

# Data Recovery Service Agreement

## Dave's Data Recovery

- I authorize Dave's Data Recovery (hereinafter referred to as DDR) to provide data recovery services as required. I will not hold DDR 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 services, problems could arise and are not the fault of DDR but are coincidental and could surface at any time, even when a previous problem is corrected.
- No rush service is available for data recovery, unless otherwise agreed upon.
- No guarantee is made that all the data will be recovered.
- Payment is due and payable upon receipt of recovered data. Customer is responsible for the cost of donor drives and parts and will be prepaid prior to the recovery.
- DDR will not allow any third parties access to customer's drive(s) except for Ace Labs technical support, the manufacturer of DDR's PC3000 data recovery system.
- All items opened may void all manufactures warranties. All hard drives tested may void manufactures warranties.
- All data obtained will be transferred onto a hard drive, flash drive, or computer the customer provides or purchases.
- DDR will not be responsible for items left over 30 days. Any equipment left over 30 calendar days will become property of DDR and will be disposed of to recover shelf space.
- Data recovery service and DVD media are not covered under any warranty.
- There is no guarantee any recovered data will be stored on our servers.
- Customers will receive the original hard drive after data recovery service.
- Customer's copy or identification must be shown in order to claim item(s) left for repair.
- Labor charges are non-refundable.
- Additional labor charges will apply if hard drive is extracted from computer by DDR technicians.
- We are not responsible for lost data after service is complete and data is picked up.
- All persons/entities requesting service and/or information from DDR, attest under penalty of law, that they are the legal owner of all information, media, or data submitted to DDR.

**Hard Drive/Media for examination: (Please list type of media, model, and serial#)**

- 1: \_\_\_\_\_
- 2: \_\_\_\_\_
- 3: \_\_\_\_\_

*By signing this form, I have read and agree to the above data recovery Service Agreement, and to the Service Terms and Conditions. (Both, the Service Agreement and the Service Terms and Conditions are downloadable on the davesdr.com website). No service without customer signature*

**Print Name:** \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

Phone: \_\_\_\_\_ Email: \_\_\_\_\_