



**CAPITAL DATA RECOVERY INC**

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**DATA RECOVERY AGREEMENT FORM**

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

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

- Opened media/Fire/Flood     \$200 Eval fee \_\_\_\_\_ initials                       **Custom project** \_\_\_\_ initials
- Encrypted media                       \$500 Eval fee \_\_\_\_\_ initials                      Non-Accessible WD Passport
- Digital media / Monolith     \$100 Eval fee \_\_\_\_\_ initials                       \$100 Eval fee \_\_\_\_\_ initials

- The Client is the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein delivered to Capital Data Recovery Inc. The Client authorizes Capital Data Recovery Inc. to conduct an evaluation of the media to determine the nature of the damage and provide an estimate of recovery cost and timing.
- **Your media may be opened for diagnostics or repair purposes. This may invalidate any warranty.**
- **PC/Laptop disassembly fee \$100. iMac Fusion drive disassembly fee: \$200.**
- Capital Data Recovery Inc. agree to a 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 the project, prior to release of data. All sales are final. No refunds.**
- **The Client understands that a cancellation fee of 50% of the approved quote will be applied if the project is cancelled after the approval before its completion. Completed projects cannot be cancelled. No data will be released for cancelled projects. Original media will be returned once the cancellation fee is paid, no later than 10 business days following the cancellation. The Client agrees that media or equipment not collected within 30 days after the completed, declined or unsuccessful recovery will be permanently destroyed or recycled.**
- **By signing this form Client agrees to accept the minimum recovery fee of: \$399 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. Parts fee is non-refundable. Note that custom projects are considered custom, thus “no data no fee” policy does not apply.**

This agreement supersedes any or all other agreements. Refer to Terms and Conditions 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/time:    DD / MM / YYYY    |    HR:MM                      Signature \_\_\_\_\_

Pick up date/time:    DD / MM / YYYY                      |    HR:MM                      Signature \_\_\_\_\_