



Data Recovery Client Form

Service Required: (please check one) Standard Service ___ Expedited Service ___

Contact name: _____ Company: _____
Address: _____ Suite: _____
City: _____ State: _____ Zip Code: _____
Phone: (Primary) _____ Phone: (Secondary) _____
Fax: _____ Email: _____

Media Information: Bare ___ In Machine ___
Make: _____ Model: _____ Drive Size: _____
Serial Number: _____
Mac OS: (example: 10.4.11 or 9.2) _____

Failure Summary: (Please describe problem with your hard drive/s)

Files and Folders Needed: (Please be as specific as possible)

If your recovery is less than 10 gigs then we will return your data on DVDs
If your recovery is greater than 10 gigs then we will return your data on an external hard drive or internal hard drive supplied by you or by 24 Hour Computer at your expense

Please send drive or computer to:

**24 Hour Data
401 Congress Ave., suite 1540
Austin, TX 78701
512-692-7272**

**Terms & Conditions
(Please read and sign)**

THIS AGREEMENT is between 24 Hour Data, hereinafter referred to as DATA, and the client named above, hereinafter referred to as CLIENT.

NO DATA NO CHARGE GUARANTEE. If DATA is unable to recover requested folders and files, then there are no labor charges to CLIENT. Partial recoveries will be negotiated if CLIENT is interested. Expedited and hybrid

diagnostic fees are non-refundable. DATA agrees to use its best effort to attempt said recovery, and CLIENT agrees that DATA is in no way liable in the event DATA is unsuccessful in recovering CLIENT'S data and CLIENT

acknowledges that the returned media with the recovered data will not be bootable and that operating systems and application programs will not be usable. Please note that you may receive back more data than you request and this

does not add extra cost. This is because, typically, all data is available after procedures. **DATA ASSUMES NO LIABILITY FOR DAMAGE TO CLIENT'S DATA AND/OR PROPERTY WHILE PERFORMING DATA RECOVERY**

PROCEDURES OR DURING THE REMOVAL OF FAILED MEDIA FROM THE HOST COMPUTER OR DURING SHIPMENT OR FOR UNINSURED SHIPMENTS.

MANUFACTURER WARRANTY MAY BE VOID. Although most manufacturers will honor product warranties following data recovery procedures, in no way shall DATA be liable if CLIENT'S computer/media manufacturer's warranty is VOID due to any action taken by DATA.

SERVICES ESTIMATE. DATA has estimated the initial cost of evaluating CLIENT'S media to be FREE for **one each** standard single drives and all removable media with the exception of tapes, MO and other media/configurations

deemed hybrid by DATA and will be priced outside of this agreement. Evaluation fee for each additional media is ninety-nine dollars (\$99). Evaluation fee for drives which have the factory seals broken is ninety-nine dollars (\$99).

Should CLIENT wish to have this evaluation performed on an expedited basis, the initial cost is two hundred sixty-nine dollars (\$269.00). This evaluation fee is non-refundable and separate from recovery procedure costs. All

amounts are in US currency. DATA will notify Client with an estimate for the data recovery. Upon signed approval or responded email of the cost estimate, Data will proceed with the recovery. DATA will retain CLIENT data (images

and or logical data) for five (5) business days after expected delivery of the completed project to insure completeness and reintegration of the recovered data.

INITIAL PAYMENT AND FINAL PAYMENT. CLIENT agrees to pay DATA for all services provided to CLIENT as described above. Expedited and hybrid diagnostic fees are payable upon receipt of the media and will be applied to

the initial engineer's review labor. The CLIENT'S final bill is due and payable upon receipt of an invoice from DATA. CLIENT agrees that the recovered data will be released only after the final invoice has been paid in full. Recovery

engineer rates during normal business hours are eighty five dollars per hour(\$85) per hour. After-hours and/or expedited work shall be billed at one hundred fifty dollars (\$150.00) per hour.

CLIENT agrees that hours worked on after-hours projects will be billed

for all time whether or not the requested data is recovered. Hours quoted (billable hours) include engineering, management and administrative support. Hours quoted are typical for a given failure mechanism. Complex, hybrid

recoveries may be quoted as a flat job cost. CLIENT agrees that all charges are to be applied to the initial account (credit card initially presented for diagnostic fee) unless otherwise instructed. If a different method of payment for

the final invoice is required then prior arrangements must be made. Payment includes all applicable taxes, if applicable, including but not limited to, sales and use, rental, excise, gross receipts and occupational or privilege taxes.

Proof of your **tax-exempt** status must be presented up front. DATA will refund taxes after a transaction has been made at a cost of 6% of the invoice total.

CLIENT PROPERTIES. CLIENT agrees that all submitted media and associated hardware may be destroyed by DATA if CLIENT does not respond within 21 days of DATA'S last email prompting CLIENT'S decision/permission to;

proceed with the project, decline the project, ship back or destroy the properties. DATA assumes

abandonment after this time frame. CLIENT agrees that the email account given to DATA at the initial submission of the properties and/or during the duration of the project, will be used for this correspondence. If an email account is not available, CLIENT agrees that DATA holds no liability for destroyed properties if attempted contact by phone fails.

COLLECTION. Any delinquent account will bear interest from its due date until paid at the highest rate permitted by law. Additionally, CLIENT shall if final bill is placed with a collection agency pay the collection fee made necessary, which fee shall be 25% of the amount of the final bill and any interest that has accrued. If the final bill is placed in the hands of an attorney for collection or is collected by legal proceedings of any kind, CLIENT agrees to pay a reasonable attorney's fee which shall not in any event be less than 10% of the amount of the final bill and interest from the invoice date at the highest rate permitted by law.

CONFIDENTIALITY. DATA acknowledges that the information contained on the media is confidential, and DATA shall not disclose any of such information to third parties except (i) pursuant to a final, non-appealable court order or (ii) as required by federal, state or local law.

ENTIRE AGREEMENT AND ENFORCEMENT. This Agreement (including any Addenda) constitutes the entire agreement as to its subject matter and supersedes all prior and contemporaneous oral and written agreements. All changes to this Agreement must be made in writing and signed by both parties and, accordingly, any terms on your ordering documents shall be of no force or effect. In any action to enforce this Agreement, the prevailing party shall be entitled to recover its costs and expenses, including reasonable attorney's fees.

LAW: This agreement shall be construed under and in accordance with the laws of the state of Texas, and all obligations of the Parties created in this Agreement are performable in Collin County, Texas, United States of America.

I am a duly authorized agent/delegate of the company/person named above with authority to make final decisions regarding this data recovery project and agree to all terms and conditions of this contract.

Signature:

X

_____ dated this _____ day of
_____ 2009