

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.