

12203 118 Avenue, Edmonton, Alberta, Canada T5L 2J9

Tel: (780) 4-RESCUE (473-7283) Toll-Free: (888) 697-9266

Date: _____

DATA RECOVERY SERVICE ORDER

Contact Name: _____

Company / Name: _____ Tel: _____

Address: _____ City: _____ Prov.: _____ Postal Code: _____

Password (if required to get into drive): _____ Email: _____

Device: Desktop Drive / Server Drive / Laptop Drive / SSD / Flash Media / Tape Size(GB/TB): _____ Make: _____

All Partitions & Sizes (if known): C: _____ D: _____ E: _____ Encryption: Yes ___ No ___ Clone Required? _____ (boots in computer)

Formatted for: circle Windows Mac VMFS Linux / Unix / Other (_____) Raid Level (if applicable) _____

RAID ONLY: Total Drives in RAID _____ RAID Size and Settings (if known) _____

Accessories Included: _____

Destination Media* (N.B. must be blank if supplied or data will be deleted): _____

Circumstances of Failure _____

What repair/recovery attempts have been made? _____

List most important files/folders and describe what kind of data: _____

How did you hear about us? _____

Service Required: ___ Standard ___ Rush** (start immediately) ___ Emergency Rush** (round the clock repair)

We always offer a FREE Evaluation and will only proceed with recovery upon your approval.

Prices: Will be quoted after in-depth evaluation.

** See online prices for rush fees or call

Recovered data will be supplied on a 16GB Flash Drive if under 16GB, 1TB Portable USB3 Drive if over 16GB but under 1TB. We will contact you and recommend a destination drive if the recovered data is over 1TB. All drives will be supplied at retail cost. If you choose to supply your own destination drive, please note that we have to reformat/erase the data from your supplied destination drive in order to accomodate our recovery process. Initial here: _____

NOTES:

- 1) Rescue Data is not responsible for damage caused during shipment or any items left more than 30 days after confirming the result, or any recovered data after picking up (or receiving) after 7 days. (see shipping instructions or call)
2) There will be a "cleaning" surcharge if your drive has been opened or physically tampered with by unqualified individuals.
3) If you need your incoming drive/s returned after recovery, there is a \$50 fee assessed per drive as there will be a number of procedures that require undoing before releasing the drive/s back to you. Initial here: _____ YES ___ NO ___
4) Extra charges apply for any other services, such as, installing programs, setting up the recovered data.
5) You agree that Rescue Data is not responsible for any business, personal, and data loss during the recovery procedure.
6) You are expected to pay or produce a Credit Card to be debited for the 'agreed upon' charges no later than five business days after notification of completed recovery. Rescue Data will be happy to release your data once our payment terms have been met.
7) All drives entering lab for recovery attempt or further lab evaluation, will be subject to a non refundable Lab Fee of \$150.00 per drive for drives under 500GB, \$189.00 for drives 500GB and over, but under 1TB and \$249.00 for drives 1TB and over; charged in advance - but deducted from the recovery. If no recovery is possible, there are no more charges; we keep the lab fee for our efforts in trying to retrieve your data.

I have read and understood the above Notes and agree to RESCUE DATA's online Terms and Conditions. I authorize Rescue Data to perform data recovery procedures on my behalf.

(Signature) _____ (Print Name) _____

We will contact you for credit card payments when necessary. For safety reasons, we ask that you do not include any credit card information on this form. If we require multiple payments, we will call you each time as we do not keep a record of any credit card information on file.