



Data Recovery Group
21800 Melrose Ave, Suite 1
Southfield, MI 48075
www.datarecoverygroup.com

248-357-3282
888-421-2464
F 248-357-3319

Computer Works - ID# 10070
Service Order

Customer Information

Name: _____ Date: _____
Company: _____
Address: _____ How did you find us?
City/State/Zip: _____ ☐ Internet Search Engine: _____
Telephone: _____ ☐ Referral: _____
Fax: _____ ☐ Other: _____
Email: _____

May we share any updates/results with anyone other than listed above? ☐ No. ☐ Yes: _____

Drive Information

Manufacturer: _____ Drive Capacity: _____
Model Number: _____ No. of
Partitions: _____
Serial Number: _____ FAT, NTFS?
etc. _____
Operating
System: _____

Failure Information

Describe the failure & events leading up to the failure, including any noises.

What recovery attempts have been made? For example: SCANDISK, Reformatted, Software tools, etc. (Please use back of page if necessary.)

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1821 Marina Blvd.
San Leandro, CA 94577
(510) 347-1010

7512 E. Independence Blvd., Ste. 100
Charlotte, NC 28227
(704) 536-1717

Over 30,000 successful recoveries since 1987
All operating systems – all media types



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What information or files is the most important to the recovery? Use back of page if necessary.

Please detail any passwords that will be needed to open files. These passwords are needed to verify the integrity of the files.

Data Return (Important)

Data is normally returned on DVD-R. If the amount of data is over 20GB or you wish to use a different vehicle for the return of your data, choose one of the following options. DRG will contact you for pre-approval of any associated costs. If you expect a large amount of data and want to avoid the hard drive fee, include a drive that has equal or greater capacity of the drive being recovered.

☐ Hard drive (user supplied, formatted) ☐ Hard drive by DRG (fee) ☐ Other_____

Return Shipping Address: (If different than the customer information on the previous page.)

Name: _____
Company: _____
Address: _____ (no PO Boxes)
City/State/Zip: _____
Telephone: _____

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Service Level Choice & Evaluation Authorization

☐ Standard Service (3 - 5 Day Turnaround) ☐ Economy Service (7 - 10 Day Turnaround)
(Expedite not available)

☐ VISA ☐ MasterCard ☐ American Express ☐ Company check ☐ Pre-approved PO

Print name as it appears on card _____

Card/Check/PO# _____ Expiration Date _____

Amount _____ Today's Date: _____

Authorized Signature _____ Security Code: _____

Optional Services

These are additional fees & do NOT apply toward the final recovery cost.

☐ Expedited Service (\$295.00)
(We begin work on your system immediately, with dedicated resources, during normal business hours, until completed)

☐ VISA ☐ MasterCard ☐ American Express ☐ Company check ☐ Pre-approved PO

Print name as it appears on card _____

Card/Check/PO# _____ Expiration Date _____

Amount _____ Today's Date: _____

Authorized Signature _____

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Terms and Conditions

The services you are requesting will be performed under the following terms and conditions. This is the complete agreement between you and Data Recovery Group (DRG). DRG must approve any modification to this service agreement in writing.

- 1) DRG will use its proprietary data recovery procedures and leading edge data recovery technologies, as well as the best available commercial efforts, to determine the existence and extent of recoverable data on your storage device (Evaluation). DRG will then retrieve and/or provide access to your recoverable data (Data Recovery).
- 2) DRG will keep all data retrieved from your storage device confidential, and shall not discuss, share, or use any information recovered with third parties. A copy of your recovered data may be kept by DRG for a period not to exceed seven (7) business days, in case your return storage device is damaged or lost in transit, after which the data will be deleted from DRG's storage devices, and DRG's storage devices will be wiped clean.
- 3) You will be charged a custom-quoted Data Recovery Services Fee, which includes any applicable non-refundable Evaluation Fees.
- 4) No services are performed and no charges are incurred without your consent, and you agree to pay for all authorized work.
- 5) You agree to be responsible for all storage devices, media, or equipment shipped, as well as for any data loss that could occur during shipping, whether you pay for shipping charges or DRG pays the shipping charges.
- 6) You represent to DRG that you are in lawful possession of any data, storage devices, and/or equipment made available to DRG, and that you have a lawful purpose to request DRG services.
- 7) You understand that the storage devices, media, and/or equipment you are making available to DRG is already damaged, that data recovery efforts can result in further damage, and that DRG is not responsible for this or any other type of damage.
- 8) You understand that DRG does not offer guarantees or warranties of any kind, and that the extent of any DRG liability to you is strictly limited to the fees you pay DRG for its services in this matter.
- 9) Any consent required of either party will be effective if provided in a commercially reasonable manner, which includes without limitation facsimile (fax), and/or verbal authorization if followed by written confirmation at the earliest possible opportunity.

Authorized Signature _____

Shipping

- (1) Wrap the hard drive in an anti-static material. If an anti-static bag is not available to you, a freezer bag will suffice. We recommend shipping the drive in its original manufacturer's packaging. If this is not possible, pack the hard drive in a sturdy corrugated cardboard box twice the size of the drive, with heavy foam padding, bubble wrap or other anti-vibration materials. Do not use Styrofoam peanuts as they attract static. Be sure the padding material is at least two inches thick around the drive.
- (2) If you are paying a Diagnostic Fee by company check or money order, attach it to your completed Service Order.
- (3) Include the completed paperwork.
- (4) We recommend using DHL, FedEx, or UPS, overnight shipping.

Improper packing can cause further damage, making data unrecoverable, requiring more extensive recovery procedures. Contact us at 888-421-2464 if you need further assistance or suggestions.

Ship To:

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