

# SERVICE FORM



## Client Information

<b>Name</b>	<b>Company</b>
<b>Address:</b>	<b>Phone</b>
<b>Address:</b>	<b>Email</b>
<b>City:</b> <b>State:</b> <b>Zip:</b>	<b>Referral Source</b>

<u>Damage Noted</u> <input type="checkbox"/> Screen <input type="checkbox"/> Top <input type="checkbox"/> Left Side <input type="checkbox"/> Right Side <input type="checkbox"/> Bottom <input type="checkbox"/> _____
--

## Media Information:

## Data Locations:

<input type="checkbox"/> Mac <input type="checkbox"/> PC <input type="checkbox"/> OTHER      In Warranty: <input type="checkbox"/> Yes <input type="checkbox"/> No	<b style="color: red;">FILE LOCATIONS: DATA RECOVERY ONLY</b> <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) _____
<b>Equipment Supplied:</b> <input type="checkbox"/> Hard Drive <input type="checkbox"/> External Drive <input type="checkbox"/> Laptop (specify) _____ <input type="checkbox"/> Desktop (specify) _____ <input type="checkbox"/> Other (specify) _____ <b>PLEASE <u>NO</u> CABLES EXCEPT FOR EXTERNAL HARD DRIVES</b>	<b style="color: red;">Evaluation Pricing and Fees</b> <b>*Standard data recovery evaluations are free when approving a level of service. If you do not authorize repair or a service level a diagnostic fee of the amount of \$59.00 is charged.</b> <b>All rush fees and delete deposits are due <u>before</u> service begins. The diagnostic fee, if applicable, is due before equipment can be released back to the customer.</b> <b>By signing below I agree to the above statement and terms of service below.</b>  Signature _____                      Date _____
<b>Recovery Pricing:</b> Level 1 \$249, Level 2 \$499, Level 3 \$990-\$1250 Level determined by recovery evaluation – Minimum Level is \$249  <input type="checkbox"/> Standard Recovery Evaluation: 1-2 days Free with service* <input type="checkbox"/> Rush Evaluation: 4-6 Hours required. Add \$199 Fee  <b>Upgrade Services</b> <input type="checkbox"/> Laptop 250 GB / 500 GB hard-drive upgrade - \$199 / \$225 <input type="checkbox"/> Desktop 500 GB / 1 TB drive install w/OS – Call for quote. <input type="checkbox"/> Other: Specify _____	

### TERMS OF SERVICE

**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 ownership of equipment released 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 the customer has been notified of completion of service, said equipment may be destroyed or recycled, at which time, Data Recovery Man shall have no liability to the customer or any third party.

**Permission to perform service:**

The customer authorizes Data Recovery Man 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.

**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. Data Recovery Man will not be held responsible or liable for the above risks. Data Recovery Man 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 Data Recovery Man will not be liable or for any warranties that may be voided during or as a result of this process.

**Disclosure of Information (Confidentiality):**

Data Recovery Man agrees not to disclose private or business information (including recovered data details) to other parties or sources (except authorized employees or authorized agents of Data Recovery Man) without the consent of the customer or unless required by law. Data Recovery Man may use some contact information for internal use and advertisement proposes such as newsletters or informational emails etc. Emails as required by law, contain opt out options if clients wishes not to receive this type of communication.

**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 Data Recovery Man.