

--URGENT FAX--

SERVICE REQUEST

Job #

To: Charles Savage
Australian Data Protection
P.O.Box 122,
South Oakleigh
Victoria, 3167
Phone : (0409) 310 320
Fax : (613) 9570 3951
Email: info@austdatapro.com.au

From:

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Please read pages 1-3; complete this page & the technical information page and put them in the box with the media you are shipping to Australian Data Protection.

****Incomplete paperwork may delay receiving and evaluation process.**

1. Select the Service Level for the Evaluation and Data Recovery

Service Level <i>(Please Choose One)</i>	Evaluation Fee** <i>(Non-refundable)</i>	Data Recovery Quotes** <i>(Estimates Only)</i>
<input type="checkbox"/> Standard	\$350 (Due in advance)	Covers most data recovery if no physical damage to drive
<input type="checkbox"/> Hardware Repairs	\$925 plus materials	Required if drive doesn't run or is not recognised

Recovery charges may include a new hard disk in many cases

****Media fees, shipping fees, and evaluation services for multiple disks are subject to additional charges.**

2. Select Payment Method for Evaluation and Data Recovery

<input type="checkbox"/> Company Cheque <i>(include Evaluation Fee payment with shipment)</i>	<input type="checkbox"/> Bank deposit	Australian Data Protection ANZ – Oakleigh BSB- 013-380 Acc- 2700 16627
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By signing below you authorize Australian Data Protection to immediately proceed with the Evaluation and charge the Evaluation Fee set forth above. You also agree that this Evaluation and any later requested Data Recovery will be performed under the terms and conditions of the attached Service Agreement, which you have read and understand.

Signature: _____

Title: _____

Name: _____

Date: _____

Provide your e-mail address if you would like Australian Data Protection to deliver your Evaluation results to you electronically.

E-mail address: _____.

CAUTION: By requesting this service you acknowledge that you are aware that Internet transmissions are not secure and you accept the risks involved.

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SERVICE AGREEMENT

The services you are requesting will be performed under the following terms and conditions. This is the complete agreement between you and AUSTRALIAN DATA PROTECTION. Australian Data Protection must approve any modification to this Service Agreement in writing.

1. Australian Data Protection will use best commercial efforts to determine the existence and extent of recoverable data on your media (Evaluation) and retrieve and/or provide access to your recoverable data (Data Recovery).
2. You will be charged a custom quoted Evaluation Fee and Data Recovery Fee and you agree to be responsible for all media, shipping and handling charges, and the risk of loss during shipping.
3. No services are performed and no charges are incurred without your consent and you agree to pay all authorized charges.
4. AUSTRALIAN DATA PROTECTION will use your information only for Evaluation and/or Data Recovery, and will otherwise hold your information in the strictest confidence. Any confidential information disclosed by you (whether for yourself or for any subsidiary or parent) under this Agreement shall remain your sole property, and AUSTRALIAN DATA PROTECTION shall employ reasonable measures to prevent the unauthorized use of such information, which measures shall not be less than those measures employed by AUSTRALIAN DATA PROTECTION in protecting its own confidential and proprietary information. AUSTRALIAN DATA PROTECTION will not disclose confidential information except to employees or consultants reasonably requiring such information (and who have secrecy obligations to AUSTRALIAN DATA PROTECTION), and not to any other party. Confidentiality obligations shall not apply to any information which enters the public domain through no fault of AUSTRALIAN DATA PROTECTION; which was known to AUSTRALIAN DATA PROTECTION prior to receipt from you; which is disclosed to AUSTRALIAN DATA PROTECTION by a third party (other than employees or agents of either party) which in making such information available to AUSTRALIAN DATA PROTECTION is not in violation of any confidentiality obligation to the disclosing party; or which is independently developed by AUSTRALIAN DATA PROTECTION without recourse to the confidential information.
5. You represent to Australian Data Protection that you are in lawful possession of any data, media and/or equipment made available to Australian Data Protection, and that you have a lawful purpose to request Australian Data Protection services.
6. You understand that the media/data/equipment you are making available to Australian Data Protection is already damaged, that data recovery efforts can result in further damage and that Australian Data Protection is not responsible for this or any other type of damage.
7. You understand that Australian Data Protection does not offer guarantees or warranties of any kind and that the extent of any Australian Data Protection liability to you is strictly limited to the fees you pay Australian Data Protection for its services in this matter.
8. Any consent required of either party will be effective if provided in a commercially reasonable manner, which includes without limitation facsimile (fax), and/or verbal authorization if followed by written confirmation at the earliest possible opportunity.

Ship To: Australian Data Protection
Attn. Charles Savage
P.O.Box 122
South Oakleigh 3167

- Emergency
 Standard

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DOS/WINDOWS TECHNICAL INFORMATION

Job # : _____

To ensure the most successful recovery possible, it is important to completely fill out this form! This form must be included with your media for Australian Data Protection to begin your diagnosis. Use additional sheets if necessary.

System Information

Operating system version _____ Number of drives in system _____

Number of partitions or volumes on drive _____

Is the drive compressed? Y N If yes Double-space DriveSpace Microsoft Plus

Stacker Other _____

Boot-up password (normally associated with laptop drives): _____

Failure Information

What failure occurred and when did this happen? Please list any error messages. _____

What recovery attempts were made? What tools were used? _____

Data Information

What files are **most** important to the recovery? List path and filenames with extensions. Attach additional sheets as needed. _____

Drive Information

In service _____ months _____ years Under warranty? Y N

Computer Manufacturer _____ Controller make/model _____

Customer's Equipment Inventory (List all equipment and media you will be sending to Australian Data Protection.)

#	Description	Manufacturer	Model Number	Serial Number
1				
2				
3				
4				

How did you find out about us? _____