



**CONTACT INFORMATION:**

Date: \_\_\_\_\_ Type Of Recovery: \_\_\_\_\_  
Business Name: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Primary Phone Number: \_\_\_\_\_ Secondary Phone Number: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Expedited Services:**

48 hour turn around in most cases: \$400.00 fee is charged regardless of recovery outcome

**Cause of Failure:**

Reason for failure:  
What solutions have been tried:

Has the drive been to another recovery company? \_\_\_\_\_ Has the drive been opened? \_\_\_\_\_

**Media Information:**

Can we open the drive? \_\_\_\_\_ Brand: \_\_\_\_\_  
Model Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_  
Operating System: \_\_\_\_\_  
Total Partitions: \_\_\_\_\_

**What is the most important data to recover? (To ensure data validity this section must be filled out)**



**Packing Instructions:**

Enclose each hard drive in an anti-static electrostatic discharge (ESD) bag and seal. Aluminum foil can be used as a substitute. Use thick foam rubber or bubble wrap to secure the hard drive on all sides during shipment. When shipping more than one hard drive, ensure that the hard drives do not touch and are cushioned individually. DO NOT use envelopes or padded packs. Use a corrugated cardboard box for the exterior packaging.

**How did you find us?**

I found you through: \_\_\_\_\_ Other: \_\_\_\_\_

***Terms and Conditions:***

1. Authorization
  - The client authorizes DTIDATA.LLC its employees, and agents, to receive and transport this media/equipment/data to, from and between their legally registered facilities. Client authorizes DTIDATA.LLC to use any and all means necessary in order to recover data from your media.
2. Legal Rights
  - The client is the legal owner, representative, or otherwise has legitimate rights to the property and all data contained therein sent to DTIDATA.LLC.
  - Any property left with dtidata.com unclaimed for 10 days, will be disposed.
3. Limited Liability
  - DTIDATA.LLC 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.
  - DTIDATA.LLC is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after service.
4. Confidentiality
  - DTI Data.com and its officers and employees agree to absolute Non - Disclosure of any and all information or data files supplied with, stored on, or recovered from client equipment.
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. If we recover the data you are looking for you must pay the price quoted for the recovery.
  - We accept VISA, Mastercard, American Express, and Discover.
6. Media Warranty:
  - DTIDATA.LLC gives warranty on all return media found to be Dead on Arrival (DOA) within 10 days of shipment. Any additional warranty claims must be presented to the original manufacturer. DTIDATA.LLC keeps all recovered data 10 days to insure against DOA instances.
7. Shipping

All shipping charges are the responsibility of the customer regardless of the outcome of the recovery process. In addition, to the cost of shipping dtidata.com, Inc. charges a \$10.00 shipping and handling preparation fee.
8. Data Guarantee:
  - Your recovery comes with a data guarantee, such that if an accepted recovery is not as promised, DTIDATA.LLC will do everything possible to rectify the recovery or refund all or part of the recovery fees paid.

**Approved By (Print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** X \_\_\_\_\_