.
- By PayPal.

Another payment method

If you do not want or cannot buy with any of these payment methods, you can send your billing information and delivery address by email, and we will send you a pro forma invoice with our IBAN code

Do not forget to include your **VAT** number.

Taxes

Customers from Spain (mainland) and the Balearic Islands

21% VAT (general rate in Spain) to the price of the products.

Customers from the Canary Islands, Ceuta and Melilla

- For shopping in our e-commerce, please contact our sales department: ventas@electricheatingstore.com
- Shipping costs to the Canary Islands, Ceuta, Melilla and countries not belonging to the EU, do not include the import costs (tariffs, DUA, import taxes, etc.). These will be paid in cash on arrival by the receiver of the goods.

EU Customers

The 21% VAT (general rate in Spain) won't be applied, But the customer must provide their company VAT number.

Shipping costs

EU Customers

- Shipping costs are applied depending on the value of the purchase.
- For purchases over 400 €, shipping costs are included.

Non-EU customers

For shipping costs in our e-commerce, please contact our sales department: ventas@electricheatingstore.com



For non-EU customers

Most customers from European countries can register on our website, even if they are not from the EU.

If you can't find your country in our store, please let us know and we will solve it.

Meanwhile you can send us an email with your query or requesting a quote: ventas@electricheatingstore.com

For UK customers

We are adapting our online store to meet all the requirements of the new situation after Brexit.

This is a temporary situation, which we will soon have resolved.

For inquiries, or if you want to require a quotation, please be welcome to contact our sales department: ventas@electricheatingstore.com

Important: Please note that UK delivery time increases slightly from pre-Brexit delivery time, as goods now must clear customs.

Rest of the world

We developed our store with the intention of focusing it mainly on the European market. But over the years we have obtained a global projection.

We are working to have a global reach very soon.

Until this wish comes true, For inquiries, or if you want to require a quotation, please be welcome to contact our sales department: ventas@electricheatingstore.com

For further information, please do not hesitate to contact our sales department: ventas@electricheatingstore.com

Sincerely

The EHS team

The online store of Elementos Calefactores AS, SL