

# DATA RECOVERY SERVICE ORDER

Service #: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Tel: \_\_\_\_\_, \_\_\_\_\_ Email (print): \_\_\_\_\_  
Device (Computer/Cell Phone) User Info (name/password): \_\_\_\_\_

Media Type		Serial Number	
All Partitions & Sizes	C: _ D: _ E: _ F: _	Operating System	Clone_
Free space for each partition		Encrypted: Yes/No	Dropped: Yes/No
File System	FAT32_NTFS_HFS(+)_APFS_Ext2/3/4_UFS_XFS_ZFS_JFS_ODS_ReiserFS_EFI/GUID_NSS_HPFS_Other_____		
If RAID, Mirrored__ Spanned__ Striped__ Raid Level_____ ( Please include all drives with proper labels)			
If tape, drive maker & model _____ software & version _____ ( Please include the software, tape drive.)			
Preferred Destination Media	Customer provided hard drive*(\$0) ___ Buy backup device ___ Others _____		
Circumstances of Failure			
What recovery attempts Have been made?			
List wanted files/folders Describe what kind of data			

Service: SuperRush \*\* (plus \$100% on total bill, about 1 to 2 days\*\*\*) \_\_\_  
Rush \*\* (plus 50% on total bill, about 2 to 4 business days\*\*\*) \_\_\_  
Standard (taking about 4 to 7 business days\*\*\*) \_\_\_  
High Success Standard (taking about 4 days to as long as to recover the data, \$1500. prepayment required) \_\_\_

## RATES:

- a) \$395 (USB/Memory) or \$695 (Hard Drive/Cell Phone) or \$1295 (Server\*\*\*\*/ 3 Drive RAID/ SSD/ Digital Forensic) for most situations, under 32GB USB, 1TB physical drive.  
You will need to pay \$100 cancellation fee for withdrawal or full amount if the job has done.
- b) Plus \$250 on total bill for encrypted device.
- c) You will need to pay \$200 for SuperRush, \$100 for Rush jobs if unrecoverable.
- d) You will need to pay \$150 for any opened hard drive(s) before sending to us, even if unrecoverable.
- e) Please add \$100 respectively for each additional raid drive, no raid box, no raid controller, no tape drive, no tape program.
- f) Please plus \$200 for device capacity bigger than 1TB, SCSI/SAS drive, plus \$400 for device capacity bigger than 3TB.

## TERMS & CONDITIONS:

- a) DataRecoveryRaid.com is not responsible for damage caused to the media device(s) during shipment and the recovery procedure. DataRecoveryRaid.com is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after service.
- b) DataRecoveryRaid.com is not responsible for any items left more than 30 days after confirming results. DataRecoveryRaid.com is not responsible for any recovered data after more than 7 days of being picked up or shipped out.
- c) Payment is due in full upon completion of recovery, prior to release of data. 2% interest & \$10 storage fee per month will be charged on overdue accounts. Service fee will be applied to partial data recovery. There is extra charge for any other services. No refund for paid service charges.
- d) The client authorizes DataRecoveryRaid.com, its employees, agents, to receive, transport & service the media(s) in, to, from & between various facilities.

I have read, understood and agree to terms & conditions. I authorize DataRecoveryRaid.com to help me/my company to recover the data.

Approved By (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

\* The backup drive must be bigger than or equal to the faulty one, in good working condition without any data.

\*\* Please send next day air directly to Richmond Lab and consider prepayment to speed up.

\*\*\* For estimation only and it may take longer, specially if you can not provide enough info, or big drive with a lot of data.

\*\*\*\*Server includes: (1) acting as server; (2) running server software.