



DTIData.Com Inc. – Physical Recovery Request Form

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Ship To:

DTIData - Data Recovery Lab

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****Instructions:** Print out or fill out this form. Please fill out all blank fields! Failure to complete and sign this form may result in a delayed recovery. Fax or email DTI Data a copy of the completed form. Please include the original copy in the shipment with the media/equipment.

Contact Information:

Date: / / 2006		Type of Recovery: ☐ Physical ☐ Logical ☐ Exchange ☐ Raid	
Business Name:		Email Address:	
Main Contact Last Name:		First Name:	
Primary Phone:	Mobile Phone:	Fax:	
Address:		City:	State: Zip Code:

Credit Card & Pricing Information (The credit card given will not be charged unless the recovery is successful, Please Numerate Legibly):

Credit Card Number:																		Expiration Date:		/		/
☐ Visa ☐ Master Card ☐ American Express ☐ Discover														Price Quoted for Recovery: \$								

****Expedite Service** (Expedite Service Available with a 2 Day Turn Around Time; Cost = \$400.00 additional to recovery):

Do you wish to Expedite? (Circle Choice): ☐ YES / ☐ NO

How did you find us? (Please help us better serve you and other customers in need of help. Please tell us how you found us.):

Search(s) Engine Used? :

Keywords Used for Search? :

Customer Notes:



Remember – DTI Data is authorized by all major drive manufacturers! Keep your warranty Intact!

Situation of Data Failure:

What is the reason for the failure or in-accessibility? :

What solution(s), if any, have already been attempted on the media? :

Information About Media to be Recovered:

Can we break the manufacturers seal on the media if necessary? : ☐ Yes (May Void Warranty of Drive) ☐ No

Operating System on Media: File System (If Known):

Model Number: Serial Number:

Number of Volumes or Partitions on Media: How much free space was on the Media? :

What data is the most important for recovery? (Folders, Directories, and Files – Example, 'My Documents', 'Data Share', Etc.)

(**To guarantee data integrity, this section must be filled out!):

What media should be used to return your data? :

- | | |
|--|---|
| ☐ I wish to purchase an 80gb hard disk for \$99 (IDE 3.5) | ☐ I wish to purchase an external USB 80gb hard disk for \$149 |
| ☐ I wish to purchase an 160gb hard disk for \$139 (IDE 3.5) | ☐ I wish to purchase an external USB 160gb hard disk for \$189 |
| ☐ I wish to purchase an 250gb hard disk for \$169 (IDE 3.5) | ☐ I wish to purchase an external USB 160gb hard disk for \$219 |
| ☐ Please use the Pre-Formatted drive that I have included in the shipment. | |
| ☐ DVD-Rom (First 2 DVD's are free. Each additional DVD is \$35 each. Each DVD will store approx. 4gb of data) | |

(If a different type of media is required for recovery such as, SCSI, 2.5", or other, please contact us for pricing.)



Terms and Conditions:

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.

Approved By (Print): _____ **Date:** _____

Signature: X _____