

FAQ

1. What is SHB?

SHB stands for Smart House Builder, a web app that allows you to create your dream house! You can modify your house layout to your liking and add different kinds of smart devices. Not only that, but you'll get different suggestions depending on the devices' compatibility.

2. How do I make an account?

By simply clicking on the "Sign Up" button that can be found on the upper right corner.

3. I forgot my password, what can I do?

If you try to log in, but you realize you have forgotten your password, don't worry! Just click on the "Forgot password?" button, which will lead you to a new page. You will be requested to write your email address that you used to create your account. After that, an email will be sent to you which will contain a new random password. After accessing your account with the new password, go to settings and change that password asap.

4. Can I buy products? How?

There are more ways of purchasing products. The first way is by clicking on the "Marketplace" button, that will lead to the page which contains all the available products. Another way is by starting to create your own house layout. You'll receive some products suggestions you may use to decorate your house. If there is any product you are interested in, you can click "Add to cart" in order to purchase the product.

5. The products I've been delivered are damaged. What can I do?

Take into consideration that all products are made available by different SHB's providers. SHB does not take responsibility for any damaged products. If you have any enquiries, suggestions, requests or complaints in respect of our services, you may contact the provider through the channels put at your disposal in "Contact Us" section or by using the phone number given in the product's description.

6. What is the product return process?

All providers have different policies, therefore you should check the provider's website in order to read the policy. For some products, the return process will be mentioned in the product's description.

7. For what can I use forum?

The forum is one of the best ways of keeping in touch with other users. That way, you can see other users' opinions regarding different devices, various questions, answers or even house layouts. You may also ask your own questions and provide your own ideas about your dream house. It's all about communicating and creating a friendly environment where anyone could ask any question.

8. Can I delete my account?

You can delete your account by sending an email to contact@shb.com. Your request will be processed within 24 and 48 hours. After that, you will receive another email in which you will have to confirm your request.

9. How can I pay for the products?

There are 2 ways of paying for the products you want to buy. The first one is by selecting the online payment, which consists in providing your credit card data. The second one is by paying at the moment of delivery.

10. What does the guarantee cover?

Depending on the product, the guarantee will be available from 3 to 5 years. In this amount of time, our providers will assure the replacement and the repairing of any product.