



## Hard Drive and Mobile Data Recovery FAQs

**Q** How much will it cost to recover my data?

**A** It is difficult to give an exact price, but once we complete our free evaluation, you will be given a no obligation quote of the exact cost of recovery.

**Q** How long is the standard turnaround time?

**A** On average, standard turnaround time is around 10-20 days. \*Emergency Service: 24/7 hours\*

**Q** Do I need to ship in my whole laptop/desktop?

**A** No, we only need the hard drive.

**Q** Can I drop off failed media?

**A** Yes, check Ontrack's website for all our locations across the US. Make sure to contact Ontrack before you drop off the failed media.

**Q** How long do I have to make a decision after the evaluation is complete? (how long will you hold my data)

**A** The assessment and quote are good for 10 business days.

**Q** Do I get free shipping both ways?

**A** We do offer free inbound shipping for all and free return shipping should you purchase data recovery. However, declines and unrecoverable media will be charged \$20 return fee. Customers do not have to have their media shipped back, Ontrack can recycle their media for free.

**Q** Do you return my bad media to me once you're finished?

**A** Yes, we will return your media regardless of your decision or outcome.

**Q** My data is very sensitive, is your company secure?

**A** Ontrack's Labs are ISO 27001 Certified. Ontrack also receives an annual SOC 2 (formerly SAS 70 II) report from a certified audit firm.

**Q** Will the drive manufacture honor their warranty if you open my drive?

**A** Yes, Ontrack places stickers on the drive that ensures your warranty is honored.

**Q** Is your clean room certified?

**A** Yes, Ontrack's clean rooms has been certified.

**Q** Are NDA, MSA, T&C, and other legal contracts reviewed within Ontrack?

**A** Yes, Ontrack's legal team can review any documents.

**Q** Can I supply my own backup drive?

**A** Due to Ontrack's security policies, customer supplied back up media is not allowed.

**Q** What if my drive is encrypted?

**A** Ontrack will need the Encryption keys/passcode to evaluate your device.

**Q** Does Ontrack look at my data?

**A** No, Ontrack does not open any of your files. We simply generate a file report.

**Q** Can you just take the platters out and put them in a new drive?

**A** No, every drive has unique firmware and electronics.

**Q** If I only select a few files to be recovered, does it lower the price?

**A** No, your fee is based on the recovery efforts of the overall device.

**Q** Is the price based on the amount of data?

**A** No, data recovery fees are based on the effort to recover the data.

**Q** How will I get the data back?

**A** We will copy your data to an encrypted external USB thumb drive or external drive.

**Q** Will you recycle my bad drive?

**A** Yes, Ontrack can recycle your bad drive or phone. Make sure to let your Service Rep know.

**Q** Are there any fees for Tech Support?

**A** No, and Tech Support is available every Monday-Friday from 7:30 am-6:00 pm CST.

**Q** How long do you keep my data?

**A** Once the data is copied to an encrypted device, we will erase from our servers.

**Q** Can you help me get the data off the new USB Drive onto to my new computer?

**A** Yes, Tech Support is available every Monday-Friday from 7:30 am-6:00 pm CST.

**Q** What brand of drive does Ontrack recommend?

**A** Ontrack does not recommend any brand in particular.

**Q** What's the best way to back-up my data?

**A** USB Drives and cloud storage are the most common methods of back up.

**Q** Do I have to send in my device?

**A** Yes, in order for our engineers to recovery your data, they will need your device in our lab. We offer free shipping to our labs.

**Q** How do I get a free shipping label?

**A** Simply complete the service agreement and let your Data Services Representative know you would like a free shipping label.

**Q** Can I drop off my device?

**A** Yes, you can drop off your device at one of Ontrack's labs. To find a lab near you, visit <https://www.ontrack.com/contact-us/>

**Q** How do you know which level of recovery I will need?

**A** Once you send in your device, we will perform a free evaluation and let you know which level you will need.

**Q** What if you can't get my data?

**A** If there is no data, there is no charge.

**Q** Do you need my passcode?

**A** Yes, our engineers will need your passcode or swipe pattern to access the data in order to copy it off of your device.

**Q** Can Ontrack just repair my phone?

**A** Ontrack does screen and battery replacements, but it does not offer repairs for issues causing the need for data recovery.

**Q** Will my phone work when I get it back?

**A** Most of the time the device will not work unless we've only had to perform a level 1 recovery.

**Q** How will I get my data back?

**A** iOS- iPhone/iPad users will generally receive a drive with an iTunes back up as well as a folder with extracted data.

Android- Android users will receive only extracted data returned, no backup file in most cases.

**Q** Will Ontrack's data recovery process void the warranty on my phone?

**A** Depending on the level of repair required to recover data, the device warranty may be voided in the process.

**Q** I already have a replacement phone, how do I get my data back on my new phone?

**A** iOS data can be moved to a new device by restoring the provided backup to the new phone. This process will wipe any existing data on the new device. Ontrack will provide a software tool to perform this action.

Android data would have to be added to the new device manually or through a cloud account.

**Q** Will copying the data to my new iOS device overwrite what's there now?

**A** Yes, the existing data will be wiped if a backup restore is performed.

**Q** Can I merge the recovered data and what is currently on my device?

**A** Data like photos and videos are fairly easy to add to the existing device. Other forms of data, like text messages, would require a more manual process and technical know-how.

**Q** Does Ontrack need the SIM card in order to recover data from my mobile device?

**A** We don't need the SIM card, cellular service is not needed to perform data recovery.

If you have further questions, please call us at **(800) 872-2599**.