

### Forgot Your Password?

For your security, your password is completely confidential. If you forget your password, click the "Forgot your password or username?" link on the sign-in or account pages. We will ask you for your email address and the answer to your "Reminder Question." If answered correctly, we'll send you a link in an email message that will allow you to reset your password securely. If you do not remember the answer to your "Reminder Question," you can contact Customer Service (800-800-5555) for additional assistance, or you can email us via the Contact Us form that is available on this site.

### How do I remove my name from your list?

You will find a "remove me" text link at the bottom of every promotional or merchandise email sent to you. Please click this link to be removed from our email database. If you do not have a Düx Coope email available and would like to be removed from our list, please send your request to [admin@dux-coope.com](mailto:admin@dux-coope.com). We will follow up with confirmation that your email address has been removed.

### How do I become a model for the Düx Coope?

Please email your resume, photo portfolio, and head shots to [hr@duxcoope.com](mailto:hr@duxcoope.com)

### How do I make a gift card donation request?

High school and college alcohol and drug-free events:

Düx Coope supports area high school and college events that encourage a safe and fun environment for students through Düx Coope gift card donations in the amount of \$25.

Requests must be submitted in writing on the sponsoring organization's letterhead. Please include event details and sponsoring organization's Federal Tax Exempt Number.

Mail your request to: Düx Coope Gift Card Donaion Request, 6688 Constable Lane Roscommon, MI 48653

To be considered, your request must be received six weeks in advance of the event date. Due to budget limitations, not all requests are granted. If approved, your gift card will arrive three weeks following receipt of your request. There is a limit of one \$25 Düx Coope gift card per event.

### How do I apply for a job?

Please email your resume, portfolio and salary requirements to [hr@duxcoope.com](mailto:hr@duxcoope.com)

### Does Düx Coope offer special orders/custom apparel?

The Düx Coope does offer custom-made apparel. You may contact [sales@duxcoope.com](mailto:sales@duxcoope.com) to special order a product.

### What if a style is out of stock after I've submitted my order?

Although we intend to only show you product available to order, from time to time, a style may go out of stock. Some styles are available for special order. If you place an order for an item that is out of stock, we will contact you by email.

### Do you ship to military addresses?

Yes. We will ship to all US military addresses.

### May I ship internationally?

Düx Coope can not ship internationally at the moment online. If you really need it shipped to you, please contact [mel@duxcoope.com](mailto:mel@duxcoope.com), please note that all shipping charges will apply.

### Does Düx Coope have an alteration service?

Düx Coope has an alteration specialist. They are able to hem jeans and make minor repairs and alterations to apparel purchased online. This may be a free service to our guests, but each alteration is custom and will have different pricing. Please email [mel@duxcoope.com](mailto:mel@duxcoope.com) for additional information.