

Technical Questions



Technical Difficulties

The best (and fastest) way to reach us for technical inquiries is to email us at admin@duxcoope.com. Please make sure to write "Technical Issues" in the subject field. Please also provide us with as much information as possible regarding your question. This will help us find an answer as quickly as possible.

Your questions and requests for assistance are a top priority for us. We will do everything we can to find you relevant answers in a timely manner.

Browser Compatibility & Requirements

DuxCoope.com is best viewed with either Internet Explorer or Mozilla Firefox. The latest information for IE can be found here: <http://www.microsoft.com/ie>. More information on Firefox, including the latest download, can be found here: <http://www.mozilla.com/firefox>.

Javascript

Javascript is a "web-centric" programming language that allows a website to respond dynamically and quickly to a user's requests. Many of the coolest features on buckle.com are dependent on Javascript. The buckle.com team recommends that Javascript always be fully enabled when shopping buckle.com.

Cookies

A "cookie" is a small, harmless text file that is utilized to keep track of a user's preferences on a website. DuxCoope.com will occasionally set cookies in order to give you the best experience possible on the site. The disabling of cookies while shopping buckle.com is not recommended.

Other

In addition to HTML, DuxCoope.com features content in PDF formats. If you are having difficulty accessing this content, Dux Coope suggests you upgrade to the latest version of the Adobe Reader software for PDF files.

For users who have difficulty accessing PDF files on this site, you can download the latest version of Adobe Reader here: <http://www.adobe.com/accessibility/products/reader>.

In the event you do experience difficulty trying to access DuxCoope.com with assistive devices, please contact admin@duxcoope.com and we will make every effort to help you obtain the information you need.

For help regarding online orders, shopping and returns, please call Dux Coope Guest Services at 800-800-5555.

HELP US MAKE OUR SITE ACCESSIBLE

We welcome your suggestions and comments. Please feel free to contact us with comments and suggestions about our site accessibility at admin@duxcoope.com.