



## Ordering Information

Walkenhorsts.com was designed to make the process of sending packages to your friends and loved ones in the California Prison System quick, easy, and worry free. Walkenhorst's is an approved prison vendor for practically every prison facility in California. We have worked closely with the California Department of Corrections as well as individual prison property officers in order to get quality, name-brand products pre-approved for sale at each facility, eliminating all the guesswork and complicated package rules. Walkenhorsts.com provides a personalized store for each facility that automatically keeps track of these rules, so when shopping and placing an order, you can relax, knowing that everything you buy has already been approved!

Walkenhorst's guarantees that you will not find another institutional vendor with broader selection of products. In addition, we are dedicated to providing our customers with the exact products that you want. Instead of selling unknown brands that skimp on quality, we have worked closely with the California Prison System in order to offer the same quality name brand products that you are familiar with. In the rare circumstance that Walkenhorst's does not carry a specific item that you are looking for, please [contact us](#) so that we can do our best to provide you with the items that you need.

There are several different types of packages available for California inmates:

- **Inmate Packages, Quarterly Package, or Personal Property Package**

Almost every inmate in California is allowed to receive an inmate package (often called a **quarterly package**) once every quarter. Inmates in privilege group D (usually housed in administrative segregation or security housing) are allowed to receive an inmate package once each calendar year. These packages may contain a wide variety of items, from food and cosmetics to clothing. This type of package also has a 30-pound weight limit (walkenhorsts.com calculates the weight of your package automatically). Starting January 2009, Televisions, CD Players, Tape Players, Typewriters, and Musical Instruments are no longer allowed in these quarterly inmate packages, but can only be purchased in a special purchase package (see below).

- **Special Purchase Package**

This type of inmate package contains **only** entertainment appliances (television, CD or tape player, radio) typewriters or musical instruments and their accessories. This type of package does not count as an inmate's quarterly package. While there are no weight limits on special purchase packages, and inmates may receive multiple special purchase packages per quarter, inmates are limited to the amount of special purchase items they possess (inmates can only have one CD player, for example). Accessories for these items, including headphones, cables, guitar strings, and typewriter ribbons are only allowed in a special purchase package when they accompany the appliance they are to be used with. If other accessories or any items other than those listed above are sent, then the package may count as the inmate's quarterly package, and the inmate will not be able to receive another quarterly package until the following quarter.

- **Parole Clothing Package**

Inmates that are paroled are required to obtain new clothing to be worn upon their release. Walkenhorst's now offers a wide selection of shoes and clothing for this purpose. You will need your inmate's parole date to order parole clothing; it is required in the checkout process. You can only place a parole order between 14 and 30 days of the parole date.

- **Family Visitation Package**

A family visitation package is a package of food items for use during an overnight family visit. If you are not sure if your inmate is eligible for this package, please check with your facility or call us at (800) 660-9255 before ordering this type of package.

To order a package, return to our [home page](#), and find the facility's name from the drop down menu. Then click on the "Begin Shopping" button to begin the shopping process. Walkenhorsts.com will automatically filter out items for that facility that are not allowed, eliminating all the guesswork and making your shopping experience as simple as point & click. If you have an order form or catalog, be sure to try the new quick entry button near the upper-left portion of the shopping cart. Our secure checkout process accepts Visa, MasterCard, and Discover cards, and gives you the option to print your order and mail it to us with a Money Order or Cashiers Check. *Walkenhorst's makes shopping just that easy!*

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



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