

WELCOME

Customer / Rider Guide

A clear path to shopping support, account help, accessibility resources, public forms and Dralys Drive information.

Start here

Use Dralys Platform for account, accessibility, mobility, forms and general platform inquiries. Use Dralys Store support for shopping orders, products, returns and commerce questions.

Dralys Drive status

Dralys Drive remains in development until Dralys formally announces availability in a specific market. Public materials describe product direction and readiness, not a promise of service.

Your privacy

Never place passwords, full payment-card data, Social Security numbers, medical records or other highly sensitive information in public inquiry forms.

Best support path

Choose the support route that matches your issue so your request can reach the right team without unnecessary delay.

SUPPORT MAP

Where to go for help

Use the correct channel for faster, more accurate support.

Shopping & orders

For products, orders, shipping, returns, refunds or store-account questions, use dralysstore.com/contact/.

Platform support

For Dralys Platform accounts, public forms, accessibility or mobility-related questions, use the Platform support paths.

Investor relations

Use Investor Resources or the Investor Interest form for professional investor conversations. Public materials are informational only.

Strategic partnerships

Organizations exploring technology, commerce, logistics, mobility, media or other collaboration should use Partner Resources.

ACCOUNT & SECURITY

Protect your account

Simple habits help protect your Dralys account and personal information.

Use trusted sign-in methods

Access Dralys through official Dralys domains and approved apps. Avoid entering credentials on pages reached through suspicious links.

Keep credentials private

Dralys support should not need your password. Never send passwords or one-time security codes through public forms.

Check account activity

Review order, profile or ride-related activity as those features become available, and report unexpected activity through the proper support channel.

Shared devices

Sign out after using a shared or public device and avoid saving sensitive information in browsers you do not control.

SHOPPING SUPPORT

Orders, returns & delivery

Dralys Store commerce support remains separate from future mobility workflows.

Order help

Keep your order number available when contacting support. Do not send unnecessary payment details.

Shipping & tracking

Tracking availability depends on the order and carrier. Use the order details and official support path for updates.

Returns & refunds

Follow the applicable Dralys Store return/refund policy and the instructions provided for the specific order.

Product questions

Use product pages, order details and Dralys Store support for product-specific information or post-purchase assistance.

MOBILITY READINESS

Dralys Drive

Public guidance for a service that is still in development.

Service availability

Do not assume ride service is available until Dralys announces launch and market availability through official channels.

Rider experience direction

Product direction includes ride requests, trip status, history, receipts, profiles and support as capabilities are enabled.

Accessibility

Dralys aims to consider accessibility-aware workflows. Use the accessibility/support channel to share communication or mobility needs.

Emergency matters

Dralys public support channels are not emergency services. Contact the appropriate local emergency service for urgent safety emergencies.

FORMS & CONTACT

Documents, privacy & next steps

Use approved forms and keep public submissions limited to information appropriate for a general inquiry.

Resources & Downloads

Download approved Dralys public guides and forms from the Platform Resources & Downloads center.

Return a form

Completed public inquiry PDFs can be returned through platform.dralysstore.com/return-a-form/ when that workflow is available.

Controlled information

Sensitive business, compliance or investor materials should be shared only through an appropriate controlled process when requested.

Keep information current

Policies, availability and product capabilities can change. Check official Dralys pages for the latest published information.

Official paths: platform.dralysstore.com • dralysstore.com/contact/