



EVIDENCE RETRIEVAL REQUEST

Please fill out this form and include it in the box with your system.

AGENCY: _____

CASE #: _____
The Case number provided by WatchGuard Customer Service

CONTACT:

NAME: _____ PHONE: () _____

EMAIL: _____

SHIP TO: _____ Who do we send the retrieved files back to?

ATTN: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

VIDEO REQUEST DETAILS

In general, all video from a device is retrieved, but if you're looking for something specific, list it here.

DATE	TIME	DETAILS (vehicle color, suspect description, etc.)

If you need video files retrieved from your device, you must request this when contacting Customer Support. If you do not request this, your device is sent through our diagnostic process, which erases the storage component, and the video files are no longer recoverable.

We attempt to retrieve video files from your device, but it is not a guaranteed process. Many things can prevent this recovery process including (but not limited to) physical damage to the hard disk, solid state drive, or other storage component. Video files recovered from your device may or may not be suitable for import into Evidence Library. If not, most video playback software will open and play these files.

The typical turnaround time for a Video Retrieval is six (6) weeks from the time we receive the unit.

Once your files are transferred to discs or drive(s) to be sent to you, they are removed from our systems. The files are then sent to you via UPS Ground.