

Postage/Carriage

Carriage is free within the Republic of Ireland on all orders of €100.00 and over. For orders under this value, a charge of €6.00 will be applied within Ireland.

Our Standard Delivery is 2 days to any address within the Republic of Ireland. Next day delivery can be arranged if needed, and a supplementary charge will be made for this.

Deliveries outside of Ireland will be charged at cost and quoted on an individual basis at the time of placing the order. Please contact our customer services on +353 1 6402766.

Ordering by Phone

Please have the product references, credit/debit card and your contact details ready. Our representative is ready to assist with any advice or queries you may have.

Ordering by Post

Please complete the order form and return it to Duel International, at the address stated. Please ensure that you include a signed cheque (if you are paying by cheque) or complete your credit/debit card details as provided on the order form, and please sign the order form where indicated.

Ordering Online

Please see our website: www.duel.ie or email details of your order requirements to info@duel.ie

Terms and Conditions

All prices and descriptions are correct at the time of issuing. All prices exclude vat and carriage, VAT in the Republic of Ireland is chargeable at the standard rate. All offers are subject to stock availability. We accept all major credit cards and cheques. Any credit terms agreed are subject to satisfactory current account status and to our stated terms and conditions. Prices may be subject to change and we reserve the right to decline or refuse orders. For a copy of our full terms and conditions, please contact our customer services.

Custom Made Products

We make a wide variety of products to individual customer's specification. Orders for these "special-make" products will be processed on receipt of written confirmation and official purchase order details. Deposits will be taken with order confirmation and the balance is payable on delivery of the goods. All deliveries of custom made goods are subject to a 5% variance (under or over) and we reserve the right to invoice accordingly.

Customised Printing

We offer a full customising service on a wide variety of our books, folders and portfolios. If you wish to avail of this service, please complete the print details required in the special box on the order form. Print offers include a one-colour print as standard. If you have full colour or additional print requirements, please call us.

We can accept artwork in the majority of formats including EPS, PDF, Quark and Illustrator. Please supply artwork to size, all tints complete. EPS files, screen/printer fonts and all hi-res scans should be placed in the document supplied to us. Please call if you need any further information. Any additional origination charges – if necessary – will be agreed based on the artwork supplied at the time of processing your order.

We will email a final artwork layout for your approval before we complete your order. Please check this layout carefully and advise of any amendments required. Please sign any amendments required, as verbal instructions cannot be accepted. Please note that print colour shades will vary depending on the material, surface and texture of the printed medium.

All custom made goods are normally supplied bulk-packed. If you have any special packing requirements, please let us know and we should be able to facilitate you.