

Job Service Request Form

Use this form for Single Drive Recovery from Desktop, Laptop & External enclosure

Contact Details

Billing Details	Shipping Details (if different)
Contact Name:	Contact Name:
Company:	Company:
Address:	Address:
State:	State:
Postcode:	Postcode:
Country:	Country:
Tel:	Tel:
Email:	Email:

Service Agreement Details

Service Level for Diagnosis and Data Recovery – Please select one.

Service Level	Diagnosis Fee**	Turn Around Time
<input type="checkbox"/> Standard	\$99 (Due in advance)	Typical turnaround time is 3 to 7 business days

**Media fees and Diagnosis services for multiple disks attracts additional charges.

Diagnosis Payment Method – For other options please contact your representative

Online Payment: Credit Card* or Paypal ID _____ (Choose one) Preferred email ID : _____ (if different from billing email ID) OR Order No: _____

* Please do not provide your credit card Information on this form

Diagnosis Fee And Tampering Authorisation – Must be signed

By signing below you authorise Stellar to immediately proceed with the evaluation and charge the Diagnosis fee set forth above. You authorise Stellar to tamper seals of hard drive(s) solely for the purpose of diagnosis & data recovery. You also agree that this evaluation and any future data recovery requests will be performed under the attached terms and conditions as enclosed.

Signature: _____

Date: _____

Print Name: _____

Title: _____

Job Number: _____ [to be filed by Data Recovery Clinic]

Technical Details

Please complete and confirm the information below to the 'best of your knowledge' to ensure the most successful data recovery possible. This form must be included with your media for Stellar to begin your media Diagnosis. Use additional sheets as necessary.

System / Media Information

Operating system and version: _____

Drive(s) Make/Model: _____ Number of drives in system _____

File System types (FAT, NTFS, etc) and approximate sizes of partitions/volumes:

Drive is encrypted Yes No Don't Know

Drive was opened before contacting us? Yes No Don't Know

What went wrong?

What do you believe happened to prevent you from accessing your data? If you are not sure, please provide us with your best guess. Please list any error messages:

Have you done anything to try to recover your files?

You may have used a commercial repair/Diagnosis tool to try to recover your data we need to know what you used and how. Please write down the sequence of events since you lost your files and any changes you made.

What do you want to recover?

Once we have recovered your data we like to confirm that we have recovered your most important files. In addition, we like to test that they open successfully. To save time would you list a few of the names of your most important files? If you cannot

We offer the recovered data in a 1 TB external hard-drive for a nominal fee of \$100.

Shipping Instructions

- Wrap your media in anti-static bubble wrap, foam or bag.
- Place the media in a box twice its size and fill the remainder of the box with packing peanuts, foam or crumpled newspaper.
- Please include completed pages 1, 2 and 3 of this Service Request card in the box with your media. Incomplete paperwork or payment may cause administrative delays in the process.
- Seal the box. Detach and use the address label to the right and indicate your service level.
- Paste the Declaration Form on Top of the Box (Click Here to Download Declaration Form)

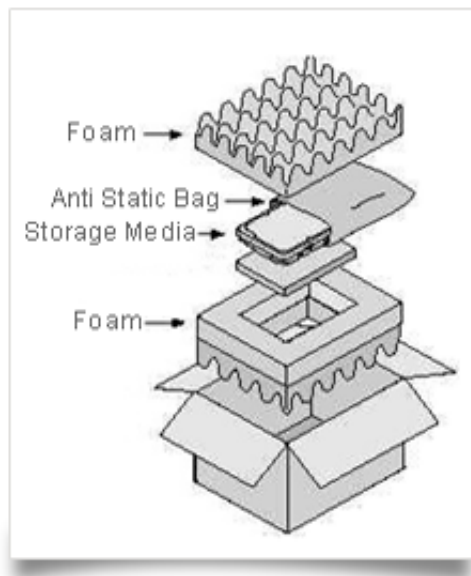
SHIP TO:

Data Recovery Clinic

Lab Service Desk
14/13 Berry Street.
Clyde, NSW 2142, Australia

Ph. (02) 8004 9390, Mob. 04024 96618

How to Pack the Damaged Storage Media:



The storage media should be packed dust free.

- Pack the storage media in the anti-static bag.
- Keep the media in a box with at least 5 cm gap between the data carrier and the walls.
- Include your name and address details inside the box.
- Fill the gap with resilient material, such as foam blocks or several layers of bubble-wrap, but only with packing material like Styrofoam.
- Mark the outside of the package "FRAGILE - HANDLE WITH CARE".