



Advanced Data Recovery Services

Dear Customer,

Thank you for contacting DiskEng Advanced Data Recovery Services.

The information below provides all the details you will need to access our services. At DiskEng we know how stressful and alarming losing your valuable data can be. At a time of crisis making the right decision is very important. As the UK recognised leading data recovery specialist, with more than 12 years expertise, you can be confident of a **professional and dependable service**, 24x7, 365 days a year.

DiskEng data recovery services are geared up to perform data recovery from any type of media made by all the major manufacturers. We have recovered data from almost every type of failure a storage media can encounter. If there is data stored on the media, we have a combination of proprietary techniques and ability to recover the data and have been doing this for many years in the data recovery industry.

Data recovery is the process of extracting data from an inaccessible storage media, whether the cause is a serious hardware failure or a complex software failure. Because of the sensitivity of data, we only perform data recovery in laboratory conditions under strict access control, with the entire process carried out by senior engineers experienced in both hardware and software data recovery techniques.

To ensure quality control, the entire recovery process is managed by a Customer Services Representative and a Senior Data Recovery Engineer. As your representative I will assist with all your administrative requirements and ensure that you are provided with up to date information. The appointed senior engineer will progress your diagnosis through our engineering team of data recovery specialist engineers.

In order to begin the diagnosis, I will need you to complete the following three simple steps. The diagnosis will provide you with an engineers report detailing the problem with your media, the total recoverable data and our **guaranteed fixed estimate** to recover your data.

Step 1 - Service Request - Complete the form on page2

Step 2 - Technical Details - Complete the form on page3

Step 3 - Shipping Recommendations - Follow the methods on page 4

Please send us the completed pages 2 and 3 along with your failed media.

If you have any questions or concerns, please do not hesitate to call me.

Kind Regards,

Lisa Simms

Email: customer.services@diskeng.com



Oxford Office: John Eccles House, Robert Robinson Avenue, Oxford Science Park, Oxford, OX4 4GP, UK
Tel +44 (0) 1865 469 468 www.diskeng.com data.recovery@diskeng.com

London Office: 107 Fleet Street, London, EC4A 2AB, UK
Tel +44 (0) 20 7717 9747 www.diskeng.co.uk data.recovery@diskeng.co.uk



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Step 1 - Service Request - Complete this Form

Customer details – Please amend if incorrect

Job Number

Date :

DPPID

Contact Details

Billing Details

Name :

Name :

Company :

Company :

Address :

Address :

City :

City :

Postcode :

Postcode :

Country :

Country :

Tel :

Tel :

Fax :

Fax :

Mobile :

Mobile :

Email :

Email :

Diagnosis Service Level – Please select one

Average Turnaround times	One-off Diagnosis Fee	Service Levels
24 hour Service	£195.00 + VAT (per media)	<input type="checkbox"/> Emergency Service
1 Business days	£85.00 + VAT (per media)	<input type="checkbox"/> Express Service
2 Business days	FREE (No Fix – No Fee)	<input type="checkbox"/> Standard Service

Diagnosis Payment Method – Please select one if applicable

<input type="checkbox"/> Bank Transfer	<input type="checkbox"/> Visa / Mastercard / Maestro	<input type="checkbox"/> Cheque with Order	<input type="checkbox"/> Purchase Order
Bank Details		Card Holder Details	
Account	10285730	Name :	
Sort Code	20-65-18	Address :	
Quote Ref		City :	Post code :
Barclays Bank 54 Cornmarket Street Oxford OX13HS		Card Number :	
		Start Date :	Expiry Date :
		Security Code (last 3-4 digit on the back of the card) :	
		Auth Code (Office Use) :	Signature :

Diagnosis Authorisation – Please Sign and Date below

This Quotation is valid for 30 days only.	
I authorise DiskEng to charge the above fee where applicable for the diagnosis of the supplied media.	
I accept the terms and conditions included and authorise DiskEng to perform the Stage1 diagnosis.	
Signature : _____	Date : _____
Print Name : _____	Position : _____



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Step 2 - Technical Details - Complete this Form

Job Number *-System and Media Details – Please complete all sections*

Operating System eg Win 2000, Mac.. etc	Media Type and Quantity eg Disk, Tape, Portable.. etc
File System eg NTFS, Linux FAT32.. etc	Make and Model eg IBM, Maxtor.. etc
Interface and Capacity Eg IDE, SATA, SCSI, RAID.. etc	RAID Server Configuration Eg RAID 0, 1, 5, 10.. etc

What is the reported problem and how did this happen – Please be as accurate as possible

What have you attempted to resolve the problem–Please include any sequence of events or software tried?

What data do you want recovered – Please include at least the most important file names and directories.

How would you like your recovered data.

<input type="checkbox"/> CD / DVD ROM (upto 16GB)	<input type="checkbox"/> USB Device (upto 32GB)	<input type="checkbox"/> USB Hard Disk
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Step 3 - Shipping Recommendations - Follow these methods

1. Package your media into an antistatic bag and wrap with bubble wrap.
2. Place your wrapped media into a well foamed box at least double the size of the wrapped media.
3. Include the **completed pages 2 and 3** with your media and seal the box securely.
4. Cut out the Shipping Label (Oxford or London) provided below and securely fix to the front of the package.
5. Please indicate the service level you require on the label.
6. Send your package to us using a **courier service** or **insured delivery**.

Deliver to :

DiskEng®
John Eccles House
Robert Robinson Avenue
Oxford Science Park
Oxford, OX4 4GP
United Kingdom

Advanced Data Recovery Services

Tel : 01865 469 468 - www.DiskEng.com - Job Number :

Standard Express Emergency

FRAGILE HANDLE WITH CARE



Deliver to :

DiskEng®
107 Fleet Street
London
EC4A 2AB
United Kingdom

Advanced Data Recovery Services

Tel : 020 7717 9747 - www.DiskEng.co.uk - Job Number :

Standard Express Emergency

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Terms of Business

1. General

- 1.1. DiskEng will perform diagnosis on the supplied media or equipment, on acceptance of the Stage1 quotation offered in respect of the media or equipment received for the purpose of data recovery by the client.
- 1.2. DiskEng will perform data recovery on the media or equipment in accordance to the conditions specified in the Stage2 report and quotation, on approval of the report and quotation offered by DiskEng in respect of the required data recovery work by the client.
- 1.3. DiskEng will perform Standard services during the hours of 9am to 6pm, local time, Monday to Friday.
- 1.4. DiskEng will perform Express services during the hours of 9am to 9pm, local time, Monday to Friday.
- 1.5. DiskEng will perform Emergency services during normal and out of normal hours, day or night, Monday to Friday, including Weekends and Public Holidays.

2. Quotation and Contract

- 2.1. DiskEng will perform its services only under its formal offer of a quotation and on acceptance by the client in writing of this quotation within the specified time limits.
- 2.2. DiskEng reserves the right to alter any quotation if deemed to have expired the 30days duration for all and any subsequent quotations.
- 2.3. DiskEng reserves the right to alter any quotation deemed to be inaccurate or outside the scope of any work initially quoted.
- 2.4. DiskEng reserves the right to cancel any offer or contract without liability to the client at any time if DiskEng is aware that the work to be carried out infringes any relevant laws or regulations. The client will be responsible and will indemnify DiskEng of any loss or damages that DiskEng incurs as a result.
- 2.5. DiskEng reserves the right to charge and refuse any refund to any cancellations made after the client written approval of any quotation offered.

3. Warranty and Services

- 3.1. DiskEng will endeavor to perform the services quoted within the specified timescales, subject to the client obligations of any relevant payments in accordance to the offered quotation of service.
- 3.2. Due to the nature of data recovery work, DiskEng makes no guarantees that any data can be recovered in part or in whole or that any data recovered will be complete or of any use, unless specified in writing.
- 3.3. Due to the nature of data recovery work, DiskEng cannot guarantee that any goods received from the client will not suffer any further damage during the diagnosis and or data recovery process.
- 3.4. DiskEng will be deemed to have carried out its services successfully satisfying its terms of business if no written complaint is received by the client within 7 days of completion of the relevant service.
- 3.5. Goods and services provided to the client remain the property of DiskEng until cleared payments received, satisfying outstanding Invoices.
- 3.6. Any media or equipment supplied by DiskEng shall be covered by the remaining warranty provided by the original manufacturer.
- 3.7. DiskEng reserves the right to destroy any media or equipment after 30days of the completion of any work and if no written instructions have been received from the client for its return within this period.
- 3.8. DiskEng shall not be required to notify the client if it is deemed necessary to break any existing manufacturer warranty seals for the purpose of the diagnosis or data recovery work.
- 3.9. The client agrees and gives permission to break any manufacturer warranty seals on the media or equipment if it is deemed necessary for the purpose of the diagnosis or data recovery work.

4. Payment

- 4.1. DiskEng will perform its services only on cleared funds.
- 4.2. DiskEng reserves the right to delay or stop any work at any time until cleared funds have been received in respect of the current data recovery work.
- 4.3. All quotations are valid for 30days and are subject to change thereafter.
- 4.4. DiskEng reserves the right to decline application for credit without giving any reason.
- 4.5. All quotations are subject to VAT and will be charged at the prevailing rate.
- 4.6. DiskEng reserves the right to charge the client for any additional media required to perform the diagnosis.

5. Liability

- 5.1. DiskEng shall not be liable for any loss of profits or business or expected earnings.
- 5.2. The total Liability of DiskEng under this contract including liability arising from the negligence or breach of duty by DiskEng and its employees is limited to a sum equivalent to the sum paid to DiskEng by the client under these terms in respect of the current data recovery work required.
- 5.3. DiskEng will not be liable for any delays caused by the performance of any suppliers or third party agents in respect of the current service.
- 5.4. DiskEng shall not be liable for any claims regarding the physical functioning of the client media or equipment during or after any services carried out.
- 5.5. DiskEng shall not be liable for any delays or failure to perform its obligations, where this is due to circumstances outside its control, not limited and includes war, power cut, accidents, terrorism or criminal acts.
- 5.6. DiskEng shall not be responsible for any claims of warranty on any media or equipment sent to DiskEng for its services.
- 5.7. DiskEng offers and the client accepts any work under these terms only and shall be governed in accordance with the laws of England and Wales.

6. Risk and Carriage

- 6.1. DiskEng shall not be responsible for any damages to media or equipment, during transportation to and from its premises.
- 6.2. DiskEng shall not be responsible for the cost of carriage of the client media or equipment to and from DiskEng unless expressly stated in the quotation offered.
- 6.3. DiskEng at its discretion may charge return carriage at prevailing rates for UK and International deliveries.
- 6.4. DiskEng at its discretion may make additional handling charges for return of any non-standard media or equipment.
- 6.5. DiskEng shall not be responsible for pursuing any insurance claims in the event of any damage or loss of any media or equipment.

7. Confidentiality

- 7.1. DiskEng will keep confidential the client's personal data, technical data and protect as it would protect its own confidential information.
- 7.2. DiskEng will not disclose confidential information to any third party except as required by law.
- 7.3. DiskEng will use appropriate technical and organisational measures to protect and prevent unauthorized use of personal and technical data both during the diagnosis and or data recovery work.
- 7.4. Any confidential information disclosed by the client during the diagnosis and or data recovery work, under these terms of business agreement will remain the owner's sole property.
- 7.5. DiskEng will when necessary securely transport the client's media to either of its offices for the purpose of diagnosis and or data recovery.