

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_
If Android Phone, Cloud ID/password _____		Encrypted: Yes/No	Dropped: Yes/No
If iPhone, Apple ID/password _____	Have you connected to computer with iTunes: Yes/No		
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 3 days*) _____
Rush (plus 50% on total bill, about 3 to 5 business days*) _____
Standard (taking about 5 to 8 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**/ 3Drive RAID/ SSD/ Digital Forensic/ MicroSD/ Monolithic flash drive) for under 32GB USB, 1TB physical size of the drive.
You will need to pay \$100 cancellation fee for withdrawal or full amount if the job has done.
- b) Please add \$100/200/300/400/500/600 for physical size of the drive 2/3/4/5/8/10TB and up, \$100/200/300 physical size of the USB/Memory 64GB/128GB/256GB and up.
- c) You will need to pay \$200 for SuperRush, \$100 for Rush jobs, if without success.
- d) You will need to pay \$150 for any opened hard drive, tampered device before sending to us, even if without success.
- e) Please add \$100 respectively for each additional raid drive, user, no raid box, no raid controller, no tape drive, no tape program.
- f) Please add \$250 on total bill for encrypted device.
- g) Please add \$100 for OS recovery, add \$150 for program recovery.
- h) You may need to cover the cost for parts, a donor drive, you may get discount if you have and provide the similar drives as donors.

TERMS & CONDITIONS:

- a) The client agrees not to hold 1stDataRecovery liable for any damage caused to the media device(s) during shipment and the recovery procedure, for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, due to damaged device, or delays to the completion date, before, during or after service.
- b) The client agrees not to hold 1stDataRecovery responsible for any ecovered data after more than 7 days of being picked up or shipped out, any client's storing devices longer than 30 days. All the client's devices longer than 30 days will be considered abandoned and securely disposed.
- 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 related to this jobs. No refund for paid service charges.
- d) The client authorizes 1stDataRecovery, its employees, agents, to receive, transport & service the media(s) in, to, from & between various facilities.
- e) 1stDataRecovery shall keep all private information secure and confidential in accordance with The Personal Information Protection and Electronic Documents Act.

I have read, understood and agree to terms & conditions. I authorize 1stDataRecovery to help me /my company to recover the data.

Approved By (Please Print): _____

Signature: _____ Date: _____

How did you hear about us? _____

* For estimation only and it may take longer if need to find a donor drive, or we do not have enough info quickly, or a big drive with a lot of data, or multiple raid drives.

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