

11419 - 106 Avenue, Edmonton, Alberta, Canada T5H 4H1

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 / Laptop Drive / flashdrive / SD card / XD card/ Tape. Size: \_\_\_\_\_ Make: \_\_\_\_\_

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

Formatted for: circle Windows 7 Vista XP 2003 Mac Linux ( \_\_\_\_\_ ) RAID Level: circle 0 1 5 6

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 in all Cases and ensure that you approve the quote before any work is done.

Prices: Data Recovery from as low as \$289 based on type of drive and severity of the problem.

Please call for RAID prices.

\* Recovered data will be supplied on 1 DVD if less than 4GB

\*\*see prices online or Call

NOTES:

- 1) RescueData.ca 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 defective drive returned, there is a \$50 reassembly fee assessed. 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.ca is not responsible for any business, personal, and data loss during the recovery procedure.
6) Your Credit Card will be debited for the 'agreed upon' charges five days after notification of completed recovery.
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 DRL's online Terms and Conditions. I authorize RescueData.ca to perform data recovery procedures on my behalf.

(Signature) \_\_\_\_\_ (Print Name) \_\_\_\_\_

CREDIT CARD INFO
Authorized Signature: \_\_\_\_\_
Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_
Name on Card: \_\_\_\_\_ CCV Code: \_\_\_\_\_
Credit Card Billing Address (if different than above): \_\_\_\_\_