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**DATA RECOVERY LAB MEDIA SHIPPING FORM (C)**

Please **fill out the form online then PRINT and sign it** and send it to us with your hard drive/media from which you need data recovery. **PLEASE CUT THE SHIPPING ADDRESS LABEL AT THE BOTTOM AND STICK IT ON YOUR PACKAGE. DO NOT SEND ANY MEDIA IN JIFFY BAGS. USE WELL-PADDED BOXES ONLY OR BRING IT TO US IN PERSON IF AT ALL POSSIBLE.** *If you have any questions or you want to discuss a specific case, please do call us on **0207 516 1077** and speak with a customer service person. If you have a fax machine, fax a copy of the completed and signed form to **0207 117 4263** so that we can pre-book your data recovery request.*

**CONTACT INFORMATION:**

**Company Name:**

**Contact Name:**

**Email Address:**

**Telephone Number:**  **Extension:**

**Mobile:**

**Address:**  **Street:**

**Town:**  **County:**  **Post Code:**

**MEDIA FOR DATA RECOVERY: Please tick box as appropriate)**

- Desktop Hard Drive
- Laptop Hard Drive
- Server Hard Drive     Is the server HDD RAIDED? (Tick if yes; leave blank for no.)

**Manufacturer: Tick as appropriate):**     Maxtor     Seagate     Fujitsu     IBM  
 Hitachi     Samsung     LG     Other specify):

**Model Number if known):**

**Serial Number If known):**

**Operating System tick as appropriate):**     DOS     Windows 95     Windows 98  
 Windows ME     Windows XP     Windows 2000/2003     Apple Mac     Linux  
 Not Known

**Quantity: (How many are you sending us?)**

**Does the hard drive make any ticking noises?**     Yes     No

**Is the hard drive recognised in the BIOS?**     Yes     No     Don't know

**Most important folders and/or files you want recovered:** -----

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**DATA RECOVERY TERMS AND CONDITIONS: (Please read and sign below)**

**1.Authorization**

- The client authorizes Data Maestro or its agents to conduct an evaluation of the media sent to determine the nature of the damage and provide an estimate of the data recovery cost and turnaround. The evaluation is free and no work beyond this evaluation will be charged without explicit client approval.
- The client authorizes Data Maestro, its employees, independent contractors, and agents, to receive and transport this media/equipment/data to, from and between their facilities.

- The client hereby represents, warrants, and affirms that he, she, or it is the owner or the authorized representative of the owner of the property and all of the information and data stored on said property. By asking Data Maestro to enter into this agreement with you, as client, you declare that the foregoing representations are true and correct. You agree to indemnify Data Maestro for any claims against Data Maestro related to this data recovery.

**2.Failure to claim property**

- Any property left with Data Maestro unclaimed for 30 days, will be disposed or recycled. At which time, Data Maestro shall have no liability to the client or any third party.

**3.Limited Liability**

- Data Maestro shall not be liable as a result of this agreement or the performance of any data recovery services or evaluation of the possibility of providing data recovery services, for any claims regarding the physical functioning of equipment OR media or the condition or existence of data on storage media supplied before, during or after service.
- THE CLIENT UNDERSTANDS THAT DATA RECOVERY CANNOT BE GUARANTEED.
- IN NO EVENT WILL Data Maestro OR ANY CONTRACTOR, EMPLOYEE, OR AGENT OF Data Maestro BE LIABLE FOR ANY LOSS OF DATA OR LOSS OF REVENUE OR PROFITS OR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED, IN CONNECTION WITH THIS AGREEMENT OR ANY SERVICE PROVIDED BY Data Maestro OR ITS AGENTS, CONTRACTORS, OR EMPLOYEES -- EVEN IF Data Maestro HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGE OR LOSS TO PERSONS OR PROPERTY.
- Data Maestro's liability of any kind with respect to the services, including any negligence on its part, shall be limited to the contract price for the services.
  - o-Client and Data Maestro agree that the sole and exclusive remedy for unsatisfactory work or data shall be, at Data Maestro's option, either (a) additional attempts by Data Maestro to recover satisfactory data or (b) a refund of the amount paid by the client. The parties acknowledge that the price of Data Maestro's data recovery services would be much greater if Data Maestro undertook more extensive liability or promised additional remedies.
  - o-Client is aware of the inherent risks of injury and property damage involved in data recovery, including without limitation, risks due to destruction or damage to the media or data and inability to recover data, or inaccurate or incomplete data recovery, including those that may result from the negligence of Data Maestro, and assumes any and all known risks of injury and property damage that may result.
  - o-All data recovered will be kept for a period of 10 days after successful delivery to customer No charge will be made in the destruction of data. Data will be destroyed and thereafter no further records will be kept.

**4.Confidentiality**

- Data Maestro agrees not to disclose any and all information or data files supplied with, stored on, or recovered from client equipment except to employees , independent contractors, lawyers, or agents of Data Maestro subject to confidentiality agreements or as required by law.

**5. Payment**

- Payment is due in full upon completion of successful recovery, prior to release of data (whether shipped, picked up or downloaded), unless by special previous arrangement.
- Successful data recovery is defined as recovery of data that was not accessible or visible under the client's computer operating system.
- The client agrees to pay for data recovery even if Data Maestro has partially recovered the data.
- No-data no-fee applies only when no data recovery is possible.
- The client is financially responsible for all shipping costs, custom duties and taxes to and from Data Maestro.
- We ONLY accept VISA, MasterCard, Maestro, Solo and cash. American Express is accepted subject to a 5% surcharge

**6. Warranty**

- Data Maestro makes no warranty, express or implied, and Data Maestro disclaims any warranty of any kind, for the services being provided or discussed hereunder.

Approved by:  Date:

Signature:-----

**SHIPPING ADDRESS:**

-----PLEASE CUT AND STICK ON YOUR PACKAGE-----

**DATA RECOVERY LAB**  
**100 Kingsway**  
**Number 611**  
**North Finchley**  
**London N12 0EQ**

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