

Recovery Man Data Services, LLC



Client Information

Company:	Name :
Address:	City:
State: CA Zip:	Phone: Cell:
Email:	How did you hear about us:

Media Information:

<input type="checkbox"/> Mac <input type="checkbox"/> PC <input type="checkbox"/> OTHER	In Warranty: <input type="checkbox"/> Yes <input type="checkbox"/> No
Equipment Supplied: <input type="checkbox"/> Hard Drive <input type="checkbox"/> Cell Phone <input type="checkbox"/> Flash Card <input type="checkbox"/> Laptop / Desktop (specify) _____ <input type="checkbox"/> External Drive (specify) _____ <input type="checkbox"/> NAS (specify) _____ <input type="checkbox"/> External Drive (Needed for Recovery Transfer)	

Data Locations:

FILE LOCATIONS: DATA RECOVERY ONLY <input type="checkbox"/> User Profile (Desktop, Docs, Music, Pictures, Movies) <input type="checkbox"/> Email (Specify) _____ <input type="checkbox"/> Accounting (Specify) _____ <input type="checkbox"/> Multimedia (Specify) _____ <input type="checkbox"/> Other (Specify) _____

Data Recovery Evaluation (Required for all media): <input type="checkbox"/> Standard Recovery Evaluation - Free* (1-2 Business Day) <input type="checkbox"/> Rush Evaluation - \$95.00 Fee (Appointment Required) A data recovery evaluation determines the level of data recovery needed (Level 1,2), recovery price and recovery time-frame. No obligation to move forward is required however fees may apply. A "No Data, No Recovery balance" applies to most recovery levels. How did you media fail?	Evaluation Pricing and Fees * Apple and PC systems or external hard drives with a single hard drive qualify for the free evaluation service. RAID, NAS and other devices may have a evaluation fee. Data recovery costs do not include target drives By printing my name below I agree to the above statement & my acceptance of the terms of service. Customer Signature _____ Date _____
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TERMS OF SERVICE
<p>Ownership: I confirm I am the legal owner (or authorized representative of the legal owner) of the property being released and all data contained therein. The original equipment supplied is typically released back upon request and only at completion of service. However where the drive is opened in a "clean-room" environment the drive may only be returned if physically possible and reassemble fees may apply. Any equipment left with Data Recovery Man for longer than 10 days after notice of completion of service, equipment may be destroyed or recycled, at which time, DRM shall have no liability to the customer or any third party as a result of destruction of equipment.</p> <p>Permission to perform service: The customer authorizes DRM to conduct an evaluation and if approved, service the media in any means necessary to recover the data. The customer authorizes Data Recovery Man and its employees, or agents, to receive, transport, and have work performed on said media/equipment/data to, from and between approved facilities as necessary.</p> <p>Related Risks: Customer is aware of the inherent risks involved in data recovery including without limitation, risks due to destruction or damage to the media or data and inability to recover data, or incomplete data structures including those that may result from the runtime damage caused by general usage of recovery equipment. DRM will not be held responsible or liable for the above risks. DRM may be required to open the external enclosure, hard drive-seals or laptop or equipment etc. to obtain access to the media needed for recovery; in this case DRM will not be liable for any warranties that may be voided during or as a result of this process.</p> <p>Disclosure of Information (Confidentiality): DRM agrees not to disclose private or business information (including recovered data) to other parties or sources (except authorized employees or authorized agents of DRM without the consent of the customer or unless required by law. Data Recovery Man may use some contact information for internal use and advertisement purposes such as newsletters or informational emails etc. Emails, as required by law, contain an opt out option if clients wishes not to receive this type of communication.</p> <p>Payment: Payment is due in full upon notification of completion. Until monies are received in full recovered data will not be released, shipped, be picked up or uploaded. The customer is financially responsible, if applicable, for all shipping costs and taxes to and from DRM.</p> <p>Storage of Data: Recovered data is stored internally for 5 business days after notification of pickup. Please check your recovered data carefully as after this time recovered data kept on storage is permanently destroyed. Any claims for missing data needs to be communicated within this period. After 5 business days any un-recovered, missing or unreported data loss claim, data will need to be re-evaluated and paid for again.</p>