

DATA RECOVERY SERVICE ORDER

Service #: _____

First Name: _____ Last Name: _____ Company Name: _____

Address: _____ City: _____ Province: _____ Zip Code: _____

Tel: _____, _____ Email (print): _____

Device (Computer/Cell Phone) User Info (name/password): _____

Media Type		Serial Number	
All Partitions Sizes	C: _____ D: _____ E: _____ F: _____	Operating System	Clone_
If Android Phone, Cloud ID/password _____		Encrypted: Yes/No	Dropped: Yes/No
If iPhone, Apple ID/password _____		Have you connected to computer with iTunes: Yes/No	
If RAID, Mirrored__ Spanned__ Striped__ Raid Level _____ (Please include all drives with proper labels)			
If tape, drive maker & model _____ software & version _____ (Please include the software, tape drive.)			
Preferred Destination Media	Customer provided hard drive*(\$0) ___ Buy backup device _____ Others _____		
Circumstances of Failure			
What recovery attempts Have been made?			
List wanted files/folders Describe what kind of data			

Service: SuperRush ** (plus 100% on total bill, about 1 to 2 days***) ___

Rush ** (plus 50% on total bill, about 2 to 4 business days***) ___

Standard (taking about 4 to 7 business days***) ___

High Success Standard (taking about 4 days to as long as to recover the data, \$1500. prepayment required) ___

RATES:

- a) \$395 (USB/Memory) or \$695 (Hard Drive/Cell Phone) or \$1295 (Server****/ 3Drive RAID/ SSD/ Digital Forensic/ MicroSD/ Monolithic flash drive) for under 32GB USB, 1TB physical size of the drive.
You will need to pay \$100 cancellation fee for withdrawal or full amount if the job has done.
- b) Please add \$100/200/300/400/500/600 for physical size of the drive 2/3/4/5/8/10TB and up, \$100/200/300 physical size of the USB/Memory 64GB/128GB/256GB and up.
- c) You will need to pay \$200 for SuperRush, \$100 for Rush jobs.
- d) You will need to pay \$150 for any opened hard drive(s) before sending to us, even if unrecoverable.
- e) Please add \$100 respectively for each additional raid drive, user, no raid box, no raid controller, no tape drive, no tape program.
- f) Please add \$250 on total bill for encrypted device.
- g) Please add \$100 for OS recovery, add \$150 for program recovery.

TERMS & CONDITIONS:

- a) 1stDataRecovery is not responsible for damage caused to the media device(s) during shipment and the recovery procedure. 1stDataRecovery is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after service.
- b) 1stDataRecovery is not responsible for any items left more than 30 days after confirming results. 1stDataRecovery is not responsible for any recovered data after more than 7 days of being picked up or shipped out.
- c) Payment is due in full upon completion of recovery, prior to release of data. 2% interest & \$10 storage fee per month will be charged on overdue accounts.
Service fee will be applied to partial data recovery. There is extra charge for any other services. No refund for paid service charges.
- d) The client authorizes 1stDataRecovery, its employees, agents, to receive, transport & service the media(s) in, to, from & between various facilities.

I have read, understood and agree to terms & conditions. I authorize 1stDataRecovery.COM to help me /my company to recover the data.

Approved By (Please Print): _____**Signature:** _____**Date:** _____**How did you hear about us?** _____

* The backup drive must be bigger than or equal to the faulty one, in good working condition without any data.

** Please send next day air directly to Richmond Lab and consider prepayment to speed up.

*** For estimation only and it may take longer, specially if you can not provide enough info, or big drive with a lot of data.

****Server includes: (1) acting as server; (2) running server software.