Latest update: December 9, 2025

Duelz Casino UK Online Casino Email Support Test

How fast and reliable is email support from Duelz Casino UK Online Casino?

That's what we hoped to answer in our UK online casino email support test.

We tested Duelz Casino UK Online Casino's email support by sending different questions on various times of the day across weeks to determine:

1. How frequently did Duelz Casino UK Online Casino respond to our emails?
2. How fast did Duelz Casino UK Online Casino answer our questions?

By measuring responsiveness and speed of email support, we can find an average response rate and response time for Duelz Casino UK Online Casino. Once we have these averages for Duelz Casino UK Online Casino, we compare those with other UK online casinos to determine how good or bad Duelz Casino UK Online Casino's email support is in the United Kingdom.

These tests were conducted by Great.com.

Duelz Casino UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	8025 minutes
Email Response Stars:	2
Email Response Time Stars:	0
Email Support Stars:	2
Email Support Rank:	79

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Average time to get a response from Duelz Casino Casino:

8025 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-15-2023 05:13:33
Duelz Casino UK Online Casino Response:	When entering the website, under the logo on the left corner, you should be able to see the button "Register". You would need to click on that button and fill in the information in order for you to register here,
Time Received:	03-15-2023 11:13:11

Response Time:	360 minutes

Email Test #2

Question:	What's your first deposit bonus and what are the requirements?
Time Sent:	03-25-2023 06:34:52
Duelz Casino UK Online Casino Response:	We are writing to apologize for the delay in our response to your previous email. We understand that timely communication is important, and we regret any inconvenience that this delay may have caused. Our welcome offer is up to 100 GBP + 100 free spins Max bet with an active bonus: £2. Wagering requirement 100% match bonus: 30 times sum of deposit + bonus. Max redeemable from welcome bonus: £500. 100 Free Spins are given out 20 per day on Book of Dead for 5 days in a row, log in each day is required. Max Free Spins winnings: £100. Winnings from Free Spins are credited as bonus money with a wagering requirement of 45 times. Free Spins expire after 3 days. Some games may not be played with a bonus. Games may contribute differently when wagering a bonus
Time Received:	04-03-2023 00:20:43
Response Time:	12586 minutes

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Email Test #3

Question:	How long do withdrawals take?
Time Sent:	03-25-2023 08:35:56
Duelz Casino UK Online Casino Response:	We are writing to apologize for the delay in our response to your previous email. We understand that timely communication is important, and we regret any inconvenience that this delay may have caused. In general, these don't take too long to go through, however, in some cases, the payment team needs to check these manually.
Time Received:	04-03-2023 00:32:20
Response Time:	12476 minutes

Email Test #4

Question:	Do you have live chat support and if so, what is its hours?

Time Sent:	03-26-2023 23:14:09
Duelz Casino UK Online Casino Response:	This is to inform you that the LiveChat is available 24/7, however to access this feature you need to be logged into your player account with us.
Time Received:	04-03-2023 00:57:27
Response Time:	10183 minutes

Email Test #5

Question:	What is the customer support phone number and when is it available?
Time Sent:	03-21-2023 05:54:28
Duelz Casino UK Online Casino Response:	This is to inform you that our phone number for Duelz is currently unavailable, We kindly advise you to contact us via email or our live chat,
Time Received:	03-24-2023 09:15:03
Response Time:	4521 minutes

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