



**Our annual holiday closure begins at 12pm MST, Friday, December 20, 2024, and daily operations resume Monday, January 6, 2025, at 6am MST.**

The following end of year guidelines outline the Knox Company's transactional and shipping deadlines:

- Standard ground orders must be received no later than **Thursday, December 12, 2024**. Order Fulfillment is subject to product availability.
- All RUSH orders must be received by **10am MST, Tuesday, December 17, 2024**, (No Exceptions). Order Fulfillment is subject to product availability.
  - Rush orders are limited to a standard sized order no larger than a total of five (5) KnoxBoxes, Key Switches, or Padlocks.
  - Shipment of large quantity orders prior to the closure are **NOT guaranteed**. In addition, KnoxBox 4400 models and cabinets from the 1300 model series are also **NOT guaranteed**.
- Standard RMA exchanges or repairs received by Knox after **December 9, 2024**; are not guaranteed to get processed and shipped back out before **December 17, 2024**. Customers will be contacted to determine RUSH order eligibility if needed. Products returned for refund will not be processed until Knox reopens **Monday, January 6, 2025**.
- Online orders will be processed by **10am MST Friday, December 20, 2024**.
- **Transactions will close at 12pm MST, Friday, December 20, 2024.**

Products may be ordered during the holiday closure through our Knox Trusted Partners, available in most areas of the U.S. and Canada. To locate the Trusted Partner in your area visit [knoxbox.com](https://knoxbox.com).