Bell, Megan

From: Customer Support from Flock <support@flocksafety.com>
Sent: Tuesday, September 8, 2026 8:45 AM
To: Williams, Shane
Cc: Adams, Michael
Subject: [EXTERNAL] Re: Flock Support Needed - R#120 [redacted]

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I'm sorry to hear this happened, and I appreciate you letting us know.

A few key things to know:

1. Damage caused by a third party (like a vehicle strike) isn't covered under the hardware warranty, so replacement costs typically fall to the customer.
2. Replacement/reinstall fees vary based on what was damaged; you can review the current pricing here: https://www.flocksafety.com/reinstall-fee-schedule. If you purchased the Camera Protection Plan for your devices, replacement equipment will be provided at no additional cost.

I have a few questions to help get this resolved smoothly.

1. Do we have permission to move forward with replacing the equipment? If yes, the invoice will be emailed to the account's billing contact.
2. What is the name or number of the location?
3. Can you please advise which of the following equipment is damaged: Camera, Pole, and/or Solar Panel? If possible, please provide an image of the impacted equipment or location.
4. Is the Flock pole still on site? If yes, please leave it as is; this will be a marker for 811 digging approval needs.
5. Is all other equipment (i.e., the camera) still on site? If so, please leave all equipment as is. If not, please confirm the address where the technician can pick up the equipment, and if there is anything that should be referenced/someone to ask for upon arrival.



Customer Support
flocksafety.com

This answer was composed by Customer Support, Flock (Suite)'s AI Agent.