

This PDF is may be filled out on your computer and then printed out.

Follow instructions carefully and fill out form completely to ensure a speedy recovery

Office Use				
DATABASE #	RECOVERY TEAM MEMBER THAT ASSISTED YOU		PHONE NUMBER	FAX NUMBER
	STEP 1 Contact Information			
	NAME			DAYTIME PHONE
	STREET ADDRESS			ALTERNATE PHONE
CHECK/MONEY ORDER #	CITY	STATE / COUNTRY	ZIP / POSTAL CODE	EMAIL
	STEP 2 Media Information - Pricing is based on the capacity and failure mode of the media			
AMOUNT ENCLOSED	HARD DRIVE MAKE/MODEL			CAPACITY / SIZE
	HOW DATA WAS LOST <i>(Additional info can be written on the back of this form)</i>			
ARCHIVE INVOICE #	STEP 3 Payment Information - Must have payment enclosed or credit card number on file for work to proceed			
	<p>A £95 (+VAT) NON-REFUNDABLE ANALYSIS FEE IS REQUIRED <i>(Applied to the recovery cost if successful)</i></p> <p><input type="checkbox"/> Credit Card #: _____ Expires: _____ 3-4 Digit Card Code: _____</p> <p><input type="checkbox"/> Money Order <input type="checkbox"/> Personal Cheque <i>(Your media will be held for 10 business days or until cheque clears)</i></p>			
A/TERNATE SHIPPING	STEP 4A Ship To Information			LC Tech Support Services, Ltd. Floor 4, 20 Fletcher Gate Nottingham NG1 2FZ UK
	Please use hard drive approved packaging. Mark as "Electronic Media - Do Not Expose to Magnetic Fields." Use a reputable courier that allows package to be tracked. Send completed form and media to:			
Office Use	STEP 4B Return Shipping Information - Call for shipping rates and expected delivery date			
	SHIPPING PREFERENCE IN ADDITION TO £95.00 (+ VAT) NON-REFUNDABLE ANALYSIS FEE <input type="checkbox"/> Royal Mail Special Delivery for HDD's: £10 - £20 <i>(United Kingdom only)</i> <input type="checkbox"/> Royal Mail Special Delivery for RAID's: £20 - £30 <i>(United Kingdom only)</i> <input type="checkbox"/> International Return Shipping (upon quotation)			UNSUCCESSFUL RECOVERY <i>(Unreturned media will be safely destroyed)</i> <input type="checkbox"/> Return Media <input type="checkbox"/> Do Not Return Media
STEP 5 Liability Waiver - Must be Signed and Dated before work can be begin				
I, _____ grant permission to LC Tech Support Services, Ltd. ("LCTSS") to perform any action they deem necessary to recover my files and/or data. I understand that this procedure is a final attempt towards the recovery of data and could result in loss of part, or all, of the data stored thereon, and that LCTSS makes no warranty or guarantee as to the success of its attempts. Furthermore, I release LCTSS from any liability for any data loss, which may occur during, or as a result of, this procedure. I release LCTSS from any liability for any theft, damage or destruction to the media and any other hardware, or other media sent to LCTSS in connection with this Waiver. ALL CLAIMS FOR LIABILITY AND/OR LOSS INCLUDING WITHOUT LIMITATION ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHICH MAY OCCUR AS A RESULT OF ANY LCTSS ACTION (OR INACTION) ARE HEREBY EXPRESSLY WAIVED. I also understand that, even if the data is successfully recovered, there is a possibility that individual files may still be inaccessible due to the type of damage originally sustained. In addition, I agree to pay the applicable fee for these services by LCTSS, plus shipping and handling expenses as follows: LCTSS will pay for return shipping through Royal Mail. Expedited shipping, shipping through alternative carriers, shipping insurance, and other shipping related expenses are the undersigned's responsibility. I agree to accept the responsibility for shipping the media and any additional hardware to LCTSS. LCTSS will not be responsible for any damages and theft incurred during the shipping process and any loss or claim against such agents shall be solely by and on the behalf of the undersigned. In addition, I agree the device may be destroyed if I am non-contactable after 30 days. I agree to all of the foregoing conditions.				
Office Use	SIGNATURE			DATE