



## WHERE TECHNOLOGY AND CREATIVITY MEET

### DATA RECOVERY OTTAWA

1827 Woodward Drive, Unit 306, Ottawa ON K2C 0P9, Canada  
 Tel: 1-613-224-9990 / TF: 1-888-307-3676 / Fax: 1-613-225-8661  
 Web: www.datarecoveryottawa.com

### DATA RECOVERY FORM

Please fill in as much information as possible and send this form with the drive.

Customer Information	
Company Name	
Name (First - Last)	
Full Address (Street - City - Province/State - Postal Code/Zip - Country)	
Tel: Home / Bus/ Fax	
Email Address	

Media Information	
Manufacturer / Serial No	
Model No / Size / File System	
Symptoms of failure	
Describe previous recovery attempts	
Indicate most important / highest priority files and directories to recover <b>Do not write - "All files"</b>	

Level of Services	Return Media
Emergency (Eval immed   Recovery starts immediately) Eval \$ _____ <input type="checkbox"/>	CD/DVD <input type="checkbox"/>
Standard (Eval 24-48 hrs   Recovery starts within 2-4 Days) Eval \$99 <input type="checkbox"/>	Hard Disk (at cost) <input type="checkbox"/>
Non Urgent (Eval: 4-5 days   Recovery starts within 7-14 Days) Eval \$0 <input type="checkbox"/>	Other <input type="checkbox"/>

Permission to open the drive if necessary, this may invalidate any warranty.

Yes  \_\_\_\_\_ initials No

- The client is the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein sent to Data Recovery Ottawa.
- The client authorizes Data Recovery Ottawa to conduct an evaluation of the media sent to determine the nature of the damage and provide an estimate of recovery cost and timing. The evaluation is free\* and no work beyond this evaluation will be charged without explicit client approval.
- By signing this form Client agrees to accept the minimum recovery fee of \*\*\$499 plus taxes if data is recovered. If no data is recovered, there is no charge for data recovery (\*\* non-urgent service. Minimum fee of \$799 for standard service. Flash/SD/USB media are \$250 for logical recovery and \$499 for electrical issues).
- Data Recovery Ottawa agree to absolute Non-Disclosure of any and all information or data files supplied with, stored on, or recovered from client equipment.
- Data Recovery Ottawa shall not be liable for any claims regarding the physical functioning of equipment/media or the condition or existence of data on storage media supplied before, during or after service.
- Data Recovery Ottawa is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after service.
- Client is aware of the inherent risks of injury and property damage involved in data recovery, including without limitation, risks due to destruction or damage to the media or data and inability to recover data, or inaccurate or incomplete data recovery, including those that may result from the negligence of Data Recovery Ottawa, and assumes any and all known risks of injury and property damage that may results.
- Payment is due in full upon completion of successful recovery, prior to release of data.
- The client is financially responsible for all shipping costs, custom duties and taxes to and from Data Recovery Ottawa.
- Client agrees that the media not collected within 5 business days after the recovery process is done will be permanently destroyed due to security reasons.

*\* except emergency cases. Refer to terms and conditions page on the website for more information.*

Drop off date: \_\_\_\_\_ Signature \_\_\_\_\_

Pick up date: \_\_\_\_\_ Signature \_\_\_\_\_