

**PCS Data Recovery**  
**Physical Request Form**  
 Tel: 250-656-2215 E-mail: admin@pcsit.com

**Ship To:**  
**PCS Data Recovery** (Div of Peninsula Computer Solutions Ltd.)  
**Att. DataRoom**  
**PO Box 2323**  
**Sidney, BC V8L 3W6**

**INSTRUCTIONS: Fill in the form, sign, include the original with the media/equipment you ship or provide. You must provide a cheque or credit card number for analysis pre-payment.**

**CONTACT INFORMATION**

Company:			Phone:
Address:			Fax:
City:	Prov:	PC:	

Contact Names: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

Price Quoted For Recovery: \$ _____	Purchase Order# _____
<u>Expedite Service Available</u> <b>Additional \$500.00</b> (Fastest Turnaround)  Would you like Expedite Service? <b>YES</b> or <b>NO</b> (Circle One)	

Customer rep you spoke with: _____	<b>Your Work Order#</b> _____
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To help us better serve you and our other customers please tell us how you found us:

\_\_\_\_\_

**Pre-payment of 85.00 for analysis is required!!** Please provide a cheque or you credit card number:

Credit Card Number _____	
Expiry date      Month _____      Year _____	
CAC 3 or 4 digit # _____	
First & Last name _____	
Address _____	
City & Province _____	Postal or Zip _____
Phone _____	Email _____

## INFORMATION ABOUT MEDIA FOR RECOVERY

What Type of Media:

Hard Drive     CD     Jazz     Zip  
 Tape     Flash Drive     SD Memory  
 Other [Describe \_\_\_\_\_ ]

Can we break the seals on the media.? (Voids Warranty!)

Yes     No

There is a \$75.00 charge to return unrecovered media or parts.

Return Media.  Yes     No

Operating System:

File System(Circle One) NTFS   FAT   FAT32   DOS   Other: \_\_\_\_\_

Manufacturer:

Model:

Number Volumes / Partitions On Media:

Serial #:

Quantity of Data that was on Media?

Media Purchase Date:

What data is the most important for recovery? Folders, Directories, and Files. (example: My Documents)

What media should be used to return your data?

**TO GUARANTEE DATA INTEGRITY THIS SECTION SHOULD NOT BE LEFT BLANK:**

I wish to buy a 500gb hard drive for \$99.00

I wish to buy a 1000gb hard drive for \$149.00

I wish to buy a 2000gb hard drive for \$189.00

I wish to buy a 3000gb hard drive for \$249.00

I wish to buy a 4000gb hard drive for \$299.00

Add a external USB enclosure for any \$75.00

The formatted drive I have included

I would like a technician onsite to restore the data. ( \$550.00 )

DVD-ROM -First Two free.? Each additional DVD is \$ 5.00  
(Each DVD holds approximately 4gb of data)

(If required a different type of hard drive like SCSI or 2.5" Please call for pricing.)

## 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:

Way Bill # or Tracking #:

# Terms and Conditions

## **1. Authorization**

- The client authorizes PCS, its employees, and agents, to receive and transport this media/equipment/data to, from and between their legally registered facilities. The client authorizes PCS, to use any and all means necessary in order to recover data from your media.

## **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 PCS.

- Any property left with PCS unclaimed for 30 days, will be disposed of.

## **3. Limited Liability**

- PCS 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.

- PCS 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**

- PCS 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.

## **6. Media Warranty:**

- PCS gives warranty on all return media found to be Dead on Arrival (DOA) within 10 days of shipment. Any additional warranty claims must be presented to the original manufacturer. PCS keeps all recovered data 10 days to insure against DOA instances.

## **7. Shipping**

- All shipping charges are the responsibility of the customer regardless of the outcome of the recovery process. In addition, to the cost of shipping, PCS, charges a \$25.00 handling preparation fee.

## **8. Data Guarantee:**

- Your recovery comes with a data guarantee, such that if an accepted recovery is not as promised, PCS will do everything possible to rectify the recovery or refund all or part of the recovery fees paid.

**Approved By (Print):** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

PCS Data Recovery is a Div. of Peninsula Computer Solutions Ltd.

**Make all Cheques payable to Peninsula Computer Solutions Ltd.**