



**SafeStore USA** Secure Evidence Storage Services  
*Known by the evidence we keep.™*

PHONE: 866-890-7233

FAX: 310-456-8159

EMAIL: [info@SafeStoreUSA.com](mailto:info@SafeStoreUSA.com)

WEB: [www.SafeStoreUSA.com](http://www.SafeStoreUSA.com)



## SOLUTIONS TO FAQs

1. **What is your process for ensuring strict chain of custody?**
  - A SafeStore driver picks up the evidence and adheres to strict chain of custody procedures from the time the evidence is picked up and ultimately stored in our warehouse.
  - A receipt of all evidence picked up is provided to the client once all the evidence has been loaded onto the dedicated truck.
  - Our dedicated truck is securely locked as soon as the evidence is loaded and before they leave the client's evidence pick-up site.
  - Note: "Dedicated truck" means that there are no other stops between pickup and delivery of client's evidence being delivered to the warehouse.
  - Upon arrival to the warehouse, an ID and warehouse location number is assigned to each piece of evidence and then stored.
  - Photographs of evidence is provided on an as requested basis by the client.
2. **Does SafeStore store short and long-term evidence?** Yes.
3. **What type of evidence does SafeStore store?** We securely store long-term Homicide evidence, sexual assault / rape kits, human trafficking evidence, slot machines and gaming equipment, doors, mattresses, department-owned locked freezers already containing DNA (biological evidence), automotive equipment, parts and accessories, computers, arson-related property and evidence, and more.
4. **What does the client need to do to prepare to transfer the evidence to SafeStore's warehouse?** In advance of the evidence transfer for storage, a SafeStore representative will contact the client and review a thorough checklist of requirements in order to prep to transfer evidence to SafeStore warehouse (including packaging and storage options).
5. **Who handles the coordination of evidence pick-ups?** The client can simply contact their SafeStore representative to make arrangements to schedule the evidence pick-up.
6. **How does the client arrange to review and/or inspect evidence stored at the SafeStore warehouse?**
  - The client needs to contact their SafeStore representative 48 hours in advance to schedule of the evidence review. SafeStore can accommodate emergency requests as well.
  - The SafeStore warehouse has restricted access 24/7; and requires all clients to provide a list of their approved personnel and their contact information and requested date and time to review the evidence.
  - SafeStore will email the client confirming date, time and client-approved personnel to conduct the evidence review, which will also include directions to our warehouse and any additional instructions.
  - All client personnel will be required to provide current photo IDs and sign-in before access is provided to the warehouse.