

The following is a simple FAQ page created for a specialty gift website. Discount Divas was the name devised to represent loyal customers who received bonus points for previous purchases. Points reaching a certain level were then converted to a percentage discount voucher or gift voucher as a reward.

FAQ's...

What methods of payment do you accept?

We accept Visa, Bank, and Master cards. Or, you can pay over the phone or by mail order. Find out more on our [Delivery and Payment page](#).

How do I redeem the promotion code I got in my newsletter?

Put your chosen items into your shopping cart, click on 'view cart', then type your discount code in the 'redeem promotion code' box. Your discount will be deducted at the checkout. You only need to type your code in once for all items to be discounted.

I'm a Discount Diva, how do I use my code?

You simply put your goodies into your cart, click on the 'view cart' icon, and type your Discount Diva code in the 'redeem promotion code' box. Then check out as normal. Your discount will be deducted at checkout and you must then do the Diva Dance 😊

Do you gift wrap?

Certainly do! We actually gift wrap everything, whether it's a gift for someone else or not - hey it's nice to spoil yourself too. If your purchase is a gift for someone else, you can have a free gift card with a personalized message added. [Find out how](#).

How much does delivery cost and how long will it take?

The short answer is \$8.99, and up to 7 days. [The long answer is here](#).

Can I get a refund if I don't want my stuff?

You have a 30 day, 100% money back guarantee on everything you buy. There are a few conditions though, [read them here](#).

Is this site secure?

One word - guaranteed. See that Geotrust Logo over there on the left? Click on it if you want more reassurance about this site's level of security. You can't get better. Visit our [Security and Privacy page](#) for even more info.

Do you pass on my personal details to anyone?

Never. We don't collect data to give to any other third parties, companies, advertising firms, or general scumbags who bug you with emails, phone calls and letters you don't want (let alone need).

How come you need my telephone number when I place an order?

It's really just a safety net for us and you, the consumer. We'll often ring to confirm an order (particularly if it's a big one) just to make sure you're aware your credit card has been used.

How can I track my order?

If you're a member you can track your order by logging in with your email address

and password, and proceeding to the track my order area. Or, of course, you can email us, and we'll find out what's going on for you.

Got a question but there's no answer here?

Don't be shy, drop us a line, and we'll get back to you within 24hrs (usually much sooner).