

Shopping & Ordering



Navigation

The first way is to use the site navigation. At the top of every page on Duxcoope.com, you'll see departments listed, men, women, posters, community, and about. By clicking on the main department at the top of the page, you'll be brought to a page with new navigation options, featured products and more.

Search

The other way to find your favorite styles or Dux Coope information quickly is by using the "search" box located at the top right of every page on Duxcoope.com. Type in as much information as you would like about the merchandise, like name, size, etc. and click "search". You'll be taken to a results page that will allow you to further refine your search or sort your results.

Order Online

Ordering on Duxcoope.com is simple and easy. We've organized all of the steps into a few clear and secure pages, so that the whole process will be smooth and hassle-free. Dux Coope accepts the following for online orders: Visa, Master Card, Discover, and American Express.

Volume Ordering

Any guest wishing to purchase an item in quantities greater than what's offered online should contact Guest Services at 800-800-5555 Monday through Friday between 8:00 am and 5:00 pm EST.

Accepted Forms of Payment

Dux Coope accepts the following for online orders: Visa, Master Card, Discover, and American Express. Dux Coope also accepts Money order with mail-in orders.

When is my credit card billed?

Your credit card will be billed at the time of the order or shipment. We will follow up via email confirming that your order has been shipped.

Credit Card Security Code

The security code is an important Internet security feature that appears on the back of most Visa and MasterCard, and on the front of American Express cards. This code is a three or four-digit number which provides a cryptographic check of the information embossed on the card. The security code helps validate that the customer placing the online order actually has the credit card in his/her possession, and that the credit/debit card account is legitimate.

* Visa & MasterCard

Flip your card over and look at the signature box. You should see either the entire 16-digit credit card number (or just the last four digits) followed by a special 3-digit code. This 3-digit code is your

* American Express

Look for the 4-digit code printed on the front of your card just above and to the right of your main credit card number. This 4-digit code is your Card Security Code. If looking at an American Express Optima Card, look for the 4-digit code printed on the front of your card just above your main credit card number. This 4-digit code is your Card Security Code.

* Discover Card

The security code is the 3-digit code that comes after your credit card number on the back of your card.

Where's My Order?

You may conveniently track your orders by going to the appropriate shipping company website and entering the tracking number that you received in your shipment-confirmation email. The shipping company information is an option when you fill out the order form. We use UPS, USPS, and FedEx

Cancel or Modify an Order

If you would like to cancel or change an order that you've just placed, please call 800-800-5555 as soon as possible or email orders@duxcoope.com. We'll do everything we can to accommodate your request, however; items that have already shipped cannot be cancelled and must be returned or exchanged.

Missing/Damaged Merchandise

We apologize for any problems that may have occurred with your order. Please email us at orders@duxcoope.com and we will call and email you as soon as possible

Sales Tax

State and local tax laws regulate when sales tax must be collected and the rates at which to collect. Dux Coope LLC will collect the appropriate amount of sales tax on all sales where applicable. Tax listed at checkout is estimated.