Procedure for purchasing Knox Box

Step #1 - Go to https://www.knoxbox.com

Step #2 - Go to Products *I recommend a residential box for rentals; not the commercial box, but they can get whatever they would like. This will show types and features of boxes.
Step #3 – Go to, how to buy and select “Knox Direct Option”

Step #4 – Go to Red Box “Begin Order” as shown below:
Step #5 – The box below will pop up. Select “Michigan” and “Grand Haven Charter Twp” then hit search. **It is important to select Grand Haven Charter Twp and Not Grand Haven Public Safety**

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Step #6 – Once Search is hit from previous window, a new window appears as below. Select Grand Haven Charter Twp. *Residential use only - homeboxes*
Step #7 – Order Box of your choosing. *Recommend direct order from Knox Box site versus CertaSite, but can be done through them if someone chooses.

Step #8 – Once box is selected, add it to cart and check out.
Step #9 – Once you add to cart and enter your address, city and select for residential use, it will populate the field below after verification of address.

Step #10 – You will be asked to confirm that you want “Grand Haven Charter Twp”, as there is a rekey fee if you select the wrong location – check the box
Step #11 – Create a new customer as shown below.

Login

New Customer
If you believe that you already have an account with us, please call customer service at 888-566-9269 for assistance.

Creating a second account could cause significant delays to your order.

First name: *

Last name: *

Email: *

Confirm Email Address *

Phone Number: *

888-566-9269

Company (For non-commercial users, please type "Residential"): *

Password: *

Password strength: ☑

Confirm password: *

I agree to the Terms and Conditions.

Final Step – Complete Purchase. It will send an email asking for permission from our agency to complete the order, as we must confirm it is within our jurisdiction. I get an email and approve or deny once verified. Captain Schweitzer also gets the emails. If anyone has any questions about the purchase of Knox products, they can contact their customer service at 1-800-5669269 or they can contact me with the contact information below and I would be happy to answer any questions.

Thank you,

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