EFC
European Fulfillment Centers

YOUR NEXT STEP

One stock in Europe, run for you

We hold your stock in Portugal, inside the EU customs union, and ship it to business and consumer buyers across the EU from one operation. Here is what we offer, and the questions clients ask first.

SERVICES

What we offer

Storage

Your stock is held in Portugal, at the warehouses of our logistics partner, inside the EU customs union, booked in by lot and expiry date.

- Live stock and every movement on our platform
- Customs bond option: duty and import VAT suspended until release
- Temperature-controlled area, usually 15-25 °C; not refrigerated or frozen

Fulfillment

Business and consumer orders leave from one stock pool, as pallets, cartons or single parcels.

- Standard cut-off 12:30, Portugal time, for same-working-day processing
- Labels and inserts you supply, applied to your instructions
- Returns come back to Portugal, inspected against your criteria

Customs and import

We arrange customs clearance on arrival, with a customs representative in Portugal lodging the declaration.

- No European company needed: you usually import under your own EU VAT and EORI
- No customs broker of your own
- Released stock ships across the EU with no import customs step

VAT and fiscal representation

Where Portuguese law requires a fiscal representative, our operation provides it, the same one that holds your stock.

- Zero-rated sales to business buyers in other EU countries, where the conditions are met
- Import VAT through your VAT return instead of paid in cash, where your account qualifies
- One-Stop-Shop VAT for consumer sales to other EU countries, handled within our operation in your name

Transport and exports

Released stock ships to every EU member state as intra-EU freight, door to door with online tracking.

- Road lines to Spain, Benelux and Italy inside the EU, and to the UK and Switzerland with export customs
- Export declarations prepared for UK and Swiss orders
- Transit times given per lane in the quotation

GETTING STARTED

How we start

1

Gather your details

Your product list with dimensions and weights, label storage conditions and any safety data sheets.

2

Add your volumes

How stock arrives, orders a month, the business and consumer split, and destination countries.

3

Send the quotation form

We model your volumes line by line and send the quotation, with every assumption labelled.

QUESTIONS CLIENTS ASK FIRST

Do we need a European company?

No. The usual route is to import under your own EU VAT and EORI (customs identification) numbers, with a customs representative in Portugal lodging the declaration. Where your setup needs it, the importer of record role can be arranged within our operation (not for medical devices); it covers responsibility for the import, not ownership of your goods.

Can you store refrigerated or frozen products?

Not today. Our temperature-controlled area is usually held within 15-25 °C, and whether it fits your product is confirmed before the quotation, from your label. Products that must be kept at 2-8 °C or frozen fall outside it.

Can you hold dangerous goods?

Yes, for many classes, at the site that holds the licence for your class. We need the safety data sheet for each product at onboarding, and acceptance is confirmed per product from its class and quantity.

Do you store food, supplements and cosmetics?

Yes, once we confirm before the quotation that the site meets the storage and licensing requirements for your category. Each batch is booked with its expiry date. Product notifications, formulas, label content and food-safety certification stay with you.

Our distributor wants to collect with its own carrier. Is that possible?

Yes. Where our operation is your fiscal representative, buyer collection needs a bank guarantee from you covering the potential VAT, with amount and form agreed before the first collection. When we carry the goods, our transport documents provide the proof of dispatch.

Who insures our stock?

Your stock must be insured. You can hold the policy yourself, or have your stock covered under our operation's insurance arrangements at your cost; availability and terms are confirmed before the quotation and the cost is shown there as a separate line. Liability terms for your account are set in the service agreement.

Can you hold large items, spare parts or demo units?

Yes. Outdoor yards take large and non-standard goods, and spare parts and demo units can be held on racking alongside the rest of your stock. As with all stock, the goods must be insured.

Are there minimums, and how long until we are live?

Minimums, the contract term and the time to go live are set in the quotation, based on your setup and volumes. Prices are set there too, not on this page.