



## CAPITAL DATA RECOVERY INC

1827 Woodward Drive, Unit 306, Ottawa ON K2C 0P9, Canada  
 Tel: 1-613-225-7870 / TF: 1-888-307-3676 / Fax: 1-613-225-8661  
 Email: info@capitaldatarecovery.com / Web: www.capitaldatarecovery.com

### DATA RECOVERY AGREEMENT FORM

Please fill in as much information as possible and send this form with the drive.

<b>1 Customer Information – PLEASE PRINT TO AVOID DELAYS IN PROCESSING YOUR ORDER</b>	
Company Name	
Name (First – Last)	
Full Address (Street – City – Province/State – Postal Code/Zip – Country)	
Tel: Home / Bus/ Cell / Fax	
Email Address	

<b>2 Media Information</b>			
Manufacturer / Serial No / OS		SN:	OS:
Model No / Size / File System		Size:	FS:
Symptoms of failure			
Previous recovery attempts			
Prioritize most important files and directories to recover. <b>Do not write – “All files, All, Everything”.</b>			

<b>3 Level of Services</b>	<b>Evaluation Starts</b>	<b>Evaluation Fee</b>	<b>Recovery Starts</b>
____ Emergency	Immediately	\$ See terms and conditions	Immediately upon approval
____ Standard	Within 2 bus days	\$100	1 – 2 days upon approval
____ Non-Urgent	Within 5 bus days	\$0	7 – 10 days upon approval

Permission to open the drive if necessary, this may invalidate any warranty.

Yes  \_\_\_\_ initials      Previously opened       \$200 Eval fee \_\_\_\_ initials  
 No  \_\_\_\_ initials      Encrypted media       \$500 Eval fee \_\_\_\_ initials  
    Digital media       \$50 Eval fee \_\_\_\_ initials

- The client is the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein sent to Capital Data Recovery Inc.
- The client authorizes Capital Data Recovery Inc. to conduct an evaluation of the media sent to determine the nature of the damage and provide an estimate of recovery cost and timing.
- Capital Data Recovery Inc. agree to absolute Non-Disclosure of any and all information or data files supplied with, stored on, or recovered from client equipment. You may request a copy of this signed form for your records.
- Capital Data Recovery Inc. 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.
- Capital Data Recovery Inc. is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after service.
- 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 Capital Data Recovery Inc, and assumes any and all known risks of injury and property damage that may result.
- The client is financially responsible for all shipping costs, custom duties and taxes to and from Capital Data Recovery Inc.
- **Payment is due in full upon completion of successful recovery, prior to release of data.**
- **The client agrees that media not collected within 30 days after the completion or declination of recovery services will be permanently destroyed for security reasons.**
- **By signing this form Client agrees to accept the minimum recovery fee of \$499 for Non-Urgent Service or \$799 for Standard Service if data is recovered. Flash/SD/USB media is \$250 for logical recovery and \$499+diag fee for electrical issues. CD/DVD is \$250. If no data is recovered there is no charge for data recovery.**

Refer to Terms and Conditions page on our website for more information.

**I have read and understood the terms and conditions set out in this Agreement and agree, on behalf of myself, my heirs, successors, administrators and assigns to be bound by these terms and conditions.**

Drop off date: \_\_\_\_\_

Signature \_\_\_\_\_

Pick up date: \_\_\_\_\_

Signature \_\_\_\_\_