

Work Request Form

If you have any questions regarding this form, please contact us on 0800 MYFILES (693 4537)

Contact Details

Your Name:

Company Name (if applicable):

Physical address:

Email address:

Contact number (mobile preferred):

Information about your Media for Recovery

(Complete to the best of your knowledge)

Operating system (circle) Windows MAC Linux Other.....
 Drive Type (circle) Hard Drive USB Drive Camera Card Other.....

Situation of failure - Description of problem (noises, error messages, etc)

List your most important files/directories including the name of **ONE** important file

IMPORTANT

	Yes	No
Can we break the seals on the media if necessary? <i>(Be aware that this may void any warranties of your media)</i>		
I have read and understood the Terms and Conditions overleaf		

Terms and Conditions

Please read and sign

1. Authorisation
 - i. The client authorises Recover my Files, its employees, and agents to receive and transport this media/equipment/data to, from, and between their legally registered facilities.
2. Legal Rights
 - i. The client warrants that they are the legal owner, representative or otherwise and has legitimate rights to property and all data contained therein sent to Recover my Files.
 - ii. Any property unclaimed for 90 days will be disposed of unless prior arrangements made.
 - iii. Faulty hard drives will become the property of Recover my Files unless a *specific request for return* is made by the client in which case the client will be liable for a charge of up to \$30 plus GST for freight and handling.
3. Limited Liability
 - i. Recover my Files shall not be liable for any claims regarding the physical functioning of equipment or media or the condition or existence of data on storage media supplied before, during, or after service.
 - ii. Recover my Files shall not be liable for any direct or indirect damages, including loss of data or loss of revenue, incidental or consequential, before, during, or after service.
4. Confidentiality
 - i. Recover my Files, its officers, employees, and agents agree to absolute non-disclosure of any and all information or data files supplied with, stored on, or recovered from client equipment.
5. Payment
 - i. Payment in full is required before return of any recovered data unless by special previous arrangement.
 - ii. Payment may be made by credit card or internet banking. We accept Visa and MasterCard credit cards.
 - iii. Debt collection fees will become the responsibility of the client if the account is not paid in full by due date.
6. Media Warranty
 - i. Recover my Files gives warranty only on the recovered data copied to any return media found to be "dead on arrival" within 10 days of shipment. Any additional warranty claims must be presented to the original manufacturer.
 - ii. Recover my Files will retain a copy of all recovered data for 14 days from date of shipment to ensure against "dead on arrival" instances.
7. Shipping
 - i. All shipping charges are the responsibility of the client regardless of whether the data is recovered or not.
8. Data Retention
 - i. Recover my Files will retain a copy of any/all recovered data for a period of 14 days unless specified by the client. Data will be securely destroyed after 14 days has elapsed.
 - ii. An additional copy of retained data may be requested by the client for a fee. Recover my Files will always ask for suitable identification before supplying copies of retained data.
 - iii. Longer-term storage of retained data may be arranged for a nominal fee.
9. Legal Obligations
 - i. Nothing in this agreement shall override the laws and statutes of New Zealand.

I accept Recover my Files Terms and Conditions

Signature Date

Packaging Instructions

1. Please package your equipment as securely as possible, using **bubble wrap and a snug fitting strong cardboard box** for hard disk drives, etc, to minimise any possible damage in transit.
2. USB sticks/flash drives and memory cards may be wrapped in bubble wrap and a padded envelope. NZPost has a wide selection of suitable packaging options available.
3. We are located in a business park which does not have standard postal service. Items sent to our street address by standard post cannot be delivered and will be returned.



Cut here and use as a **courier address label**

COURIER to:

Recover my Files

Unit 6

2 Pukete Road

Te Rapa

HAMILTON 3200

NEW ZEALAND

FRAGILE