



Since 1994, DataHotline, Inc.,

267 W 17<sup>th</sup> Street, 2<sup>nd</sup> Floor, New York, NY 10011 [www.datahotline.com](http://www.datahotline.com)

## DATA RECOVERY - Evaluation Request Form

Tel: (212)229-2884 Fax: (917)591-7399 Email: [contact@datahotline.com](mailto:contact@datahotline.com)

**INSTRUCTIONS:** Print the form, fill it out, sign, fax us a copy **(917)591-7399** and include the original with the media/equipment you ship.

### CONTACT INFORMATION

Company Name:	Telephone:
	Cell Phone:
	Fax:
Shipping Address:	Billing Address:
Contact Name(s):	
Email Address:	
How did you find us:	

### INFORMATION ABOUT RECOVERY

Type of Recovery: Desktop, Notebook, Server, USB Drive, Other _____	Operating System: Windows, Mac, Linux, Other _____
File Type: FAT, FAT32, NTFS, Mac, Linux, Other _____	Hard Disk Drive Type: IDE, SATA, SCSI, Other _____
Manufacturer:	Number of Volumes or Partitions on the Media:
Driver Under Warranty? ( Y / N )	Permission to Open Drive? ( Y / N )
Approximately How Much Data was on the Media	Purchase Date of Media if known:
What data is the most important for recovery? Folders, Directories, and Files. (e.g. My Documents)	What media should be used to return your data? <input type="checkbox"/> I wish to buy an external USB hard drive from us. <input type="checkbox"/> I will provide an external USB hard drive. <input type="checkbox"/> Other _____

### REASON FOR FAILURE

The reason of Failure:
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**TERMS AND CONDITIONS**

1. Authorization  
The client authorizes DataHotline, its employees, and agents, to perform any and all measures necessary to recover data from this media and or equipment.
2. Client Legal Rights  
The client is the legal owner, representative, or otherwise has a legitimate right to the property or act on the owners behalf and all data contained therein sent to DataHotline.  
Any property left with DataHotline unclaimed for 30 days, will be disposed.
3. Liability  
DataHotline assumes no liability for any claims regarding the physical functioning of media and or equipment nor the condition or existence of data on storage media supplied before, during or after service.  
DataHotline is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after service and also assumes no liability for uninsured shipments.
4. Confidentiality  
DataHotline and its officers and employees know your data is highly confidential and will not disclose any data to any third party unless under final appeal and penalty of State or Federal Law. DataHotline provides an absolute NON DISCLOSURE of any customer data.
5. Payment  
Client agrees to pay in full upon completion of services rendered by DataHotline. Payment is due in full upon completion of successful recovery, prior to release of data (whether shipped, picked up or downloaded). Other payment arrangements may be made prior to recovery. 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:  
DataHotline 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. DataHotline keeps all recovered data 10 days to insure against DOA instances.
7. Shipping:  
All shipping charges are the responsibility of the customer regardless if the data is recovered or not.
8. Data Recovery Guarantee:  
Your recovery comes with a data guarantee. If DataHotline does not recover the data as promised, DataHotline will do everything possible to rectify the recovery (including: reshipment at our cost of original drive for additional recovery attempts, etc.) or refund all or part of the recovery fees paid.
9. Evaluation Fee:  
Evaluation fee is NOT refundable. If client proceed with Data Recovery, the evaluation fee will be credited towards the recovery fee. However, if the recovery is not successful, evaluation fee WILL NOT be refunded.

**EVALUATION OPTIONS** (indicated in business hours)

- requesting for **72** hour evaluation for **\$50**
- requesting for **6** hour evaluation for **\$250**
- requesting for **Server** evaluation for \$ \_\_\_\_\_

**CREDIT CARD INFORMATION** (We accept Visa, MC and Amex)

Number:	Expiration Date:	Security Code:
	/	
Print Name:		

By signing below you authorize DataHotline to immediately proceed with the evaluation and charge the diagnosis fee. You also agree that this evaluation and any future data recovery requests will be performed under the attached terms and conditions of this contract.

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

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

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