



DTIData.com Inc. - Data Recovery Request Form  
 Office: 866.438.6932  
 E-Mail: sales@dtidata.com

Ship to:  
 DtiData - Data Recovery Lab  
 c/o Shipping Department  
 1155 Pasadena Ave South Suite H  
 South Pasadena, FL 33707

**CONTACT INFORMATION:**

Date: \_\_\_\_\_ Type Of Recovery:  Hard Drive  RAID  Exchange  iPhone/iPod  Virtual Machine

Business Name: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZipCode: \_\_\_\_\_

**Pricing and Payment Information: (note: you will not be charged unless recovery is successful)**

Price Quoted For Recovery: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Exp Date: \_\_\_\_\_

**Additional Services:**

Expedite Service 48 hour turn around in most cases: \$400.00 (fee is charged regardless of recovery outcome)	YES	NO
Data Storage (past the 10 days we keep data) \$4.95 / monthly	YES	NO
Data Integration Service: log in after the recovery to move data back: \$149.00/per hour	YES	NO
Recover It All Data Recovery Software \$39.00 (discounted rate to our recovery customers)	YES	NO

**Destination Media:**

- 320GB External USB Drive \$119
  - 500GB External USB Drive \$139
  - 1TB External USB Drive \$159
  - Please use destination I have included
  - DVD-Rom (suitable for recoveries UNDER 8GB)
- \*If you require a specific type of media please call for pricing

**Shipping Options:**

- FedEx Priority Over Night
- FedEx 2 Day
- FedEx Ground
- Your own Shipping include info \_\_\_\_\_



Remember DTIDATA is authorized to open your drive - Keep your Warranty intact!

**Data Recovery Problem:**

Reason for failure: \_\_\_\_\_

What solutions have been tried: \_\_\_\_\_

Has the drive been to another recovery company or been opened?                      YES                      NO

**Media Information:**

Can we break the seals if necessary?                      YES                      NO                      Manufacturer: \_\_\_\_\_

Model Number: \_\_\_\_\_                      Serial Number: \_\_\_\_\_

Operating System: \_\_\_\_\_                      File System: \_\_\_\_\_

Number of Partitions: \_\_\_\_\_                      Total media capacity: \_\_\_\_\_

**What data is most important for recovery? (to guarantee data integrity this section must be filled out)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Packing Instructions:**

- Remove all brackets, adapters and cables.
- Do not send the hard drive in its external casing or with any type of adapter, cable or converter
- Enclose each hard drive in an anti-static electrostatic discharge (ESD) bag and seal. Aluminum foil can be used as a last resort.
- Use thick foam rubber 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 cloth, paper, newspaper or padded envelopes.
- Use a corrugated cardboard box for the exterior packaging.

**How did you find us?**

Search Engine Used: \_\_\_\_\_                      Search Term Used: \_\_\_\_\_



***Terms and Conditions:***

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1. Authorization

• The client authorizes DTI Data.com, its employees, and agents, to receive and transport this media/equipment/data to, from and between their legally registered facilities. Client authorizes DTI Data.com, Inc. 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 DTI Data.com.  
• Any property left with dtidata.com unclaimed for 10 days, will be disposed.

3. Limited Liability

• DTI Data.com 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.  
• DTI data.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.

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:

• DTI Data.com 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. DTI Data.com 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, DTI Data.com will do everything possible to rectify the recovery or refund all or part of the recovery fees paid.

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

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