

Authorization and Agreement Form

Data Recovery New Jersey LLC
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NAME: _____ **COMPANY NAME:** _____
ADDRESS: _____
TOWN: _____ **STATE:** _____ **ZIP:** _____
EMAIL: _____ **PHONE:** _____ **CELL PHONE:** _____
REFERRED BY: _____

HARD DRIVE SPECS:

Drive#1 Manufacturer _____ Drive Capacity _____
Drive#2 Manufacturer _____ Drive Capacity _____

List all other parts you are sending with your drive.
We recommend that you send nothing but your bad hard drive.
If you send anything extra, please itemize everything below.
This includes hard drive adaptors, power cables, USB boxes
Extra Items: _____

*Average Recovery Time Frame (business days)
Please select level of service required: (non-refundable fee)
 Standard 5-10 days
 Priority 2-5 days \$200 extra
 Emergency 1-2 days \$500 extra

I want my defective hard drive back if the recovery is successful? YES (extra charge may apply to remove donor parts)
(The media will be securely wiped/destroyed after 2 weeks) NO (no extra charge)
Was your hard drive dropped? YES NO
Is your drive making any strange noises? YES NO If YES, explain: _____
Did you reformat your drive? YES NO
Did you try to reload the operating system? YES NO
Did you run Check Disk or was any other repair software run on the drive? YES NO
Was there a previous recovery or repair attempt? YES NO If YES, explain: _____

OPERATING SYSTEM

Mac OS X Windows Linux RAID Specify RAID type _____ Number of Drives: _____
 Time Machine Network Attached Storage Other _____
Most Important Files (Which files should we target first if your drive has limited life): _____

If we are unable to recover your data, you will only owe us if you select Priority or Emergency Service, if we order special parts and \$15 for return shipping if you want your bad drive back.

TERMS & CONDITIONS:

*I authorize Data Recovery NJ to attempt to recover data from my defective hard drive.
I certify that I brought the correct hard drive to be recovered and the data I want recovered was on this drive before failure.
I agree that the hard drive is broken and needs to be temporarily repaired to recover my data.
I agree to have my data copied to a new drive and my old drive will be left in a non-operational state.
Data Recovery NJ is not responsible for any drive lost by the shipping company.
Data Recovery NJ will keep a copy of my recovered data for two weeks and then delete all copies of all data.
Data Recovery NJ will provide its best efforts to recover my data and I hereby release Data Recovery NJ from liability of any claim resulting from hard drive failure (including customer provided backup media), data loss, theft, damage or destruction to the provided equipment/data/media occurring prior, during, or after the data recovery process.
Data Recovery NJ will send my data (if recoverable) back on a new USB Flash drive or hard drive.
I agree it is my responsibility to back up all my data upon receipt of the recovery media.
I agree to review the recovered data within one week of receipt and notify Data Recovery NJ in case anything is missing or if the return media is not working. Data Recovery NJ is not responsible for missing files after 1 week.*

Customer Signature _____ Date _____