



## Frequently Asked Questions

### Can you send me a copy of the current Walkenhorst's catalog?

[Click here](#) and we will put a catalog in the mail for you right away; or, visit our [catalog download page](#) to get one in pdf format.

### How can I check on an order?

You can check the status of your orders and track shipments online from our [order status](#) page. You can also get order information by contacting Walkenhorst's in any of the following ways:

- Email: [info@walkenhorsts.com](mailto:info@walkenhorsts.com)
- Phone: 800-660-9255
- Fax: 707-261-4020
- Mail: 540 Technology Way, Napa, Ca 94558

### How do I know what is allowed at a facility so I can avoid sending items that are not approved?

Walkenhorst's works closely with the California Dept. of Corrections to determine which items are allowed at each facility. All the items listed on walkenhorsts.com have been pre-approved for each facility; therefore, the possibility of ordering an item from this website that is not approved has been removed.

### 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 the next business day. 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, or near the end of the quarter, 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.

### What are your shipping & handling charges?

Standard ground shipping and handling charges are \$4.00 for all quarterly package or personal property orders placed on walkenhorsts.com for California inmates. We also offer optional air shipping for a low additional fee.

### 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 or R&R department.

### What methods of payment can I use?

We accept Visa, MasterCard, and Discover, as well as money orders, cashiers checks, and institution 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 do I open or add funds to a prepaid customer account?

Call us at 1-800-660-9255 or go to the Walkenhorst's homepage and select a state. Choose the facility where the prepaid account holder is located and select the special purchase package type. Once the order screen is open, click the Prepaid Customer Accounts link. Select the amount to add to the prepaid account and check out.

### What if an institution is on lockdown?

According to new state regulations, facilities must allow authorized vendors such as Walkenhorst's to ship packages, even if the facility is on lockdown. Unfortunately, many facilities are not yet in compliance with these new regulations. However, Walkenhorst's is in constant contact with the property staff at each facility, and, in most cases, they will alert us in the event if any lockdown that prevents them from receiving packages. If this happens, we will return any payment and notify you that we cannot accept the order until the facility is off lockdown.

Walkenhorst's  
540 Technology Way  
Napa, California 94558

Toll Free: (800) 660-9255  
Fax: (707) 261-4020  
Email: [info@walkenhorsts.com](mailto:info@walkenhorsts.com)

Hours:  
Monday - Friday: 6am - 7pm  
Saturday: 9am - 1pm (PST)



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