

Phone: 0845 8601 786 e-mail: admin@fixguru.co.uk

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Thank you for entrusting your data recovery to FixGuru Data Recovery.

The decision of who to entrust with your data recovery is critical, especially considering that there may be only one chance of successfully recovering your data

How to get the media to us:

To proceed with the evaluation, please complete and return this form ensuring that it is signed, and then ship the media to us via a courier, bring it to us or ask us to send in a courier service to pick and drop the device making sure it is securely packed.

If you wish to bring us your media in person, we are open Monday-Saturday 9.30am-5.30pm.

Once we have received your media, we will inform you of its arrival and progress.

Should you require further clarification, or have any additional questions please contact us on 0845 8601 786.

This data recovery pack contains all of the essential details to engage our data recovery expertise.

To authorize **FixGuru** to start the evaluation process please sign and date the section below and return to us at your earliest convenience. Also, please complete as much of the technical sheet as possible.

We will carry out the evaluation within 6 hours of receipt of the hard drive, you will then be provided with an engineer's report detailing the hard drive failure, an estimate of how much data we can recover and a quotation for recovery.

Please note if you are happy for us to complete the evaluation within business hours it is FREE. If you require an emergency evaluation where our engineers will work out of business hours there will be a fee of £350.00 inc VAT.

As your Data Services Consultant, we are here to assist you with the retrieval of your valuable data. We will guide you through the entire data recovery process, keep you informed of progress, and answer any technical questions you may have. If you have any additional questions or concerns, please feel free to contact us.

Best Regards,
FixGuru

If your media is involved in current or pending legal proceedings, please notify FixGuru, your Data Services Consultant immediately. If we are unable to recover your data or you do not go ahead with the recovery, we will securely destroy your hard drive with your approval. If you would like it returned to you then shipping costs will be applicable.

Evaluation Process Authorisation (must be signed to proceed)



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By signing below, you authorize FixGuru Limited and/or any person working for FixGuru to immediately proceed with the free evaluation. You also agree that this evaluation and any future data recovery requests will be performed under our Terms & Conditions available at <http://www.fixguru.co.uk> or via request.

Signature _____ Date _____

Print Name _____ Job Title _____

Contact Number _____ E-Mail _____

Technical Details

Please complete as much as possible of the information below to ensure the most successful data recovery possible. It may lead to delays without this.

Manufacturer (if known) <input type="checkbox"/> Western Digital <input type="checkbox"/> Seagate <input type="checkbox"/> Samsung <input type="checkbox"/> Hitachi <input type="checkbox"/> SanDisk <input type="checkbox"/> Intel <input type="checkbox"/> Other (please supply) _____	Operating System (if known) <input type="checkbox"/> Windows <input type="checkbox"/> Mac <input type="checkbox"/> Linux <input type="checkbox"/> VMware <input type="checkbox"/> Other (please supply) _____	File System (if known) <input type="checkbox"/> FAT/NTFS <input type="checkbox"/> HFS+ <input type="checkbox"/> EXT3/EXT4/XFS <input type="checkbox"/> VMFS <input type="checkbox"/> Other (please supply) _____
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Model and Serial Number (if known) _____ _____	Capacity (if known) _____ GB _____ TB	Number of partitions (name, size, data volume in GB etc. if known)
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Most important files/folders <input type="checkbox"/> My Documents <input type="checkbox"/> Desktop <input type="checkbox"/> Microsoft Office <input type="checkbox"/> Email <input type="checkbox"/> Database <input type="checkbox"/> Pictures/Videos <input type="checkbox"/> Music <input type="checkbox"/> Other (please supply) _____	Important! Please provide file paths for specific required data if known.
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Reason for data loss <input type="checkbox"/> Deleted Data <input type="checkbox"/> Dropped/Knocked <input type="checkbox"/> Flood/Fire damage <input type="checkbox"/> Hardware failure/Making noises <input type="checkbox"/> Power failure/Electronics failure <input type="checkbox"/> Reinstalled/Overwritten/Formatted	What has been done to solve the problem? <input type="checkbox"/> Drive opened <input type="checkbox"/> PCB swap <input type="checkbox"/> CHKDSK <input type="checkbox"/> Recovery software <input type="checkbox"/> Sent elsewhere <input type="checkbox"/> Other (please supply) _____
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<input type="checkbox"/> Water/Liquid damage <input type="checkbox"/> Unknown <input type="checkbox"/> Other (please supply) _____	_____
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Encrypted?

- Safeboot/Endpoint (.sdb/.xml file required)
- Pointsec/Checkpoint (recovery disk, Admin username and password or .Rec file, 2 usernames and passwords required)
- Bitlocker (48 digit recovery password required)
- Other (please specify) _____

Please supply details for additional decryption information if required

Name _____ Tel No _____
Email _____

Please supply any further information that will help us to recover your data.

Shipping Instructions

1. Wrap your media in anti-static bubble wrap, foam or bag.
2. Place the media in a box twice its size and fill the remainder of the box with foam or crumpled newspaper.
3. Please include completed signed pages of this form in the box with your media. Incomplete paperwork or payment may cause administrative delays in the process.
4. This form can also be signed and emailed to admin@fixguru.co.uk or fixguruteam@gmail.com please do include you Name, contact number and address.

