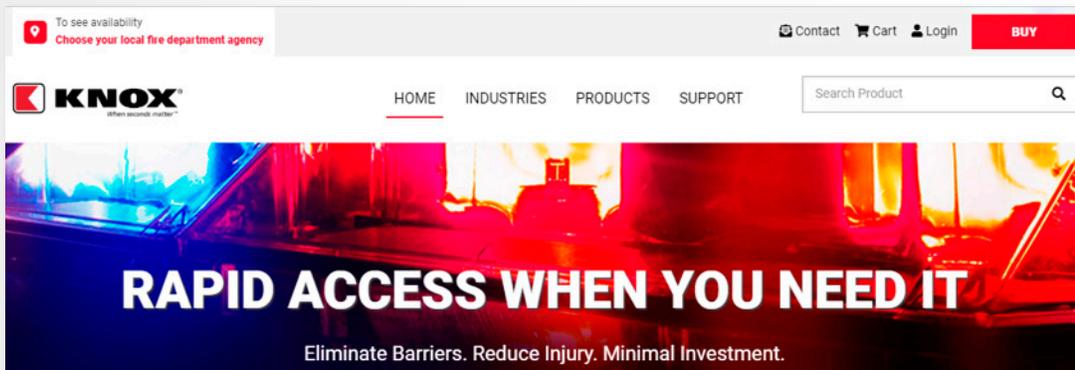




HOW TO BUY KNOX PRODUCTS

knoxbox.com

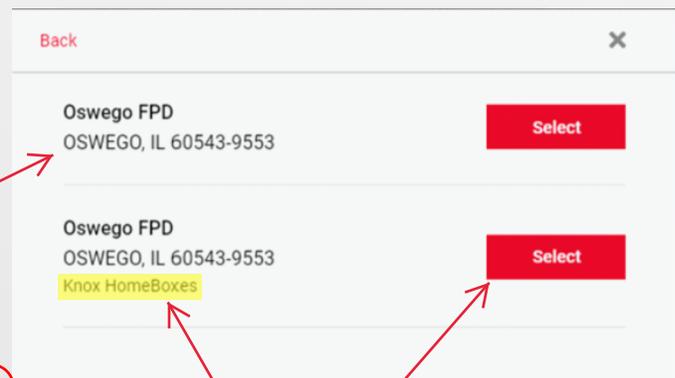
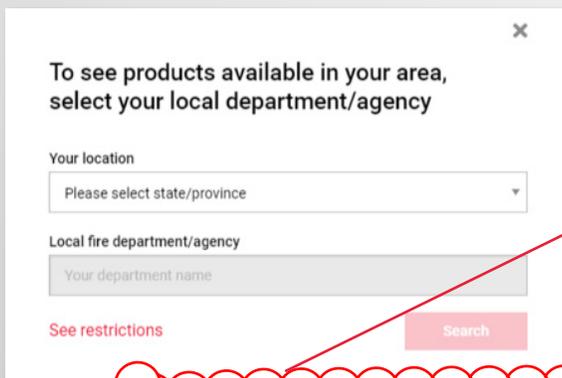
1 To purchase a product, click the red **BUY** button located at the top right of the page.



2 To view products available in the area where you're installing the Knox product, select the **State/Province** and **type in your local fire department or responding agency**. Then, click on the Search button.

3 A list of fire departments will appear. **Select** your responding fire department or public agency.

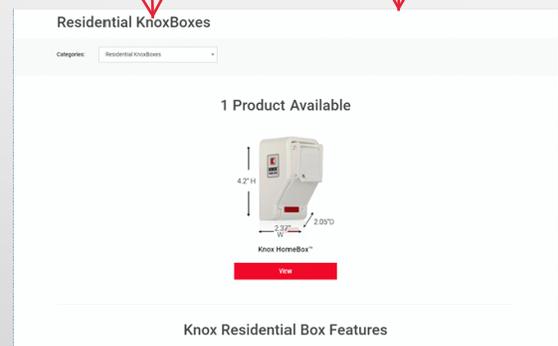
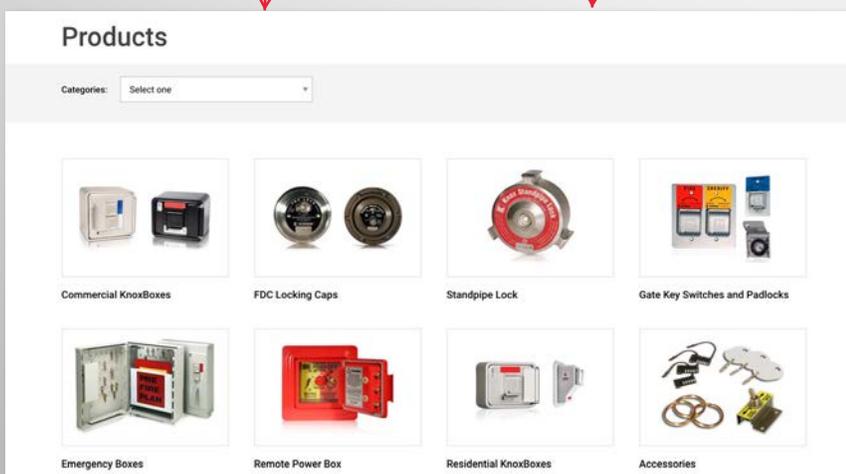
NOTE: For duplicate fire department names, pay closer attention to the last line of each fire department listing, which may indicate specific access programs that have specific products available for that particular program.



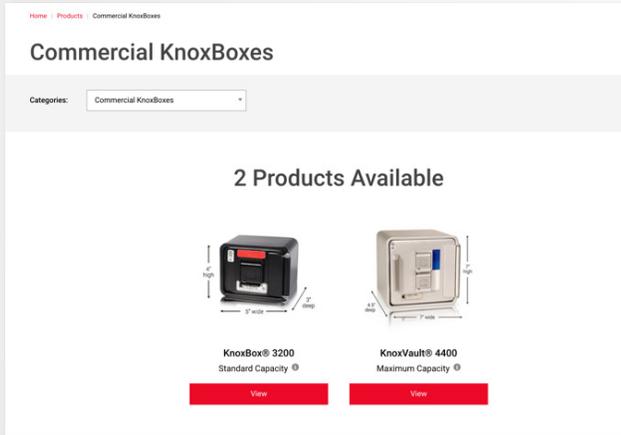
Commercial/business customers shall select the top choice in order to gain access to all of the commercial products

4 Once the selection has been made, you will be routed to the product category page. Product categories displayed may differ depending on your fire department.

Residential customers should select the bottom choice in order to correctly gain access to the HomeBox page

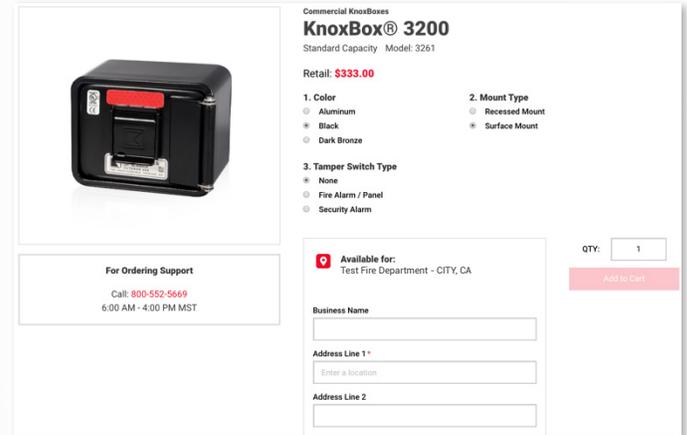


5 To view products, click on a product category which will take you to the corresponding product page. Under the first section of the page, the system will indicate whether or not the product is available in the responding jurisdiction that you have selected. If the product is available, you will be able to view and configure the product.



6 To view the product, click on the **View** button which will take you to the configuration tool. Here you will be able to configure the product.

Please note: Accessories do not have a configuration tool.



7 Start configuring your product:

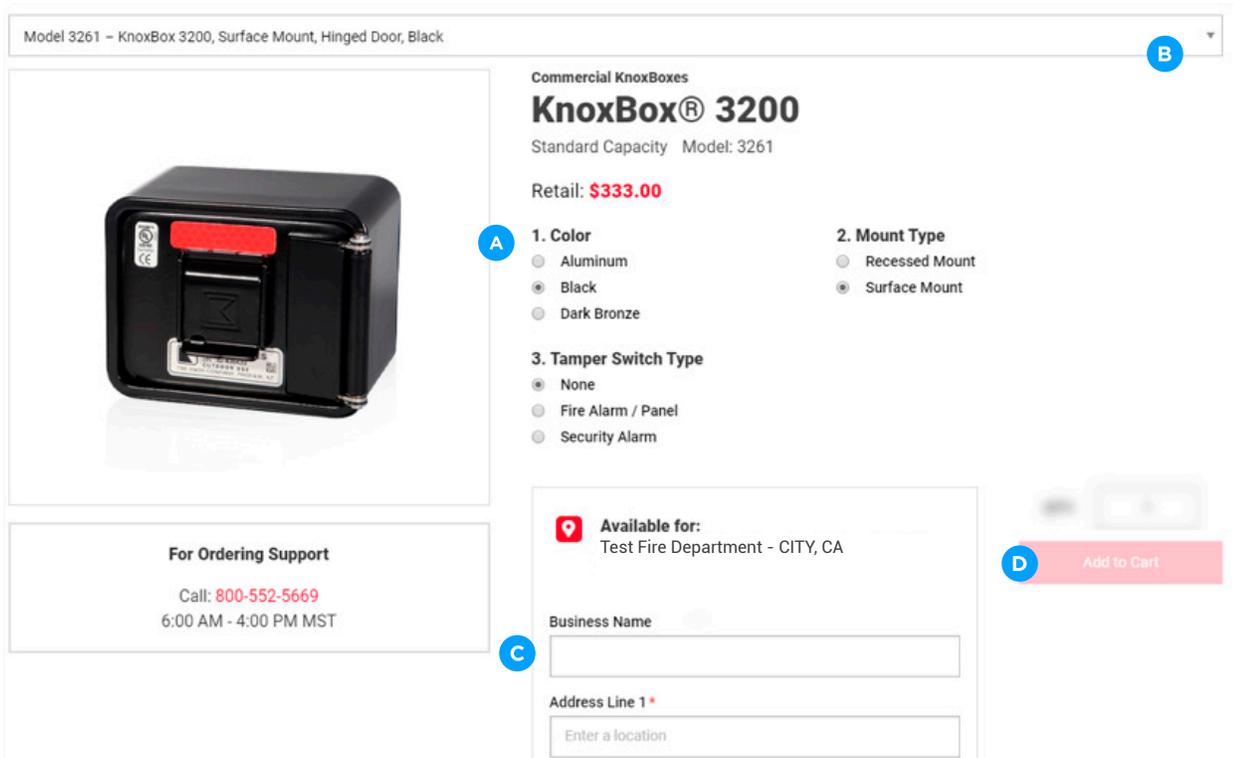
a. Customize your product by selecting the various attributes **(A)**.

If you know the specific model number that want to purchase, you can bypass the attribute selection by using the drop-down menu **(B)** to select the exact product.

b. Once you've selected or configured the product, enter the installation address **(C)** for this item and click **Submit**.

- You will be asked to confirm that you have selected the correct Fire Department (the Fire Department is listed above the Business Name field).
- Note:** If you need more than one of any item, each item requires an installation address. Note: Some items may not require an installation address.

c. Click the **Add to Cart** button **(D)**.



- 8 To continue the process, you will be asked to log in. If you are a new customer, complete the fields in the New Customer area.

Login

Returning Customer

Email Address

Please enter a user name

Password:

Stay signed in on this computer

[Sign in](#)

[Forgot Password?](#)

New Customer

First name: *

Last name: *

Email: *

Confirm Email Address *

Phone Number: *

Company: *

Password: *

Password strength: 🔒

Confirm password: *

I agree to the [Terms and Conditions](#).

[Register](#)

- 9 Once you have logged on or created a new account, you will be returned to the Shopping Cart. To add more products, click **Continue Shopping** or if you're done adding products, click on **Checkout**.

Shopping Cart

Product	Units	Price	Total
<p>Model 4401 – KnoxVault 4400, Surface Mount, Single Lock, Black Model: 4401 Installing to: Knox Company, 1601 W Deer Valley Rd Phoenix, AZ, United States 85027</p>	<input type="text" value="1"/> Delete	<input type="text" value="Update"/>	\$539.00 \$539.00
<p>Model 3111 – Knox FDC Lock with Swivel-Guard, 2.5-inch, 3.068 X 7.5 TPI Model: 3111 Installing to: Knox Company, 1601 W Deer Valley Rd Phoenix, AZ, United States 85027</p>	<input type="text" value="2"/> Delete	<input type="text" value="Update"/>	\$249.00 \$498.00
<p>Model 1433 – Knox Elevator Box with FD Banner, Aluminum Model: 1433 Installing to: Knox Company, 1601 W Deer Valley Rd Phoenix, AZ, United States 85027</p>	<input type="text" value="1"/> Delete	<input type="text" value="Update"/>	\$376.00 \$376.00

Approving Department/Agency:
Test Fire Department - CITY, CA

Sub-total	\$1,413.00
Shipping	Calculated during checkout
Tax	Calculated during checkout
Total	Calculated during checkout

For Ordering Support
 Call: 800-552-5669
 6:00 AM - 4:00 PM MST

10 During Checkout:

a. Enter or confirm your Billing Address.

Select a billing address from your address book or enter a new address

ADD NEW ADDRESS

First Name *

Last Name *

Email *

ttrinh@knoxbox.com

For a residential address, please check here

Company *

Knox Company

Address *

Address 2

City *

State/Province *

ALABAMA

Country *

United States

Postal Code *

Phone *

Ship to a different address

Continue

Back to Shopping Cart

b. If the shipping address is different from the billing address, select the 'Ship to a different address' check box:

Phone *

Ship to a different address

c. Click on the **Submit** button to proceed to the Shipping Method screen.

d. Choose your Shipping Method and click on the **Continue** button to proceed to the Payment screen.

e. Enter your Payment Information and click on the **Continue** button to proceed.

f. Confirm your order or make changes to it.

g. To complete your order, you MUST click the **Complete Order** button to complete your purchase.

Note: If your fire department needs to approve your purchase, your credit card or purchase order will not be charged until the department has approved your order.

Approving Department/Agency:
Test Fire Department - CITY, CA

Approval Required Before Purchase

Please note: The total amount is only an estimate. The Department has up to 30 days to review your order. The total amount may change if the price, freight and/or tax fee change(s) during the review timeline. An invoice with the updated amount will be emailed to you when the products ship.

Sub-total	\$333.00
Shipping	\$29.00
Tax	\$31.13
Total	\$393.13

I understand that approval from my local fire department/agency is required before purchase is complete.

Once approval is provided my credit card will be charged and my order will be filled.

Complete Order

Back

h. An email will be sent to Oswego Fire to 1) ensure the property is within our jurisdiction, 2) approve the item.

- i. Upon receiving your product, the following is to be completed
- 1) securely install product
 - 2) weather-seal around product
 - 3) have extra key(s) made and labeled with a tag
 - 4) contact Oswego Fire at 630-906-6373 to secure keys