

Data Recovery Evaluation/Authorization Form

Data Recovery Evaluation is an effort to determine the best recovery technique and calculation of estimated costs, The kind and extent of the damage, Type and cost of involved media and preliminary consultation with the client.

1. There is a \$150.00 non-refundable evaluation fee (Typically evaluation takes 2-4 days) for each examined piece of media to be evaluated for data recovery eligibility. Raided and striped drives are considered one drive.
2. This fee would be applied towards the recovery charges
3. Priority or rushed evaluation service (less than 24 hours) is available for an additional non-refundable \$150 fee.
4. (This fee would not be applied towards the recovery charges)
5. After the completion of the evaluation, a price estimate will be provided to the customer. Once the estimate is approved, the work will commence.
- 6. If the recovery is unsuccessful, no additional charges will be assessed.**
7. The integrity of all recovered data cannot be guaranteed.
8. The recovered data will only work, if the compatible hardware and software environment has been recreated. [For example - *.qbw file will work on the computer equipped with Quickbooks (preferably same version).] The same scenario includes address books, email data or any other proprietary programs.
9. Recoveries on RAID arrays, striped HDD [hard disk drives], or proprietary backup tapes may require the controller (i.e. RAID Controller, RAID Adapter or Tape Drive).
10. Recovery success rates increase significantly when detailed information regarding the media and data can be provided (partition sizes, directory trees, directory names, software extensions, etc.).
11. Cost(s) for data recovery is calculated based on the following factors: work hour estimates, media complexity, extent of damage, and hardware costs [when physical reconstruction is required]. The cost is will determined during the evaluation process.

I have read and understand the above statements. _____ Date

Please fill out the following form. More information may increase chances for successful evaluation and recovery.

Company name _____ Contact name _____ Contact's e-mail address _____

Street address _____ City _____ State _____ Zip _____

Primary phone number _____ Secondary phone number _____

Describe the symptoms of your data loss. _____

List the most important data to be retrieved (directories and file names) _____

Drive Manufacturer _____ Model Serial Number _____

Operating system _____

Number of partitions _____

Authorization to break the factory seal if necessary. This *may* void the factory warranty, but it's often necessary in evaluating the internal condition of the media involved.

Authorization to perform data recovery _____ Date _____