DO NOT STAPLE!

Crashed Hard Drive Recovery

200427170014

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www.CrashedDriveRecovery.com

DS Job #: _____

11804 Silvermoon Drive, Oklahoma City, OK 73162-1092

"No Recovery, No Fee — Guaranteed"*

Drop off 24/7 in Front Porch Delivery Drop Box on right. Press CALL Button.

Toll-Free: 800.928.0717 ▪ **Local:** 405.622.4475 ▪ **Fax:** 866.245.8444

Data Recovery Authorization Form and File Checklist

Contact Information: ► *FILL OUT FORM BEFORE YOU PRINT!* ◄ FIRST AND LAST NAME REQ.

Company:	Contact Person:
Addr:	Email:
City:	Cell Ph: *How late is too late to call?*
State: Zip:	2nd Ph: *How late is too late to call?*
Referred By: Choose One . . .	Secondary Contact:

Section 1: Media Info: (This info will be on the hard drive itself)

Type: Choose One	Capacity: Choose One
File System: Choose	Mfg: Choose One
Serial #(s):	
# of Drives: Choose	# of Partitions: Choose

Briefly describe problem:

Is your drive making strange noises? ►	○ Yes	○ No
Did you run a recovery CD disk? ►	○ Yes	○ No
Did you reinstall Windows/Mac OS disk? ►	○ Yes	○ No
Are you providing a target hard drive? ►	○ Yes	○ No
Recycle drive after recovery attempt? ►	◉ Yes	○ No

Please leave only the bare drive(s) needed for the recovery process. Do not leave any items with CHDR other than the drive(s) to recover and any customer provided "target media" CHDR assumes no responsibility for anything else left with us. Drives are only retained for 15 days before being disposed of. If data is unrecoverable, old drive(s) can be destroyed and/or recycled responsibly for free.

CHDR will extract drives from Apple Time Capsule, MacBook 15 and ALL PC based computers, most all others will need to be removed beforehand.

Section 2: Requested Data:

FILE LOCATIONS: (check all that apply) ◄

☐ Entire User Profile ☐ My Documents ☐ Internet Favorites
☐ Desktop ☐ Program Files
☐ Entire Partition ☐ Other:

Use space at bottom of page, if needed.

TYPES OF FILES TO BE RECOVERED:

OFFICE DOCUMENTS – (check all that apply) ◄

☐ Word ☐ Excel ☐ PowerPoint ☐ Access
☐ Word Perfect ☐ Publisher ☐ PDF ☐ Other:

ACCOUNTING – (check all that apply) ◄

☐ QuickBooks ☐ Quicken ☐ TurboTax ☐ Peachtree
☐ MS Money ☐ Other:

EMAIL – (check all that apply) ◄

☐ Outlook ☐ Outlook Express ☐ Netscape ☐ AOL
☐ Mozilla ☐ Address Book (WAB file) ☐ Entourage
☐ Other:

ART/DESIGN FILES – (check all that apply) ◄

☐ Photoshop ☐ Corel ☐ Illustrator ☐ Quark ☐ CAD
☐ Fonts ☐ Other:

MULTIMEDIA – (check all that apply) ◄

☐ Video ☐ Music ☐ Pictures ☐ Other:

Section 3: Type of Recovery

Please mark ALL that apply: ◄ *(Not sure? Check the 1st box)*

☒ Standard Single Hard Drive, USB or Flash Media Recovery
☐ **Priority Service ($250 non-refundable fee per drive*)**
☐ Pickup/Delivery ($65 non-refundable fee within 30 miles*)
☐ Previously Opened Hard Drive
☐ RAID Recovery ($100 deposit per drive*)
☐ Format/Delete/Reinitialize Recovery (*$150 deposit per drive)
☐ Data Backup/Transfer for Healthy Drive (see pricing on web site)

Discount Code: Discount code? Enter it here.

Additional Customer Notes:

Section 4: Payment Info: (○ CC ○ Check or ○ Cash)

Credit card information:

Your card will NOT be charged without your express permission.

(►ONLY PROVIDE CREDIT CARD INFO IF SHIPPING THE DRIVE.◄)

○ Visa ○ MasterCard ○ Amex ○ Discover

Card #: Exp: CVV:

Billing Address:

Billing Zip: Name on Card:

***Deposits are applied to final recovery cost, but non-refundable.**

***Fees are not applied towards the final recovery cost.**

(Your credit card will show a transaction from "**Crashed Hard Drive Recov**")

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Continuation of Data Recovery Intake Form, please see previous page for rest of form

Terms and Conditions (please read and sign)

1. Authorization: The client authorizes Crashed Hard Drive Recovery and/or its affiliates Drive Savers, (hereinafter "CHDR") to conduct an evaluation of the media supplied to determine the nature of the damage and provide a quote of recovery cost and timing. The client authorizes Crashed Hard Drive Recovery, its employees, agents and/or affiliates, to receive, transport, and have work performed on said media/equipment/data to, from and between different facilities as necessary. On approval of recovery costs, the client authorizes CHDR to perform any and all measures necessary to recover data from this media and or equipment.

2. Legal Rights: The client is the legal owner or authorized representative of the legal owner of the property and all data contained therein sent to CHDR. In most cases the original drive can be returned to the customer, if requested. In cases where the drive is repaired in a "clean-room" environment the drive will only be returned if physically possible and only upon client request. **Any property or equipment left with CHDR for a period of 15 days (or more) without any ongoing communication (including, but not limited to, unrecoverable media, target drive, client cancellation, pending client approval etc.) will be destroyed or recycled, at which time, CHDR shall have no liability to client or any third party.**

3. Limited Liability: Crashed Hard Drive Recovery shall not be liable for any claims regarding the physical functioning of equipment/media or the condition or existence of data on storage media supplied before, during or after service. In no event will CHDR be liable for any loss of data or loss of revenue or profits or any special, incidental, contingent, or consequential damages, however caused, before, during or after service even if CHDR has been advised of the possibility of damages or loss to persons or property. CHDR'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. Client and CHDR agree that the sole and exclusive remedy for unsatisfactory work or data shall be, at CHDR's option, additional attempts by CHDR to recover satisfactory data or refund (partial or full) of the amount paid by the client. The parties acknowledge that the price of CHDR services would be much greater if CHDR undertook more extensive liability. Client 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 inaccurate or incomplete data recovery, including those that may result from the accidental damage caused by general usage of recovery equipment. CHDR will not be held responsible or liable for the above risks. To perform data recovery on any type of external hard drive or device, CHDR may be required to open the external enclosure. CHDR will not be liable or responsible for any warranties that may be voided during or as a result of this process. If the client purchases a new external hard drive from CHDR in order to furnish recovered data, CHDR will be liable for data loss due to media failure for **7 days** from the recovery date, customer pickup or delivery date, whichever comes later. No liability is given for accidental damage, user error or customer supplied media or drives.

4. Confidentiality: CHDR agrees not to disclose any and all information or data files supplied with, stored on, or recovered from client equipment except to employees or agents of CHDR subject to **confidentiality agreements** or as required by law. For more info: http://tinyurl.com/chdrsecurity.

5. Payment: Payment is due in full upon completion of successful recovery, prior to release of data whether shipped, picked up or uploaded. The client is financially responsible, if applicable, for all shipping costs, insurance, custom duties and taxes to and from CHDR. Cashier Check, Money Order, Cash or Credit Cards (VISA, MasterCard, American Express and Discover) are welcome. **Client is aware of the minimum cost for recovery and willing to pay the said minimum amount**. It is at CHDR's discretion whether the recovery can be released at our minimum cost. If client chooses not to proceed with the recovery, due to but not limited to, costs incurred client understands that a $25 fee may be required in order to return damaged media via USPS, UPS or FedEx. There is no fee to return media if customer picks up in person. Upon evaluation results approval of quote is required within 48 hours. Upon approval of labor quote, credit card provided can be charged at any time once it has been determined that a successful logical recovery is possible. Clean room recoveries will be billed AFTER completion. Any applicable deposits or fees are due upfront and are non-refundable. *If we are unable to successfully recover your data, you pay us nothing other than any pre-requisite fees (if applicable). This guarantee does not apply to situations where client decides they no longer desire a successful recovery after CHDR has been authorized to execute a successful recovery. No recovery - No Fee Guarantee does not apply to elective Priority Service, pick up, delivery or any combination of elective fees thereof.

6. Warranty: CHDR makes no warranty, express or implied, and CHDR disclaims any warranty of any kind, including any warranty of merchantability or fitness for a particular purpose.

7. Agreement: The parties shall submit all disputes relating to this Agreement (whether contract, tort or both) to mediation, in accordance with the Rules of the American Mediation Association. Either party may enforce the award of the mediator in a Court of competent jurisdiction. The parties understand that they are waiving their rights to a jury trial. The mediation shall take place in the Country in which the CHDR laboratory performing the services is located and the laws of the State in which such laboratory is located shall apply.

By signing below, I the Client acknowledge that I have read, understand and agree to comply with all of the Terms and Conditions listed above.

X _____ ◄
Client name, printed

X _____ ◄ X _____ ◄
Client signature Date

Quoted Minimum Cost: **$195.00** **Client's Initials**: X _____ ◄ **REQUIRED**

Revised: 04/26/2020

► KEEP PAGE 3 FOR YOUR RECORDS ◄

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Important Information regarding your Data Recovery Job

Date: 04/26/2020 11:29:30 AM

KEEP THIS IMPORTANT INFORMATION, GIVE US ONLY PAGES 1 AND 2.

You may end up with TWO job numbers.

Your Crashed Hard Drive Recovery job number is

200427170014

To check the status of your local evaluation or recovery — Call 405.622.4475, Option 3.

We will do everything in our power to perform the free evaluation and subsequent data recovery right here in Oklahoma City saving you time and money. If we are unable to perform a free evaluation or a logical recovery on your drive, you may receive a second, "clean room" job number. If your hard drive is physically damaged and needs a clean room evaluation, CHDR will provide you with a "clean room" job number. When calling to check on your physically damaged drive, please have this new job number handy when you call us and follow the menu option to check on a clean room eval/recovery.

If we give you a clean room job number, enter it here:

NOTE: You may not need a clean room; this number will be given to you only if necessary.

To check the status of a CLEAN ROOM evaluation or recovery — Call 405.622.4475, Option 4.

Have the clean room job number ready before you call.

We're doing everything we can to save your data.

We know how anxious you are to find out if your data is recoverable and, if it is recoverable, how much it will cost to successfully retrieve it for you. In an effort to serve you better we answer our phone calls between 8:00 am and 8:00 pm Monday through Friday and we are also available by telephone on Saturdays between 8:00 am and 6:00 pm. We are closed Sunday however we offer around the clock priority service as well as 24 hour customer service on Clean Room recoveries.

How long will it take?

Both evaluation of a hard drive and the actual physical act of recovering data from a hard drive will take between several hours to several days (we've seen some literally take WEEKS to recover. It really depends on how badly damaged your hard drive is.) About half the drives we see are physically in good shape and take a few hours to evaluate and only a few hours more to recover. A 250 GB hard drive, for example, can take anywhere from 5 to 8 hours to image. The "image" is a byte by byte copy of your hard drive into one ginormous file on our servers. We usually do the recovery from the image and not from your actual hard drive. This gives us more time and safeguards chances that you'll get your data back just the way you left it.