 <p>Forensic &amp; Data Recovery Laboratory</p>	<b>Follow up enquiries:</b>	<b>0207 351 2801</b>
	<b>Fax:</b>	<b>0207 351 2801</b>
<b>369D Fulham Road London SW10 9TR</b>		

**INSTRUCTIONS:** Please email after filling out the request form.

Please note that there is a surcharge of **£60** for any media that has had a failed recovery attempt carried out on it by another firm.

Contact Info	
Company name:	Land line telephone:
Contact Names:	Mobile (emergency):
Email address:	Fax:
Collection Address:	Please state the <b>delivery address</b> if different from "address":




Please specify/tick the type of the required service- Emergency service is at double the rate of the Standard:	<input type="checkbox"/> <u>Emergency Service:</u>	Can we break the seals on the media <u>if necessary?</u> <input type="checkbox"/> ___ Yes (Will Void Warranty of Drive)
	<input type="checkbox"/> <u>Standard Service:</u>	<input type="checkbox"/> ___ No ( if there is a head damage then it would be paramount to open up the seal)

To help us better serve you and our other customers please tell us how you found us:

Search Engine Used:  
Term or Phrase Used For Search:

## Information About Media For Recovery

What Type of Media:		If Server, please specify the type of server:  <input type="checkbox"/> RAID <input type="checkbox"/> Others please specify
<input type="checkbox"/> Hard Drive 3.5" IDE	<input type="checkbox"/> USB Stick	
<input type="checkbox"/> Hard Drive 3.5" SATA	<input type="checkbox"/> Tape	
<input type="checkbox"/> Hard Drive 3.5" SCSI	<input type="checkbox"/> Jazz	
<input type="checkbox"/> USB External	<input type="checkbox"/> Zipped File	
<input type="checkbox"/> Laptop Hard Drive 2.5" or 1.8"	<input type="checkbox"/> CD or DVD	
<input type="checkbox"/> SD Memory Card	<input type="checkbox"/> Floppy Disk	If RAID Array server, please specify the type of RAID: <u>Size of drive/media:</u>
<input type="checkbox"/> If others (Please specify):		

Please specify the system:	
<input type="checkbox"/> Apple MAC 	<input type="checkbox"/> Windows 
<input type="checkbox"/> Linux 	<input type="checkbox"/> Other

Have sent the damaged media to another data recovery company?  Yes       No

Please state the name of the recovery company:

Drive 1:	Drive 4:
Drive 2:	Drive 5:
Drive 3:	Drive 6:
Drive 7:	Drive 8:

Capacity in GB, if Known:		Number of Partitions:	
Manufacturer:		Model If Known:	
HDD serial number:		Please indicate the user's name & password for your media?	
How Much Data Was on the Media?		Has the HDD seal been opened up?	
What media should be used to return your data? I wish to buy:		Please list the name of the required data file or directory required for recovery? Folders, Directories, and Files. (Please list the files according to their importance if possible) (e.g. C:\Documents & Settings\work\accounts\invoice)	
<b>3.5" Internal Drives:</b> <input type="checkbox"/> ___ 3.5" 250GB internal hard drive for £60 <input type="checkbox"/> ___ 3.5" 320GB internal hard drive for £70. <input type="checkbox"/> ___ 3.5" 500GB internal hard drive for £85. <input type="checkbox"/> ___ 3.5" 720GB internal hard drive for £99. <input type="checkbox"/> ___ 3.5" 1TGB internal hard drive for £115.			
<b>USB 3.5" External Drives:</b> <input type="checkbox"/> ___ 3.5" 250GB external <b>USB</b> 2.0 hard drive for £95. <input type="checkbox"/> ___ 3.5" 320GB external <b>USB</b> 2.0 hard drive for £105. <input type="checkbox"/> ___ 3.5" 500GB external <b>USB</b> 2.0 hard drive for £120 <input type="checkbox"/> ___ 3.5" 720GB external <b>USB</b> 2.0 hard drive for £135. <input type="checkbox"/> ___ 3.5" 1TGB external <b>USB</b> 2.0 hard drive for £150.			
<b>Firewire USB 3.5" External Drives:</b> <input type="checkbox"/> ___ 3.5" 250GB external <b>Firewire USB</b> 2.0 hard drive for £125. <input type="checkbox"/> ___ 3.5" 320GB external <b>Firewire USB</b> 2.0 hard drive for £135. <input type="checkbox"/> ___ 3.5" 500GB external <b>Firewire USB</b> 2.0 hard drive for £150. <input type="checkbox"/> ___ 3.5" 720GB external <b>Firewire USB</b> 2.0 hard drive for £165. <input type="checkbox"/> ___ 3.5" 1TGB external <b>Firewire USB</b> 2.0 hard drive for £180			
<b>2.5" Internal Drives:</b> <input type="checkbox"/> ___ 2.5" 80GB internal hard drive for £60. <input type="checkbox"/> ___ 2.5" 160GB internal hard drive for £85. <input type="checkbox"/> ___ 2.5" 250GB internal hard drive for £95. <input type="checkbox"/> ___ 2.5" 320GB internal hard drive for £105. <input type="checkbox"/> ___ 2.5" 500GB internal hard drive for £115			
<b>2.5" External USB Drives:</b> <input type="checkbox"/> ___ 2.5" 80GB internal hard drive <b>USB</b> for £95. <input type="checkbox"/> ___ 2.5" 160GB internal hard drive <b>USB</b> for £120. <input type="checkbox"/> ___ 2.5" 250GB internal hard drive <b>USB</b> for £130. <input type="checkbox"/> ___ 2.5" 320GB internal hard drive <b>USB</b> for 140 <input type="checkbox"/> ___ 2.5" 500GB internal hard drive <b>USB</b> for 150			
<b>2.5" External Firewire USB Drives:</b> <input type="checkbox"/> ___ 2.5" 80GB internal hard drive <b>Firewire USB</b> for £125. <input type="checkbox"/> ___ 2.5" 160GB internal hard drive <b>Firewire USB</b> for £150. <input type="checkbox"/> ___ 2.5" 250GB internal hard drive <b>Firewire USB</b> for £160. <input type="checkbox"/> ___ 2.5" 320GB internal hard drive <b>Firewire USB</b> for £170. <input type="checkbox"/> ___ 2.5" 500GB internal hard drive <b>Firewire USB</b> for £180.		List items with the media such as USB cables, power cables, etc. sent to UniRecovery:	
<input type="checkbox"/> DVD if data less than 8 GB Please specify if otherwise: (If you require a please let us know and we will provide a quote.) Please state how many partitions required for the new media:			
<h2>Situation Of Failure</h2>			
The reason of Failure or In-Accessibility, if known:			
What solutions, if any, have already been tried on the media:			
Is the drive making any clicking noise: <input type="checkbox"/> ___ Yes <input type="checkbox"/> ___ No		Is the drive recognized by the BIOS? <input type="checkbox"/> ___ Yes <input type="checkbox"/> ___ No	
Any message the system gives when attempting to access the drive?			

## Payment Details

Please indicate the following:

Name of account Manager:	
Email address:	
Telephone number:	

Please specify the desirable form of payment for the diagnosis fee:

- Cheque enclosed
- Already made a payment
- Cash Payment

For debiting your Credit Card directly please state the following details:

Name of Card Holder:	
Card Number:	
Expiry Date:	

## Terms and Conditions

**1. Legal Rights:**

The client is the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein sent to Electroclinic Ltd.

**2. Limited Liability:**

Electroclinic, shall not be liable for any claims regarding the physical functioning of equipment/media or the condition or existence of data on storage media supplied before, during or after service.

Electroclinic, is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after service.

**3. Confidentiality:**

Electroclinic, its officers and employees agree to absolute Non - Disclosure of any and all information or data files supplied with, stored on, or recovered from client equipment.

**4. Authorization:**

The client authorizes Electroclinic, its employees, and agents, to receive and transport this media/equipment/data to, from and between their facilities.

Any property left with UniRecovery for 10 days further to recovery will be disposed.

All media that has been authorized by the sender or his/her representative to have its seal opened within our laboratories further to carrying out a successful recovery attempt shall be disposed by Electroclinic.

**5. Payment:**

Payment is due in full upon completion of successful recovery, prior to release of data (whether shipped, picked up or downloaded), unless by special previous arrangement. If Electroclinic carries out the recovery successfully, full payment must be made for the recovery **regardless** of whether the data is relevant / required or not.

If the client approves the quote, but declines to continue with the recovery work, the client shall be charged 85% of the quoted price in order to compensate Electroclinic.

Payment shall be made within 7 days of receipt of an invoice.

Under the late Payment of Commercial Debts (Interest) Act 1998 the right to charge interest at base rate plus 8% on any balance outstanding after 30 days is reserved.

**6. Media Warranty:**

Electroclinic Ltd gives warranty on all returned newly supplied media found to be dead on arrival (DOA) within 10 days of shipment. Any additional warranty claims must be presented to the original manufacturer. UniRecovery keeps all recovered data for 5 days to insure against DOA instances.

**7. Shipping:**

All shipping matters are the responsibility of the customer, regardless if the data is recovered or not, Electroclinic may use on behalf of the customer or recommend certain courier agents without any responsibilities. The client is the sole responsible party for the shipping that Electroclinic may arrange on the clients behalf.

Electroclinic shall cover the cost of collection and delivery of any media up to a maximum weight of 5kg. Any media or materials over the weight of 5kg, a surcharge shall be added of the additional cost charged by the courier company used.

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

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

**Please confirm your agreement to the terms and conditions by filling in and emailing us back this application.**

**Client's Signature:** \_\_\_\_\_

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

## Shipping instructions:

▶ If at all possible, **remove the media from the computer** with careful considerations taken with the following points:

- ESD (Electrostatic Discharge), a familiar form of Electrostatic Discharge, often called "static electricity", is the shock we receive after walking across a carpet. In a technical environment, ESD can be very costly by harming devices or components. ESD may cause a catastrophic failure that appears immediately or a latent failure in which gradual degradation occurs during use, resulting in eventual failure.
- Before moving a computer, hard drive or other component, discharge personal static build up by touching a grounded metal object, such as a plugged-in computer chassis.
- Handle a hard disk drive as you would handle an egg. Handle failed hard disk drives with the same care as new drives.

▶ Use the original shipping materials, if you still have them. If not, they are relatively easy to replicate:

- **Wrap media in an anti-static bag** or similar material to prevent ESD.
- **Use a box** that is at least twice the size of the media so that the media can be suspended in the middle of the box. We recommend a minimum of two inches of insulation all around for a 2 lb drive.
- **Pack securely** with foam, bubble wrap, or newspaper so the media **will not move** from the middle of the box. **Avoid using peanuts** as contents will settle to the bottom of the box. Make sure to place the media in a robust shipping box. Ensure the media is statically positioned within the box.
- If sending a computer, laptop or notebook, use great care to ensure proper cushioning and protection. We recommend at least 6 inches for insulation. The heavier the unit, the more insulation required.
- Wrap the Computer securely in at least two layers of bubble wrap.
- Mark the outside of the package "FRAGILE - HANDLE WITH CARE".
- **Please make sure to leave the box at the front reception desk otherwise the courier driver might not be able to collect the media.**
- **Failing to address any of the above, we do not take any responsibility if the media is damaged, lost or stolen**

▶ Please make sure that the payment is either enclosed or that you have added your card details in the request form, otherwise the diagnosis will not commence until the diagnosis payment is made.

Please feel free to use the address below as a label to be attached to the packaged box



**Electroclinic LTD**  
369D Fulham Road  
London SW10 9TR  
0207 351 2801