



RescuePRO™ File Recovery Service

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| Office Use Only | PLEASE FILL OUT FORM COMPLETELY TO ENSURE A SPEEDY RECOVERY | | | |
| Database # | Your Technical Rep is: Online | Phone Number 0044 (0) 115 704 3306 | Fax Number 0044 (0) 115 824 6398 | |
| | STEP 1 Customer Contact Information | | | |
| | Name | | Daytime Phone | |
| | Address | | Alternate Phone | |
| City/State/Postal Code/Country | | Email Address | | |
| STEP 2 Media Information - Pricing is based on size of the media/device | | | | |
| Check/Money Order | Recovery Fees (All Pricing excludes VAT) <input type="checkbox"/> 2 GB and under - £90 <input type="checkbox"/> 4 GB - £110 <input type="checkbox"/> 8 GB - £130 <input type="checkbox"/> 16 GB - £165 <input type="checkbox"/> 32 GB - £200 <input type="checkbox"/> 64 GB - £240 <input type="checkbox"/> 128 GB - £275 <input type="checkbox"/> 512 GB - £345 <input type="checkbox"/> 256 GB - £310 <input type="checkbox"/> 1 TB - £380 | Return Media Options (Includes VAT) <input type="checkbox"/> CD/DVD/Own Media £0 <input type="checkbox"/> 16GB USB Drive £12 <input type="checkbox"/> 32GB USB Drive £18 <input type="checkbox"/> 64GB USB Drive £24 <input type="checkbox"/> 128GB USB Drive £36 <input type="checkbox"/> 500GB External Drive £48 <input type="checkbox"/> 1TB External Drive £56 | <div style="border: 1px solid black; padding: 2px;">IMPORTANT - PLEASE NOTE:</div> <p>Media with <i>visible</i> physical damage such as (cracked circuit boards bent or broken USB heads, etc) or phones /tablets requiring internal memory extraction will be charged an additional £65 + VAT if recovery is successful.</p> <p>Does your device have physical/electronic damage? YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>How was data lost? (Additional info can be written on back of form if necessary)</p> | |
| | File types to recover (or specify all) | Camera Brand | Password (if applicable) | |
| | STEP 3 Payment Information— Most major credit cards accepted (Visa/MC/Discover/JCB/Diner's Club) | | | |
| | <input type="checkbox"/> Credit Card #: _____ Expires: ____/____ 3-4 Digit Code: _____ <input type="checkbox"/> Money Order Enclosed <input type="checkbox"/> Personal Cheque (<i>Your media will be held for 10 business days or until cheque clears</i>) | | | |
| Amount Enclosed | STEP 4 Shipping to SanDisk RescuePRO File Recovery Service | | | |
| | Please use a padded envelope or small box to send your media to us. Please DO NOT use a letter envelope as media will be lost/damaged by postal sorting machines. Send completed form and media to: SanDisk RescuePRO File Recovery Service, Floor 4, 20 Fletcher Gate , Nottingham NG1 2FZ UK | | | |
| | STEP 5 Return Shipping Information | | | |
| Invoice # | For successful recoveries/Return shipping to you : <input type="checkbox"/> First Class - Free (UK ONLY) <input type="checkbox"/> Royal Mail Recorded Delivery (UK ONLY) £10.00 <input type="checkbox"/> International Royal Mail Shipping (Destinations outside the UK) £10.00 For unsuccessful recoveries: Return media/device to you <input type="checkbox"/> £10.00 shipping fee to return your media. | | | |
| | If recovery is unsuccessful, do you want your media returned? <input type="checkbox"/> YES <input type="checkbox"/> NO If NO, it will be safely destroyed | | | |
| | STEP 6 Liability Waiver - This form must be signed and dated before recovery work can proceed | | | |
| <small>I grant permission to LC Tech Support Services, Ltd. (LCTSS) to perform any action they deem necessary to attempt 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 also understand and agree that if data is recovered from my media, it is deemed a successful recovery and I am liable and responsible for payment. I also 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 BUT 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 LC Tech Support Services, Ltd., plus shipping and handling expenses as follows: LCTSS will pay for return shipping with a paid recovery through the Postal Service. 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 digital media and any additional hardware to LCTSS. LCTSS will not be responsible for any damages and theft incurred during the shipment process 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:</small> | | | | |
| Signature | | Date | | |