

Dallas County Jail Care Packages

Q: Who can place orders?

A: **Family and friends can place orders for their loved ones at Dallas County Jail**

Q: How can family/friends place orders?

A: **There are 3 Easy Ways to Place an Order:**

Online At: www.dallascountypackages.com

Mail To: Access Securepak® (TX)

10880 Lin Page Place | St. Louis, MO 63132

Call Toll Free At: 1-800-546-6283

Q: What forms of payment are acceptable to place orders?

A: 2 Forms of Payments are acceptable:

Online & Phone Orders: MasterCard, Visa, or Discover

Mailed In Orders: Money Orders

Q: How often can you receive packages?

A: **One package per inmate per week; \$75 maximum per order**

Q: When will the packages arrive at the jail?

A: **Orders will be delivered once per week. Orders placed before Thursdays at 6:00 am will be included in the shipment the same week. Orders placed after Thursdays at 6:00 am will be included in the shipment the following week.**

Q: What happens if you are released before the package arrives?

A: **If the inmate is no longer located at Dallas County Jail when the package arrives, they have 72 hours to claim it. They must contact KCN/Securepak at 1-800-546-6283 to give information to forward the package to another address. KCN/Securepak will dispose of all packages not claimed within the 72 hours. No refunds will be issued.**

Q: What happens if an item on my order is out of stock?

A: **The item will be removed from the order and the sender will not be charged for it.**

Q: How can my family/friends check on the order?

A: **Call 1-800-546-6283 to check the status of the order 24/7. Customer Service Hours: 7:30 am – 11:00 pm CST, and Sat. 10:00 am – 4:00 pm CST.**