

# DATA RECOVERY SERVICE ORDER

Service #: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Tel: \_\_\_\_\_, \_\_\_\_\_ Email (print): \_\_\_\_\_  
Device (Computer/Cell Phone) User Info (name/password): \_\_\_\_\_

Media Type		Serial Number	
All Partitions Sizes	C: _____ D: _____ E: _____ F: _____	Operating System	Clone_
If Android Phone, Cloud ID/password _____		Encrypted: Yes/No	Dropped: Yes/No
If iPhone, Apple ID/password _____		Have you connected to computer with iTunes: Yes/No	
If RAID, Mirrored__ Spanned__ Striped__ Raid Level _____	( Please include all drives with proper labels)		
If tape, drive maker & model _____	software & version _____ ( Please include the software, tape drive.)		
Preferred Destination Media	Customer provided hard drive (\$0) ___ Buy backup device ___ Others _____		
Circumstances of Failure			
What recovery attempts Have been made?			
List wanted files/folders Describe what kind of data			

Service: SuperRush (plus 100% on total bill, about 1 to 3 days\*) \_\_\_  
Rush (plus 50% on total bill, about 3 to 5 business days\*) \_\_\_  
Standard (taking about 5 to 8 business days\*) \_\_\_  
High Success Standard (taking about 4 days to as long as to recover the data, \$1500. prepayment required) \_\_\_

## RATES:

- Basic fees: \$395 (USB/Memory) or \$695 (Hard Drive/Cell Phone) or \$1295 (Server\*\*/ 3Drive RAID/ SSD/ Digital Forensic/ MicroSD/ Monolithic flash drive) for under 32GB USB, 1TB physical size of the drive.
- You will need to add \$100/200/300/400/500/600 for physical size of the drive 2/3/4/5/8/10TB and up, \$100/200/300 physical size of the USB/Memory 64GB/128GB/256GB and up.
- You will need to add \$100 respectively for each additional raid drive, user, no raid box, no raid controller, no tape drive, no tape program.
- You will need to pay \$200 for SuperRush, \$100 for Rush jobs, \$150 for any opened hard drive, tampered device before sending to us, even if unsuccessful to recover your data.
- You will need to add \$250 for encrypted device, \$100 for OS recovery, \$150 for program recovery.
- If you cancel the service, you will pay \$100 cancellation fee if the job has started, you will pay the full amount if the job has been completed.
- You may need to cover the cost for parts, a donor drive. You may get discount if you have and provide the similar drives as donors

## TERMS & CONDITIONS:

- You fully acknowledge and agree that 1stDataRecovery will do its best to recover as many files as possible. However, 1stDataRecovery cannot guarantee or promise anything with data recovery.
- The client agrees not to hold 1stDataRecovery liable for any damage caused to the media device(s) during shipment and the recovery procedure, for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, due to damaged device, or delays to the completion date, before, during or after service.
- The client agrees not to hold 1stDataRecovery responsible for any recovered data after more than 7 days of being picked up or shipped out, any client's storing devices longer than 30 days. Additionally, all the client's devices longer than 30 days will be considered abandoned and securely disposed of.
- Payment is due in full upon completion of recovery, prior to release of data. A 2% interest & \$10 storage fee per month will be charged on overdue accounts. A service fee will be applied to partial data recovery. There is an extra charge for any other services related to this jobs.No refund will be given for paid service-charges.
- The client authorizes 1stDataRecovery, its employees, agents, to receive, transport & service the media(s) in, to, from & between various facilities.
- 1stDataRecovery shall keep all private information secure and confidential in accordance with The Personal Information Protection and Electronic Documents Act.
- 1stDataRecovery's liability for any claims, damages, or losses arising from the performance of its services shall be limited to the amount paid by the client for the data recovery services. In no event shall 1stDataRecovery be liable for any indirect, incidental, special, or consequential damages, including but not limited to, loss of data, loss of revenue, or loss of profits, arising out of or in connection with the services provided, even if 1stDataRecovery has been advised of the possibility of such damages.

By signing this service order, you acknowledges and agrees to the rates, as well as terms and conditions set forth above. I authorize 1stDataRecovery to help me /my company to recover the data.

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

How did you hear about us? \_\_\_\_\_

\* For estimation only and it may take longer if need to find a donor drive, or we do not have enough info quickly, or a big drive with a lot of data, or multiple raid drives.

\*\*Server includes: (1) acting as server; (2) running server software.