

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

**Q1:** Does DSONA offer student discounts?

A: Yes, students receive 10% off all DSONA-branded items. Verification is done via StudentBeans.

**Q2:** Can I cancel my order after placing it?

A: Orders can be canceled within 1 hour after placement from your DSONA account dashboard.

**Q3:** Are DSONA Smart Plugs compatible with Alexa?

A: Yes. The DSONA Smart Plug supports both Amazon Alexa and Google Home voice assistants.

**Q4:** What payment methods do you accept?

A: We accept Visa, MasterCard, American Express, PayPal, and Apple Pay.

**Q5:** Does DSONA have a physical store?

A: No, DSONA operates entirely online. All purchases are made through the website.

**Q6:** How can I track my order?

A: Once your order ships, you'll receive an email with a tracking link. You can also track from your DSONA account dashboard.

**Q7:** What happens if my product is defective?

A: Contact our support team within 15 days of delivery with photos of the defect. We'll send a free replacement or issue a refund.

**Q8:** Does DSONA sell refurbished items?

A: No, all products sold on DSONA are brand new and covered by a 1-year warranty.