



**Datacent Data Recovery**

**Address:** DATACENT Data Recovery  
 1884 Merivale Rd, Unit 9,  
 Ottawa, ON  
 K2G1E6, CANADA

**Web:** [www.datacent.com](http://www.datacent.com)

**Email:** [info@datacent.com](mailto:info@datacent.com)

**Phone:** 1-888-636-3282

**Data Recovery Order Form**

Please provide as much information as possible and send this form printed and signed along with your media to the Datacent Data Recovery lab at the address above.

<i>Contact Information</i>		<i>Service Details</i>	
Contact name	<input type="text"/>	Service	<input type="radio"/> Standard (1-2 weeks) <input type="radio"/> Urgent (48 hours, +50%)
Company	<input type="text"/>	Data return	<input type="radio"/> Supplied spare hard drive <input type="radio"/> External 1TB hard drive(\$100) <input type="radio"/> USB Flash 32GB (\$30) <input type="radio"/> Online if less than 10GB (free) <input type="radio"/> Will decide later
Shipping address	<input type="text"/>	Remarks	<input type="text"/>
Phone	<input type="text"/>		
Email	<input type="text"/>		
Request #	<input type="text"/>		

<i>Media Details</i>	
Model Name	<input type="text"/>
Capacity, GB	<input type="text"/>
Symptoms/ malfunctions	<input type="text"/>
Previous recovery attempts (if any)	<input type="text"/>
Most important files/folders to recover (e.g.: C:\Music, User Outlook mail, pictures, etc.)	<input type="text"/>

By signing this form I agree to the terms and conditions of service (see next page).

Signature: \_\_\_\_\_

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

## TERMS AND CONDITIONS

### AUTHORITY OF MEDIA OWNERSHIP

By sending media (hard drive or other) to Datacent, I attest to the fact that I am the legal owner/authorized representative of the media and the data/information contained on it. The client agrees to reimburse Datacent for any claims against Datacent related to the data recovery effort, in the event that you are not the legal owner/authorized representative of the data.

### LIABILITY WAIVER

By sending media to Datacent, I understand that my data may not be recoverable. I understand that the processes Datacent performs may result in loss of part or all of the customers' data. Datacent does not make any guarantee to the success of data recovery. I agree not to hold Datacent liable for any such data loss, which may occur during or as a result of recovery processes. I also agree not to hold Datacent responsible for loss due to theft, shipping, etc in connection with this waiver.

### CONFIDENTIALITY AGREEMENT / NON-DISCLOSURE

Datacent understands that the data contained on your media is confidential. Datacent operates on an unwritten Non-Disclosure Agreement. If you have a Non-Disclosure Agreement you would like for us to sign, please mention this in advance. Datacent agrees not to disclose any information from the media to anyone except employees of Datacent subject to confidentiality agreements or as required by law.

### WARRANTY OF SERVICES

Datacent makes no warranty, express or implied for the services being provided (before, during or after service is performed).

### LEGAL RIGHTS

Any media/property left with Datacent over 30 days will be disposed of.

### PAYMENT OF SERVICES

Payment for services is due in full upon completion of successful recovery and must be paid to Datacent in advance of data being released to customer. If the recovery efforts are unsuccessful, there will be no charge to the customer except for shipping and handling fees.

The customer is financially responsible for all custom duties, taxes and shipping charges connected with the media shipped to and from Datacent.

Datacent offers no refunds after data has been released to the client.

### MEDIA RETURN

Upon data recovery process completion media is left with Datacent unless explicitly asked by the customer. Additional shipping and handling fees may apply.