



**Data Specialist Group**  
Digital Forensics & Litigation Support

## Recovery Service Form

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone:  Day: (\_\_\_\_) \_\_\_\_\_  Home: (\_\_\_\_) \_\_\_\_\_  Cell:  
(\_\_\_\_) \_\_\_\_\_

**Item to be serviced:**  Internal Hard Drive  External Hard Drive  Flash Drive   
Media

Drive Manufacturer: \_\_\_\_\_ Model:  
\_\_\_\_\_

Capacity: \_\_\_\_\_ Partition Info: \_\_\_\_\_

**Operating System:**  2000/XP/Vista  9x/ME  Linux  Apple  Other  
\_\_\_\_\_

Interface Type:  SATA  IDE  SCSI  Ethernet  USB  Firewire  Other  
\_\_\_\_\_

**Important Data:**  Word  Excel  PowerPoint  Favorite  Outlook  Outlook  
Express  Quickbooks  PeachTree  Quicken  Pictures  Music  Videos   
My Documents

List data in order with most critical first to least important, or use numbers where 1 is  
most important:

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**Description of Failure:**

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Prices listed below are estimates in levels based on the condition of the storage device. Prices do not include diagnostic:  
**Level 1:** Reformatted, Deleted files, OS Reloaded,,Hard Drive itself works - **\$150- \$350**  
**Level 2:** System Locks up, Freezing, Will not Boot,'Hard Drive has bad sectors **\$350- \$800**  
**Level 3:** Clicking, Not Detected, Doesn't Spin, Mechanical Failure, Clean Room Service **\$800 - \$3000**

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**Office use only within this section**

**Parts and Prices** Diagnostic: \_\_\_\_\_ Invoice number: \_\_\_\_\_ Date: \_\_\_\_\_

Data recovery level: \_\_\_\_\_ Cost: \_\_\_\_\_ Other Purchases: \_\_\_\_\_

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Technician: \_\_\_\_\_ Status:  **Done**  **Other:**

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**Please read and sign the agreement on the other side of this page. No service without signature**

## **Data Recovery Service Agreement**

- *I authorize Surveillance Specialist Group to provide data recovery services as required. I will not hold Surveillance Specialist Group, or its technicians responsible for any and all data losses related to repairs. I understand that given the nature of electronic data storage and recovery service, problems could arise and are not the fault of Surveillance Specialist Group but are coincidental and could surface at any time, even when a previous problem is corrected.*
- *No rush service is available for data recovery.*
- *No guarantee is made that all the data listed under "Important Data: "will be recovered.*
- *Formatting a storage device (ex. Hard Drive, Floppy, USB) will cause all data on that device to be erased.*
- *Equipment left will be finished by date promised if possible. However, no guarantee is made to when item will be finished.*
- *All items opened may void all manufactures warranties. All hard drives tested may void manufacturers warranties.*
- *All data obtained will be transferred onto a hard drive, flash drive, or computer you provide or purchase. Additional charges apply for these items. If the data is small enough to fit onto a CD or DVD then CDs are \$15 per 650MBs, DVDs are \$25 per 4.5GBs. You may supply your own hard drive, flash drive, or computer but you can not provide your own CDs or DVDs.*

- *Data recovery service, CD and DVD media are not covered under any warranty, expressed or implied of merchantability or fitness for a particular purpose. Surveillance Specialist Group will not be responsible for items left over 30 days. Any equipment left over 30 calendar days will become property of Surveillance Specialist Group and will be disposed of to recover shelf space.*
- *Customer will not receive the original hard drive after data recovery service unless requested. There will be an additional charge of \$70 for original hard drive requests.*
- *Customer's copy or sufficient identification must be shown in order. to claim item(s) left for repair.*
- *Diagnostic fee is \$50 and is due at time of drop off.*
- *There is a charge for testing items in any condition.*
- *Labor Charges are non-refundable.*
- *We are not responsible for lost data after service is complete and data is picked up.*
- *I agree to hold Surveillance Specialist Group, its owners and technicians harmless for any coincidental damages to include, but not limited to, business interruption or other liabilities that result from permanent loss of data, corruption of data or delayed delivery of recovered data. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL SURVEILLANCE SPECIALIST GROUP AND/OR ITS TECHNICIANS OR OFFICERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, DATA OR PROFITS, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OR PERFORMANCE OF THE DATA RECOVERY SERVICES, WITH THE DELAY OR INABILITY TO USE THE RECOVERED DATA OR PRODUCT OF DATA RECOVERY OR RELATED SERVICES, THE PROVISION OF OR FAILURE TO PROVIDE SERVICES, OR OTHERWISE ARISING OUT OF THE USE OF THE DATA RECOVERY SERVICES, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF SURVEILLANCE SPECIALIST GROUP OR ANY OF ITS TECHNICIANS HAVE BEEN ADVISED OF THE POSSIBILITY OF DAMAGES.*

*By signing this form, I have read and agree to the above data recovery service agreement.*

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*Signature*

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*Print Name*

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*Date*