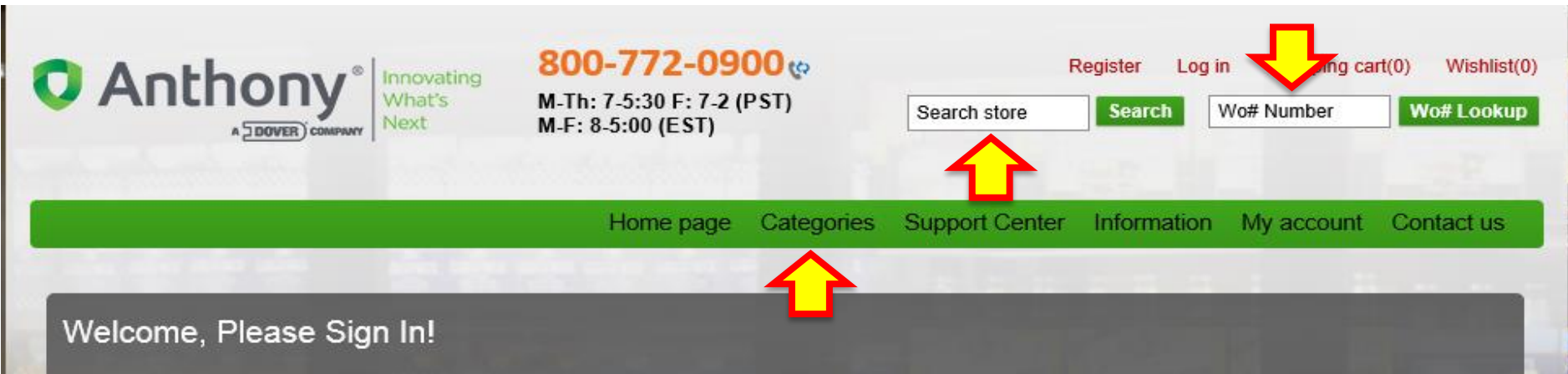


- [What's the fastest way to find a part?](#)
- [Why should I register?](#)
- [Do I have to register to purchase?](#)
- [I just registered, but I can't log on](#)
- [I just registered, but I forgot my password](#)
- [I still can't log-in after the previous steps, what can I do now?](#)
- [How can I view a quote or order?](#)
- [I registered, how can I view a quote or order?](#)
- [How do I order and checkout?](#)
- [Where can I view my invoices?](#)
- [Are there any service/install manuals or how to videos?](#)

**Click on each question or scroll down for answers**

## What's the fastest way to find a part?

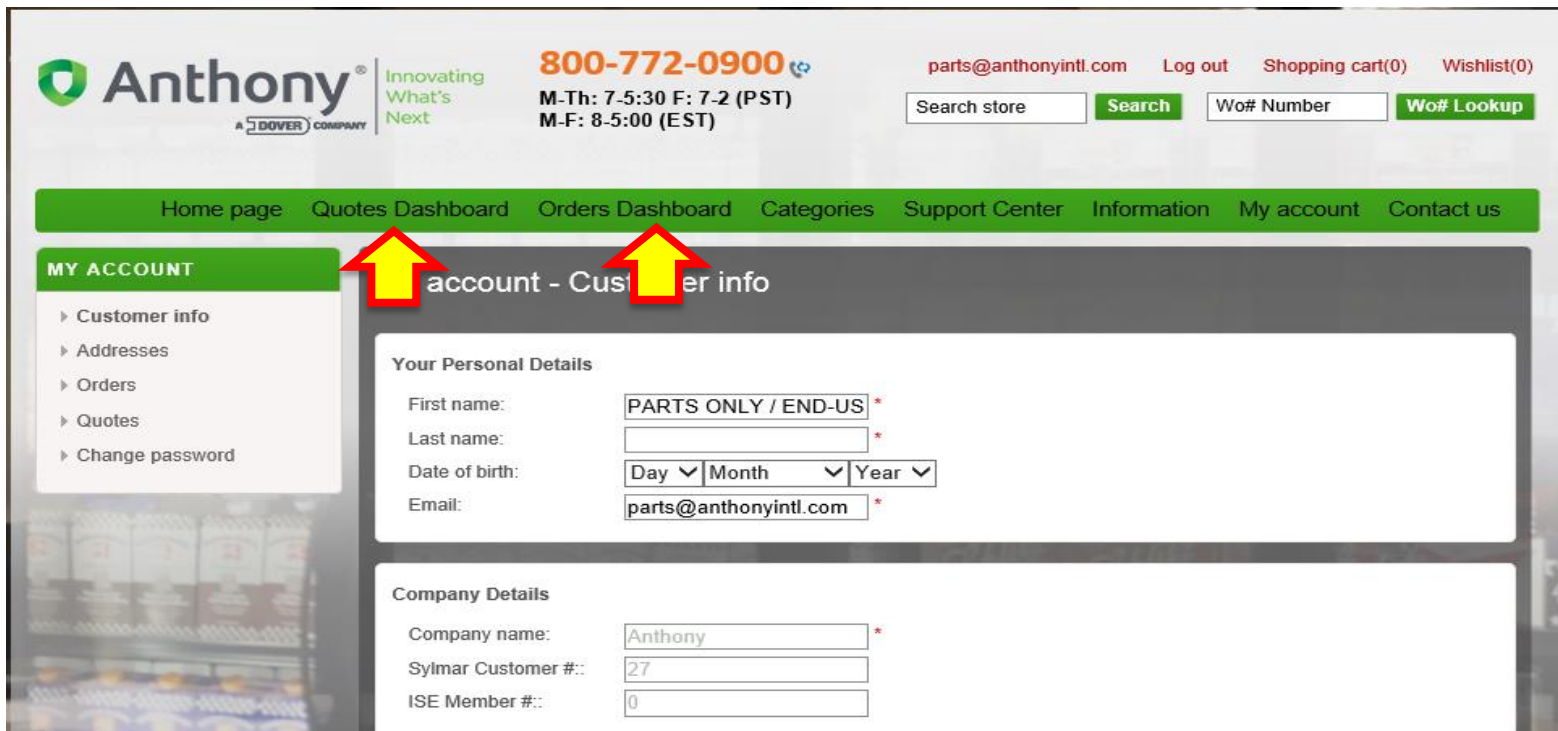
1. Get the Work Order (WO) from the label on the door or frame and enter in WO# Lookup



2. Other option is to search store or by categories

## Why should I register?

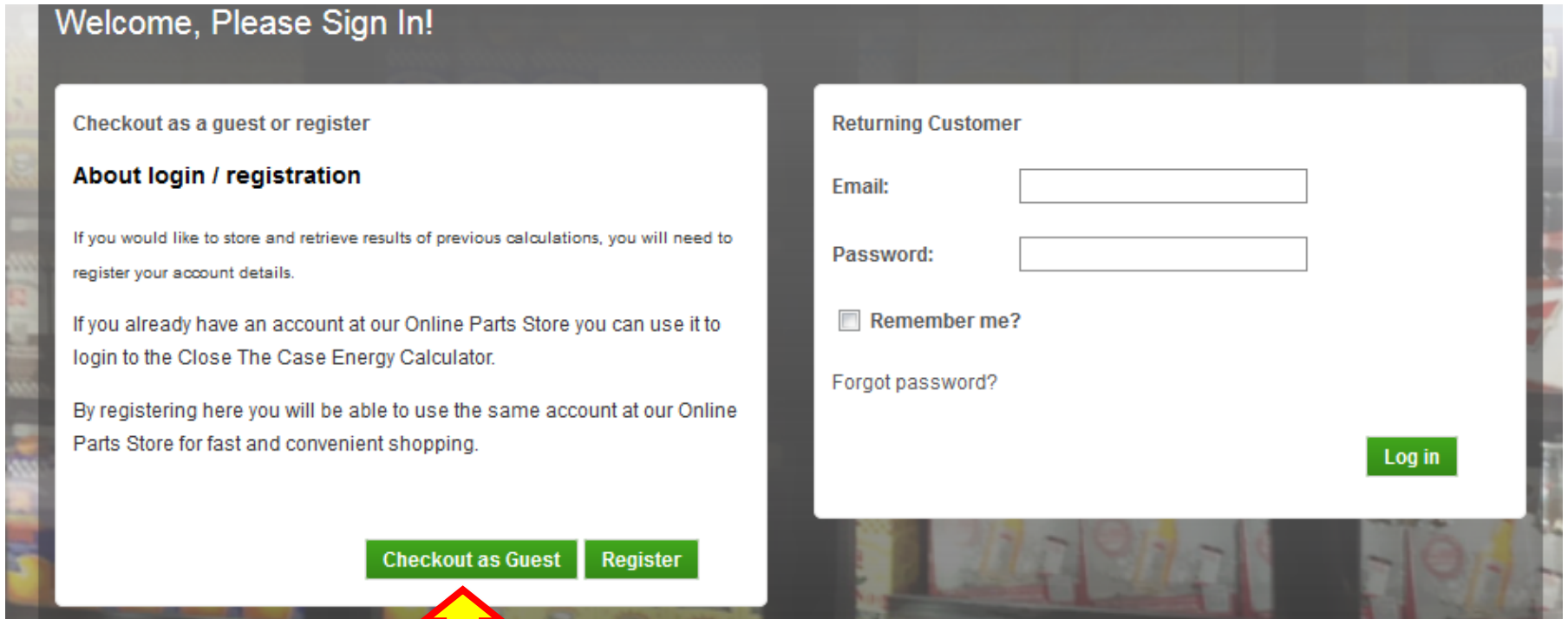
1. You can receive discounts if you provide your reseller certificate or contractor's license



2. Quotes and Orders are stored into your account

## Do I have to register to purchase?

1. No, you can checkout as a guest



## I just registered, but I can't log on

1. It takes up to 24 hours to verify your account during our regular business hours

## I just registered, but I forgot my password

1. Click on Forgot Password and follow steps to recover

Welcome, Please Sign In!

### New Customer

Register and save time! Register with us for future convenience. Fast and easy check out, Easy access to your order history and status

Register

### Returning Customer

Email:

Password:

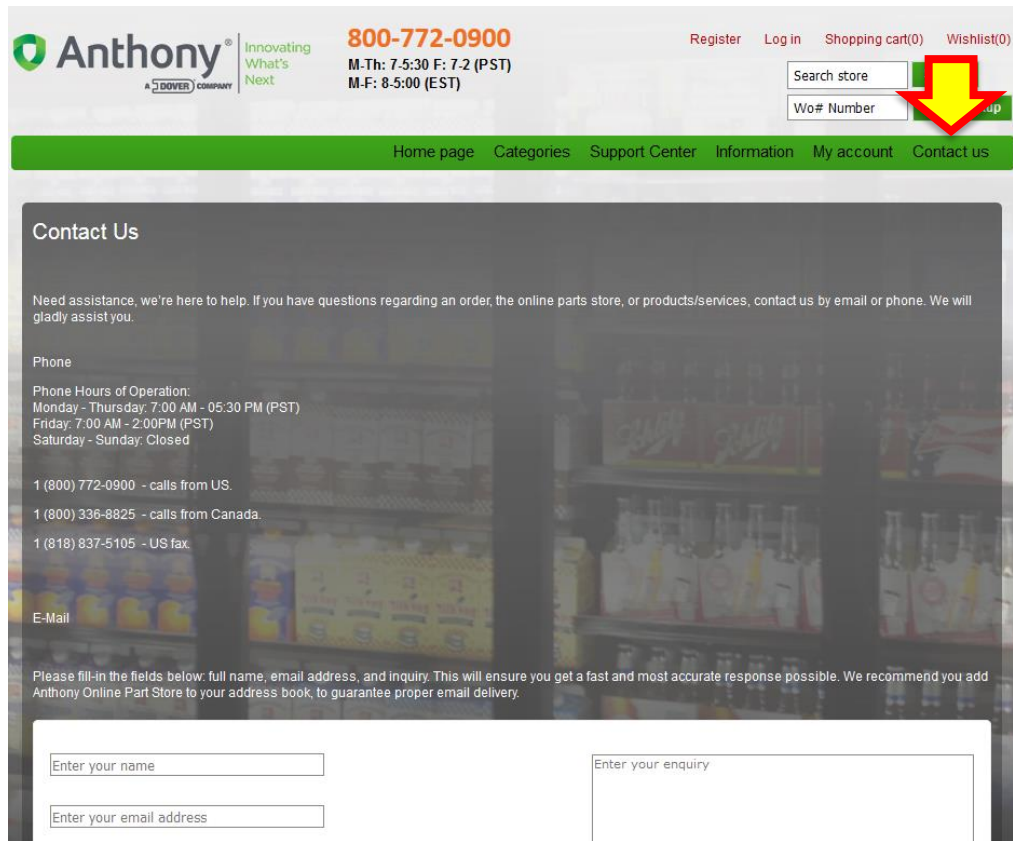
Remember me?

Forgot password?



## I still can't log-in after the previous steps, what can I do now?

1. Please contact us by phone or email to resolve



**Anthony** A DOVER COMPANY | Innovating What's Next

**800-772-0900**  
M-Th: 7-5:30 F: 7-2 (PST)  
M-F: 8-5:00 (EST)

Register | Log in | Shopping cart(0) | Wishlist(0)

Search store  
Wo# Number

Home page | Categories | Support Center | Information | My account | Contact us

### Contact Us

Need assistance, we're here to help. If you have questions regarding an order, the online parts store, or products/services, contact us by email or phone. We will gladly assist you.

**Phone**  
Phone Hours of Operation:  
Monday - Thursday: 7:00 AM - 05:30 PM (PST)  
Friday: 7:00 AM - 2:00PM (PST)  
Saturday - Sunday: Closed

1 (800) 772-0900 - calls from US.  
1 (800) 336-8825 - calls from Canada.  
1 (818) 837-5105 - US fax.

**E-Mail**

Please fill-in the fields below: full name, email address, and inquiry. This will ensure you get a fast and most accurate response possible. We recommend you add Anthony Online Part Store to your address book, to guarantee proper email delivery.

Enter your name  
Enter your email address  
Enter your enquiry



## How can I view a quote or order?

1. You must register to view a quote or order



**800-772-0900**  
M-Th: 7-5:30 F: 7-2 (PST)  
M-F: 8-5:00 (EST)

[Register](#) [Log in](#) [Shopping cart\(0\)](#) [Wishlist\(0\)](#)

Search store



[Home page](#) [Categories](#) [Support Center](#) [Information](#) [My account](#) [Contact us](#)

Welcome, Please Sign In!

## I registered, how can I view a quote or order?

1. Click on Quote Dashboard or Orders Dashboard

Anthony A DOVER COMPANY | Innovating What's Next

800-772-0900  
M-Th: 7-5:30 F: 7-2 (PST)  
M-F: 8-5:00 (EST)

RWimenta@anthonyintl.com | Log out | Shopping cart(0) | Wishlist(0)

Search store | Search

Wo# Number | Wo# Lookup

Home page | **Quotes Dashboard** | **Orders Dashboard** | Categories | Support Center | Information | My account | Contact us

Quotes Dashboard

Search By:  Quote No  RequestedBy

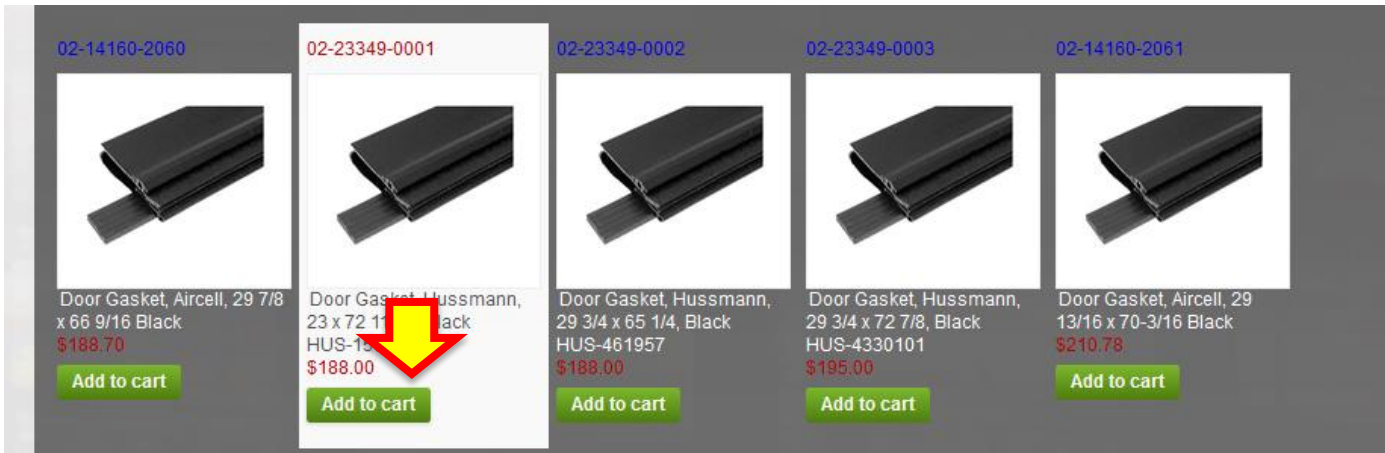
Quote No	Requested By	Quote Amount	Created	Expires	View	Email
2355684	MICHAEL	\$ 179.46	4/5/2016	5/5/2016	<input type="button" value="View"/>	<input type="button" value="Email"/>
2351539		\$ 862.89	3/24/2016	4/23/2016	<input type="button" value="View"/>	<input type="button" value="Email"/>

1. Click View to see details of quote or order

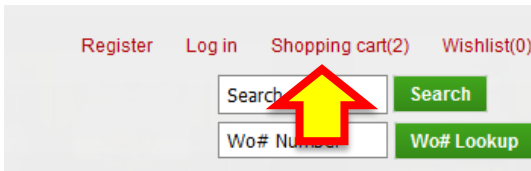


## How do I order and checkout?

1. Find the part you need and click “add to cart”



2. When finish browsing, click on shopping cart to checkout and follow the steps to complete the order or quote



## Where can I view my invoices?

1. A copy will be emailed to you or you can view it at check out



[PDF Invoice](#)

[Print](#)

### Order information

Order #14302

Order Date: Monday, April 4, 2016

Order Status: Pending

Order Total: \$192.31

2. Once the order is processed, the invoice is also available in the orders dashboard\*

The screenshot shows the top navigation bar of the Anthony website. On the left is the Anthony logo with the tagline 'Innovating What's Next' and 'A DOVER COMPANY'. In the center is the phone number '800-772-0900' and business hours: 'M-Th: 7-5:30 F: 7-2 (PST) M-F: 8-5:00 (EST)'. On the right are links for 'Log out', 'Shopping cart(0)', and 'Wishlist(0)'. Below these are search and lookup boxes: 'Search store' with a 'Search' button, and 'Wo# Number' with a 'Wo# Lookup' button. A green navigation bar contains the following links: 'Home page', 'Quotes Dashboard', 'Orders Dashboard', 'Categories', 'Support Center', 'Information', 'My account', and 'Contact us'. A yellow arrow points up to the 'Orders Dashboard' link. Below the navigation bar, the 'Quotes Dashboard' section is partially visible.

Back to Questions

# Anthonystore.com FAQ

## Are there any service/install manuals or how to videos?

1. We have how to videos for the most frequent maintenance service within our Support Center

The screenshot displays the Anthony website interface. At the top left is the Anthony logo with the tagline "Innovating What's Next" and "A DOVER COMPANY". To the right of the logo is the phone number "800-772-0900" and business hours: "M-Th: 7-5:30 F: 7-2 (PST) M-F: 8-5:00 (EST)". Further right are links for "parts@anthonyintl.com", "Log out", "Shopping cart(0)", and "Wishlist(0)". Below these are search and lookup fields: "Search store" with a "Search" button, and "Wo# Number" with a "Wo# Lookup" button. A red arrow points from the "Search store" field down to the "Support Center" link in the green navigation bar. The navigation bar also includes "Home page", "Quotes Dashboard", "Orders Dashboard", "Categories", "Information", "My account", and "Contact us". Below the navigation bar is a section titled "Anthony Videos" containing three video thumbnails: "Power Receptacle Removal & Replacement" (2:47), "Torque Rod Removal & Replacement" (1:05), and "Frame Reassembly" (1:18).

1. Additional service/install manuals can be found under [downloads on anthonyintl.com](https://www.anthonyintl.com/downloads)