

### Use this form to submit Hard Drive Media

To submit CD Media and Camera Memory, use the Media Submission Form found [here](#).

To submit a corrupted or damaged hard drive for data recovery, follow the steps below:

1. Print out this form.
2. Fill out this form completely. Incomplete forms will result in delays in your data recovery.
3. Enclose this completed form, your hard drive, the diagnostic fee (can be applied towards data recovery cost) and ship to our address. We recommend UPS or Federal Express to assure that your data is recovered quickly. We also recommend you insure your shipment.

#### Diagnostic Analysis Fee

3.5" Floppy Disk	\$99.00
Zip 100, 250 Cartridge	\$99.00
Hard Drive, smaller than 10 Gig	\$99.00
Hard Drive, 10 Gig or larger	\$150.00
Hard Drive, 40 Gig or larger	\$199.00
Optical Media, CDR, CDRW	\$99.00
Camera Memory, Smart Media, Compact Flash, Memory Stick	\$99.00

4. After we receive your drive, we will quickly perform a Diagnostic Analysis. We will then contact you via email and telephone to discuss your options including:

How much data can or can not be recovered.

How you would like the data returned to you (on a new Hard Drive, CD Rom, or Zip format).

What priority you would like and how quickly you would like the recovery done.

5. We will then perform the recovery per your instructions and return the Data to you fast via UPS or Federal Express.
6. If you have any questions, you can email us at [recovery@datarecoverymasters.com](mailto:recovery@datarecoverymasters.com) or call us at (562) 421-7105. PLEASE NOTE: We may not be able to answer any specific questions about your data recovery situation until we perform a Diagnostic Analysis on your drive.

#### Drive Submission Address:

Data Recovery Masters - CTE Computer  
3818 Canehill  
Long Beach, CA 90808  
USA

**INSTRUCTIONS:** Print and fill out the form, sign, and include the with the media/equipment and Diagnostic fee.

Your Contact Information	
<b>Company / Organization</b>	<b>Contact:</b>
<b>Address</b>	<b>Telephone</b>
	<b>Fax</b>
<b>Email</b>	<b>Cell/Pager</b>
<b>How did you hear of us?</b> <input type="checkbox"/> Web Search (which one?) _____ Computer Store (name, city, phone) _____ <input type="checkbox"/> Friend <input type="checkbox"/> Returning Client <input type="checkbox"/> Other: _____	

Damaged Data / Media Information	
<b>Media Type:</b> <input type="checkbox"/> Hard Drive, <input type="checkbox"/> CD, <input type="checkbox"/> Jazz, <input type="checkbox"/> Zip, <input type="checkbox"/> Tape, <input type="checkbox"/> Floppy _____ Other (specify)	<b>Can we open the drive?</b> <input type="checkbox"/> YES (This may void warranty) <input type="checkbox"/> NO
<b>Manufacturer:</b>	<b>Data Operating System and Version:</b>
<b>Model:</b>	<b>Size:</b>
<b>Serial #:</b>	<b>Do you want the Data Recovery Agent to contact you after evaluating your data?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>What are the most important files, folders, and directories to be recovered? Please be specific as to file names, folder names, file types.</b>	<b>How much data is on the media?</b>
	<b>How should the data be returned to you?</b> <input type="checkbox"/> Data written to CD ROM, + \$50.00 / CD <input type="checkbox"/> Data written to Zip Disk, + \$25.00 / Zip <input type="checkbox"/> Written to the formatted drive I have included <input type="checkbox"/> I wish to buy a hard drive from you <input type="checkbox"/> Other (specify): _____
<b>Turnaround Time - Priority or Standard?</b> Recovery jobs are done on a first come, first served basis. Call for current turnaround schedule. Priority Service places your job at the head of the line, ahead of all other non-priority jobs. Typically, Priority Service jobs are on the bench within 12 business hours. Non-Priority Service jobs take longer.	
Priority Service is an additional fee. To request Priority Service, check the box below and enclose the Priority Service fee in addition with your Diagnostic Payment. Priority Diagnostic Analysis Fee + \$150.00 Priority Turnaround is approx 3 business days.	<b>How many partitions or volumes on the media?</b>
<b>Do you want Priority Rush Service?</b> <input type="checkbox"/> Yes, Rush my Recovery <input type="checkbox"/> No, Regular Turnaround is Okay.	#1: _____ FAT 16 ___ FAT32 ___ NTFS ___ OTHER #2: _____ FAT 16 ___ FAT32 ___ NTFS ___ OTHER #3: _____ FAT 16 ___ FAT32 ___ NTFS ___ OTHER #4: _____ FAT 16 ___ FAT32 ___ NTFS ___ OTHER #5: _____ FAT 16 ___ FAT32 ___ NTFS ___ OTHER #6: _____ FAT 16 ___ FAT32 ___ NTFS ___ OTHER

## Describe the Failure

**Describe the problem.** Please use additional pages if necessary.

**What have you tried already to recover the data?**

## Payment Information

Enclose the Minimum Diagnostic Fee. If you are requesting Priority Service, enclose an additional \$150. This fee can be applied towards the actual data recovery cost and is not refundable. Payment in the form of Check, Credit Card, Money Order, Cashiers Check, Cash is accepted. Note that personal checks will delay your data recovery while the bank clears your check.

**Payment Type**  Visa  MasterCard  Check

**Card Holders Name**

**Credit Card Number**

**Card Holders Billing Address**

**Expiration Date**

**Security Code (CVV)**

**Card Holders Billing City, State, Zip**

I agree to the payment terms in the Credit Card Holders Agreement.

**Card Holder Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

NOTE: On all credit card payments, the Drive will be shipped to the exact address as listed on the credit card account. Shipping to a different address is not possible.

## Return Shipping Information

**Return shipping method**

UPS Next Day Air with Saturday Delivery  
 UPS Next Day Air  
 UPS Second Day Air  
 UPS Ground

**Return shipping payment method**

Use my UPS Account Number: \_\_\_\_\_  
 Use my FedEx Account Number: \_\_\_\_\_  
 Bill the shipping to my credit card as listed above

**Return Shipping Insurance**

Data Recovery Masters and CTE Computer is not responsible for any damages, loss, and theft incurred during shipping. Data and drives may be moved or shipped between our facilities for faster recovery. We recommend insuring your drive. Check one of the following:

I am purchasing shipping insurance from the shipper (UPS or FedEx). I fully understand the coverage this insurance provides. (Only covers replacement of hardware, not data.). Value to insure: \$\_\_\_\_\_ If this area is left blank, your data will not be insured.

I am declining shipping insurance. Data Recovery Masters - CTE Computer will not be held responsible for any damages, loss, or theft that occur in transit.

## Terms and Conditions

**Service Limitations**

We cannot guarantee the amount of data that can be recovered. If we determine that not all data can be recovered, we will call you for your approval before completing the repair. We cannot guarantee the amount of time spent on the recovery. Most standard recoveries take no more than five workdays. Most priority repairs take no more than two workdays.

**Waiver of Liability**

I grant permission to CTE Computer, Data Recovery Masters ("CTE") to perform any action they deem necessary to attempt to repair my hard drive. I understand that this procedure is a final attempt towards the recovery of data from the hard drive and could result in loss of part, or all, of the data stored thereon and that CTE makes no warranty or guarantee as to the success of its attempts. Furthermore, I release CTE from any liability for any data loss which may occur during, or as a result of, this procedure. I also release CTE from any liability for any theft, loss, damage or destruction to the

drive and any other hardware, diskettes, or other media sent to CTE in connection with this Waiver.

ALL CLAIMS FOR LIABILITY AND/OR LOSS INCLUDING WITHOUT LIMITATION ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHICH MAY OCCUR AS A RESULT OF ANY CTE ACTION (OR INACTION) ARE HEREBY EXPRESSLY WAIVED.

I also understand that, even if the drive is successfully recovered, there is a possibility that individual files and directories on the drive may still be inaccessible due to the type of damage originally sustained. In addition, I agree to pay the applicable fee for these services by CTE, plus shipping and handling expenses as required by CTE. Shipping insurance and other expenses are the undersigned's responsibility.

If the customer cancels or decides not to proceed with the full data recovery, Drives submitted will not be returned unless arrangements are made with CTE prior to submission. Returned Drives are subject to a reassembly fee. Drives left with CTE for over 30 days become the property of CTE Computer.

The Customer agrees that the total liability of CTE or its contractors or suppliers to the Customer shall in no event exceed the total sums paid by the Customer to CTE.

I agree to accept the responsibility for shipping the system, hard drive, or data media to CTE. CTE will not be responsible for any damages, loss, or theft incurred during the shipping process and any loss or claim against such agents shall be solely by and on the behalf of the undersigned.

If making all or any portion of balance due payable by credit card, I agree to the terms in the Credit Card Holders Agreement.

I agree to all of the foregoing conditions.

**Declaration of ownership and authority**

I am the legal owner of the hardware described below and/or am the duly authorized representative of the Company listed above. My signature will attest to the fact that I am the legal owner, or an officer of the above named company, or am empowered by its governing body, to act in its behalf for matters relating to the attached Agreement in regard to the property identified above.

Approved By Client (Print) \_\_\_\_\_ Title \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Drive Information Detail Section

Please answer these questions to the best of your ability. Skip any questions if you do not know the answer.

### What type of media is it?

IDE hard disk  SATA hard disk

Iomega Zip TM disk

Iomega Jest disk

Laptop hard disk: If you are sending in the entire laptop, with drive still in the laptop, include the power supply. If the laptop has a network card, please include the network card and any drivers. The laptop must have a functioning floppy disk drive so that the laptop can be booted using a bootable diskette.

SCSI hard disk: If the drive is a SCSI drive, please send in the drive controller and drive cable if convenient. If you are unable to send in the controller and cable, we will attempt to use our SCSI controllers to read the drive.

Tape Media. Type and Size \_\_\_\_\_

Other removable media: If the media is a removable type not listed, include the drive unit and necessary software, as well as the disk you want us to repair.

Drive has been in service for \_\_\_\_\_ Months \_\_\_\_\_ Years

Does the drive appear to be physically damaged?  Yes  No

Was the drive compressed using a compression program such as DoubleSpace TM or DriveSpace TM?

Yes  No Software and version used: \_\_\_\_\_.

Was the drive protected from viruses using an antivirus program?

Yes  No Software and version used: \_\_\_\_\_.

What kind of computer was the drive in?

XT  286  386  486  Pentium  AMD  Other

Is the hard drive:  the primary hard drive,  the secondary hard drive or,  the only hard drive in the computer?

Is an EIDE card used to translate between the computer and the hard drive?

Yes  No EIDE card Name: \_\_\_\_\_.

Is the hard drive from a Name-Brand computer such as Compaq, Dell, or Hewlett-Packard?

Yes  No Brand of Computer: \_\_\_\_\_.

Additional Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Fill out and enclose this entire form. Submit with your Hard Drive and Diagnostic payment.

**If you have any questions filling out this form,  
speak to one of our data recovery experts at (562) 421-7105.**