

WCN DATA RECOVERY

Telephone: (866) 701-2979

E-mail: info@wcntech.com

Data Recovery Work Order

Organization/Company Name/Name	Contact Name
Address	Telephone
	Home
	Work
	Cell
	Fax
How Did You Hear About Us?	Email
	Home
	Work

Recovery

Type (Media Type i.e.: Hard Drive CD RAID Array Flash Card etc.)	Permission to break the seal? Yes ___ ___ Please Initial No ___ ___ Please Initial
Manufacturer / Model # / Size in Gigabytes	Return Media (CD – DVD – Other)
Operating System & Version	Type: (Backup, Server, Laptop, Desktop)
Most Important files or folders to be recovered	Failure Circumstances
Shipping Method and Account # for Return	Credit Card # and Expiration Date
	Enclosed Check
Comments	

WCN Data Recovery

Terms and Conditions

1. Authorization

The client authorizes WCN Data Recovery to conduct an evaluation of the media sent to determine the extent of the damage and provide an estimate of time and cost. The evaluation fee must be paid up front and no work beyond the evaluation will be performed without explicit client approval.

2. Limited Liability

WCN Data Recovery shall not be liable for any claims regarding the physical functioning of equipment/media or the condition of storage media supplied before, during or after our service.

In no event will WCN Data Recovery be liable to the client for any loss of data or loss of revenue or profits or any special, incidental, contingent, or consequential damages, however caused before, during or after services, even if WCN Data Recovery has been advised of the possibility of damages or loss to persons or property.

WCN Data Recovery's liability, with respect to the services, including any neglect on its part, shall be limited to the contract price for the services.

Client and WCN Data Recovery agree that the sole and exclusive remedy for unsatisfactory work or data shall be, at WCN Data Recovery's option, additional attempts by WCN Data Recovery to recover satisfactory data or the refund of the amount paid by the client.

The parties acknowledge that the price of WCN Data Recovery's services would be much greater if WCN Data Recovery undertook more extensive liability.

The client is aware of the inherent risks of injury or property damage involved in data recovery, including without limitation, risks due to destruction or damage to the media or data and inability to recover the data or inaccurate or incomplete data recovery, including those that may result from the negligence of WCN Data Recovery, and all known risks of injury and property damage that may result.

3. Legal Rights

The client is the legal owner or authorized representative of the legal owner of the property and all data contained therein sent to WCN Data Recovery.

Any property left with WCN Data Recovery, unclaimed after 90 days, will be disposed of, at which time WCN Data Recovery shall have no liability to the client or any third party.

4. Confidentiality

WCN Data Recovery agrees not to disclose any information or data, stored on or recovered from client equipment (unless required by Law or court order) except to employees or agents of WCN Data Recovery subject to confidentiality agreements required by law. WCN Data Recovery further agrees it will not sell or solicit for sale client lists.

5. Payment

Payment is due in full upon completion of successful recovery, prior to release of data (whether shipped, picked up or downloaded) unless other specific previous arrangements have been made.

The client is responsible for shipping costs, taxes, duties or custom costs to and from WCN Data Recovery.

WCN Data Recovery accepts VISA or MasterCard, as well as Bank Transfers, Money Orders and Cashiers Checks in US Funds only.

WCN does not accept American Express or Discover.

6. Warranty

WCN Data Recovery makes no warranties either express or implied.

Approved By (print): _____

Date: _____

Signature: _____

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Shipping & Packing Instructions

- **Remove** the hard drive from the computer; if you do not know how to do this find an expert to help.
- Handle the drive as you would handle a raw egg.
- **Wrap the media in an Anti-Static Bag** or similar material to prevent electric shock or ESD.
- **Use a box that is 1 ½ to twice the size of the drive**
- **Pack securely** using bubble wrap, foam, or newspaper so that the drive will not move inside the box.
- Include the completed and signed form and mark the box FRAGILE
- If sending a laptop or a notebook computer there will be a \$75.00 hard drive removal fee.
- Ship UPS or FedEx to WCN Technologies, Inc. at the address provided to you.
- Notify WCN by e-mail to: info@wcntech.com of the shipping date, method, and tracking number if possible so we will know when to expect your data, particularly if you request expedited service.