

DATA RECOVERY SERVICE ORDER FORM



Date of acceptance

Acceptance ID

CONTACT

Name and forename

Phone

E-mail

Company name

Address

Company reg. no.

DATA CARRIER(S)

Brand and model

Serial number (or IMEI of a mobile)

Type of memory device (e.g. a memory card, smartphone, hard drive)

Capacity:

☐

2GB

☐

4GB

☐

8GB

☐

16GB

☐

32GB

☐

64GB

☐

other

Attached equipment (e.g. box, cables)

Description of a problem (e.g. what was done after detecting malfunctioning, what software was used, etc.)

What data do you want to recover:

☐

SMS

☐

contacts

☐

photos

☐

movies

☐

documents

☐

e-mails

Other:

Do you want to get your carrier back?

☐

YES

☐

NO

TYPE OF A DIAGNOSIS ORDERED

☐

MOBILE*

☐

standard (3-5 working days)

☐

express (service available 24/7*)

☐

STANDARD (3-5 working days*)

☐

STEPPED-UP (1-2 working days*)

☐

EXPRESS (service available 24/7*)

* a period of order acceptance starts upon a delivery of your device to our technician

DIAGNOSIS RESULTS DELIVERY

Choose a way the laboratory results will be delivered:

☐ via e-mail ☐ on CD/DVD* ☐ A4-sized printout*

Laboratory working mode:

☐ individual order ☐ opinion as an evidence by an expert advisor*

*charged extra according to the pricelist

The consent to interfere into software in case it's necessary for data recovery:

☐ I agree ☐ I don't agree ☐ prior to consultation

The consent to interfere into electronic circuits and hardware (e.g. exchange of elements, repair, precision soldering).

☐ I agree ☐ I don't agree ☐ prior to consultation

1. A party placing an order hereafter referred to as Customer declares to be a legal owner of the data stored on the carriers delivered or is able to submit necessary documents to authorize the data processing. Besides, Customer agrees to process the above-mentioned data to be recovered.
2. Detective Store hereafter referred to as Contractor shall not be liable for the legality of any data and/or software stored on the data carrier(s) delivered to him.
3. Contractor commits not to disclose and to secure the information entrusted to him, as well as to process the data stored on the carrier(s) only for the data recovery purposes.
4. A carrier delivered should be collected by Customer within one month since the date of order acceptance by Contractor.
5. Contractor shall not be liable for any physical defect(s) and/or data inconsistency present on the carriers delivered in case they have resulted before starting the data recovery procedure. Nor Contractor shall be liable for any possible defect(s) to be revealed during the analyzing process, if the said defect(s) resulted from the faults in a carrier prior to the analyzing process.
6. The cost given is due per a single carrier. In case when more carriers are concerned, the cost will be priced separately.
7. Contractor is obliged to store a digital copy of the data recovered for a period of 14 days since a day the data were delivered to Customer.
8. In case of physical damage to a carrier it might be necessary to open a device what may result in a change in a device state and, consequently, to cancel its warranty. If this occurs it shall not be deemed by Customer as a faulty service.
9. No claims shall be raised against Contractor by Customer and/or any third party which are in any way related with the data recovery processing and the results achieved.
10. Customer agrees that the possible analyzing and data recovery process can be run in cooperation with another professional company specialized in this field of activity.

☐ Herewith I agree my personal data written in this form to be further processed for the purposes of data recovery by Detective Store.

☐ Herewith I agree my personal data written in this form to be further processed for the marketing purposes by Detective Store.

I declare I have read and accepted these terms and conditions.

.....
Legible Customer's signature

.....
Date, place

RECEIPT OF A DEVICE UPON DELIVERY

I confirm a reception of carrier(s) and accessories as listed in the order form.

.....
Legible Customer's signature

.....
Date, place