

## Merchandise Availability



### Inventory Online

We add new merchandise to the site regularly. So that we may offer a wide variety of fresh styles, we are not able to guarantee inventory if you leave the site without purchasing your selection. While shopping, please notice that only the available sizes and colors will display. However, putting the merchandise into your shopping bag does not guarantee inventory. The merchandise will be reserved to you only after you check out. If an item is not available after you place your order, you will be contacted via email.

### Hard to Find Merchandise

All of our products are limited edition. If the product that you are searching for is not listed online, there is a possibility that it has not yet arrived or has already sold out. Not all items are restocked when they become sold out. If the item you're searching for is not available online, please call Guest Services at 800-800-5555 Monday through Friday from 8:00 am – 5:00 pm Eastern Standard to find out if the item you are looking for is available for special order through DuxCoope.com

### Out of Stock and Backorders

Although we intend to only show you product available online to order, occasionally more popular styles may become out of stock due to high demand which may cause canceled items on your order. If an out of stock occurs on your online order and the item is available to backorder you will not be charged for shipping if a second shipment is required. You will be contacted via email after your Online Order Confirmation has been sent notifying you of an item canceled.

### Pricing Policy

All prices on this website are listed in U.S. dollars.

Despite our best efforts, items on our website may be priced incorrectly. However, we verify prices as part of our shipping process. In the unlikely case that an item is mispriced, Dux Coope will honor the price in question after proper review of the source. Please note that your order confirmation email does not mean that your order has been shipped, or that the price of an item has been confirmed. The order confirmation email reports estimated tax.

We will not charge your credit card until your order is placed and/or shipped. At that time, we will send a shipment confirmation email that reports actual tax and total charged to your credit card.

### Size Guide

Follow the size guide instructions specified for each product.

### Care Instructions

General Care: Follow the size and care instructions specified for each product.

\* Any uncertainties about the style and fit should be resolved before wearing it.

### Factory Seconds

From time to time, the Dux Coope may offer factory seconds. Dux Coope factory second goods are the same quality we usually carry, but may vary slightly in color and fabric. These items have small flaws that can include, but are not limited to, pulls, runs, slubs (small pills in fabric), excessive grinding (almost to a hole), printing errors, and size specifications. Factory seconds are excluded from further coupons, discounts or other special offers and are not returnable. Sign up to receive emails about upcoming promotions, discounts, and special events happening on DuxCoope.com to Join our email list.