



IF WE CANNOT RECOVER YOUR DATA, IT IS UNRECOVERABLE...

REQUEST FOR DATA RECOVERY SERVICES

Thank you for your interest in our services to Recover your Data

120 Bellairs Drive, No. 98 Bellairs Manor, North Riding, 2169, Randburg, South Africa.
Tel: +27 11 462-1680 / Fax: 086 439 0537 - Mobile: +27 83 863 5643
E-Mail: dane@imperative.co.za Website: www.imperative.co.za

Our qualified expertise enables us to access lost data, at a far lower level than what a normal computer is capable of. Although we've invested in State of the Art Technology, it is still necessary to employ our expertise to repair severely damaged partitions, corrupt file systems etc, by means of manual but advanced disk structure editing, using Hexadecimal Editing Techniques. This technique enables us to recover data from as low as 5 previous disk partitions.

The steps we follow for Data Recovery are as follows:

1. We do an assessment of the Storage Media to determine the success rate of recovery, timeframes and we come up with all answers for you to make the necessary decisions.
2. If we find the data is recoverable on completion of the assessment, we quote you a fixed price for the actual recovery of data and will only proceed on acceptance of the quotation.

COST OF ANALYSIS

There is no cost for the initial assessment, for us to come up with the answers, unless a situation arises where many hours need to be spent under extreme circumstances. In this case we will obtain approval before we proceed. In the case of mechanically damaged storage media and we cannot repair existing drive components, we need to purchase identical drive spares. You will be notified of this cost prior before we proceed with the purchase of drive spares.

COST OF DATA RECOVERY

On completion of the analysis, we are able to determine whether the data is recoverable or not, and the approximate timeframe for recovery. You will be quoted a fixed price to recover the data before we proceed.

LIMITATION OF LIABILITY/DAMAGES

The customer acknowledges that equipment/data/media handed to Imperative Technology may be damaged prior to receipt of the equipment/data/media. The customer further acknowledges that efforts to recover the data may result in further damage of the equipment/data/media. Imperative Technology will not assume responsibility for additional damage caused. Imperative Technology cannot guarantee the integrity of all files recovered.

CONFIDENTIALITY

Imperative Technology will use Customer information to fulfill the engagement only, and will otherwise hold the Customer information in the strictest confidence. Any confidential information disclosed by the Customer shall remain the sole property of the customer and Imperative Technology will not disclose any information to third parties.

DELIVERY OF STORAGE MEDIA

Storage media may be shipped by Courier or delivered to the following physical address:

Imperative Technology - 120 Bellairs Drive, No. 98 Bellairs Manor, North Riding, 2169, Randburg, South Africa. Media shipped by Courier Service: Please ensure the media is effectively packaged with the wording FRAGILE written clearly.

PAYMENT

- Cost for drive spares and analysis (if applicable) is payable prior to commencement of recovery.
- All equipment/data handed in will remain the property of Imperative Technology until analysis/recovery is fully paid for.
- **Full Payment is due on collection of Recovered Data.**
- **Banking Details:** Imperative Technology. Standard Bank - Randburg. Account. No. 021 623 201 Branch code: 018005.
- **Electronic Payments:** Kindly email EFT Payment confirmation to: dane@imperative.co.za

AUTHORIZATION

JOB No. _____

The customer acknowledges the terms of this engagement, as on Page 1 of this document and authorises Imperative Technology to proceed with an attempt to recover your data.

Authorized signature: _____ Name _____ Date _____

Goods not collected within 90 days of the commencement date will thereafter be safely and securely discarded.

To avoid delays and to assist us with the assessment/analysis/recovery, please complete this form with as much information as possible and e-mail to: dane@imperative.co.za or fax to: **086 439 0537**

Note: On e-mailing this document electronically, the customer authorises Imperative Technology to proceed with the engagement and the customer agrees to all conditions within this document, without a signature.

CUSTOMER INFORMATION

MEDIA / EQUIPMENT INFORMATION

Company		Make & Model	
Contact person		Serial No.	
Address		Name of Comp. User	
		Operating System/FS	
Tel No's.		Encryption if any	
V.A.T. No.		Referred to us by	
Cell No.		Date of Media receipt	
E-Mail Addr.			

GENERAL FAILURE SYMPTOMS

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SPECIFY FILES TO RECOVER

Our aim is to recover all your data. However, by informing us of the names of specific files, we will be able to speed up the diagnosis. Please specify the names of the directories / sub-directories / files you wish to recover.

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RESULT OF ANALYSIS / RECOVERY

ACCEPTANCE BY CUSTOMER FOR DATA / MEDIA RETURNED

Description of goods returned: _____

Name

Signature

Date