formerly AMNET DATA SOLUTIONS

www.amnetdatasolutions.com

# Recovery Request Form

Tel: 212-935-9200

**Ship To:**
**AMNET DATACILLIN**
**ATTN: Kevin**
**4126 27th Street**
**Long Island City, NY 11101**

**INSTRUCTIONS:** Email us this form at support@datacillin.com . Please fill out as much as you can and sign. If you prefer to print, include the original with the media/equipment you ship.

## CONTACT INFORMATION

| | |
|---|---|
| Company: | Telephone: |
| Address: | Fax: |
| Contact Names: | |
| EMAIL ADDRESS: | |
| Additional Comments: | |
| Price Quoted For Recovery: Expedited Service is Available for small additional fee upon your request. (1-2 day turnaround time) | Customer Care Representative You Spoke With: |

To help us better serve you and our other customers please tell us how you found us:

Search Engine Used:

Term or Phase Used For Search:

## INFORMATION ABOUT MEDIA FOR RECOVERY

| | |
|---|---|
| What Type of Media:___Hard Drive, ___SSD,___SD Card, ____USB Flash,____Memory Stick, _____Other | Can we break the seals on the media if necessary? ___Yes (May Void Warranty of Drive) ____ No |
| Operating System: | File System If Known: |
| Manufacturer: | Model: |
| Number of Volumes or Partitions On Media: | Serial #: |
| How Much Data Was on the Media? | Purchase Date of Media If Known: |
| ***Very Important*** List the most important files and/or folders for recovery. We may have to target these first. (Example: My Documents): | What media should be used to return your data? ____ I wish to buy a 2 TB hard drive* ____ I wish to buy a 3 TB hard drive for* ____ I wish to buy a 4 TB hard drive for* ____ I wish to buy a 1TB external USB hard drive ____ I wish to buy a 2 TB external USB hard drive ____ I wish to buy a 3 TB external USB hard drive ____ USB Flash drive (up to 64GB) ____ The formatted drive I have included (*All destination hard drives are Portable Drives. If you require something else please let us know and we will provide a price for it.) |

## Situation Of Failure

| |
|---|
| The reason of Failure or In-Accessibility: |
| What solutions if any have already been tried on the media: |

| Shipping Information | |
|---|---|
| Shipping Company Used: | Way Bill # or Tracking Number So We Can Track It: |

## Terms and Conditions

1. Authorization
• The client authorizes Amnet Data Solutions, its employees, and agents, to receive and transport this media/equipment/data to, from and between their legally registered facilities.
2. Legal Rights
• The client is the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein sent to Amnet Data Solutions.
• Any property left with Amnet Data Solutions unclaimed for 90 days, will be disposed.
3. Limited Liability
• Amnet Data Solutions 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.
• Amnet Data Solutions 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
• Amnet Data Solutions 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 and American Express.
6. Media Warranty:
• Amnet Data Solutions gives warranty on all return media found to be Dead on Arrival (DOA) within 14 days of shipment. Any additional warranty claims must be presented to the original manufacturer. Amnet Data Solutions keeps all recovered data up to 14 days after recovery to insure against DOA instances.
7. Shipping:
• Initial sending shipping charges are the responsibility of the customer regardless of the data is recoverable or not.
8. Data Guarantee:
• Your recovery comes with a data guarantee, such that if an accepted recovery is not as promised, Amnet Data Solutions will do everything possible to rectify the recovery or refund all or part of the recovery fees paid.

**Approved By (Print):**_____

**Date:**_____

**Signature:** **X**_____