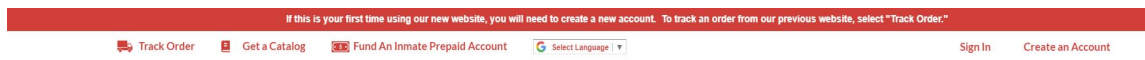


WALKENHORST Account Set up Instructions

You Can Set up an Account Using 2 Different Methods

- Telephone 800-660-9255
 - Online (See Instructions Below)
1. Go to <https://walkenhorsts.com/>
 2. You will first need to click on "Create an Account" in the upper right-hand corner



3. You will then be directed to this page. You or a family member can do this.

Register

First Name * Last Name *

Email *

Password *

Password Confirmation *

The password should be at least 6 characters long. To make it stronger, use upper and lower case letters, numbers and symbols like ! " ? \$ % ^ &) (@ #

SIGN UP

4. You can choose any number you would like for the inmate number
5. You will then select Arizona and "Forensic & Civil Campuses" 501 N. 24th street AZ
6. Your account will then be set up
 - a. Family and friends can then order for you if you would like by computer or telephone

WALKENHORST Ordering Instructions

You Can Order Using 3 Different Methods

YOU MUST CREATE AN ACCOUNT TO USE ANY OF THE BELOW ORDERING METHODS

- Telephone
- Filling out the order form which can be mailed
- Ordering online by a family member or a friend

Ordering Information

Walkenhorst's was designed to make the process of sending packages to your friends and loved ones in a facility quick and easy.

We work closely with facilities across the nation to offer services for a wide variety of package programs. To begin shopping, select a state on our [home page](#) and enter your patient information. You can then choose from items that have been selected for the patient specific package program. *Walkenhorst's makes shopping just that easy!*

- **Address**

**445 Ingenuity Ave
Sparks, NV 89441**

- **E-mail**

info@walkenhorsts.com

- **Phone**

(800) 660-9255

Frequently Asked Questions

How do I open or add funds to a prepaid customer account?

Select Fund A Patient Prepaid Account to add funds to a prepaid account using our website or call us at 1-800-660-9255.

What if something is damaged, broken, or missing from my order?

We will replace any damaged, broken, or missing item free of charge. We only require confirmation from the facility's mail room.

What are your shipping & handling charges?

Standard ground shipping and handling charges vary depending on the institution you select, and generally do not exceed \$6.99. Optional air shipping and rush processing is also available for an additional fee.

What methods of payment can I use?

We accept Visa, MasterCard, and Discover, as well as money orders, checks, and institution checks. A valid phone number and address must be imprinted on any personal checks. Simply select which kind of payment you wish to use during the check-out process. If you choose not to pay with a credit card, we will hold your order until we receive a printed copy of your walkenhorsts.com order along with payment.

How can I check on an order?

You can check the status of your orders and track shipments from our [track order](#) page. To check your order status when logged in to your account, select My Account to view your recent purchases. You can also get order information by contacting Walkenhorst's in any of the following ways:

- Email: info@walkenhorsts.com
- Phone: 800-660-9255
- Mail: 445 Ingenuity Ave, Sparks, NV 89441

How long will it take for my order to process & ship?

If an order is placed online at walkenhorsts.com by 12 noon, it will usually ship out within 2-3 business days. The following are reasons an order may be delayed:

- Items are discontinued or temporarily out of stock. Since Walkenhorst's receives shipments of many items weekly, we may hold your order for a short time to allow product to arrive. If an item is out of stock for a longer time, we will contact you for another selection, remove the item from the order, or send a similar item instead.
- Other temporary processing and shipping delays are occasionally caused by factors outside our control. We will do our best to make sure your order will ship as soon as possible.