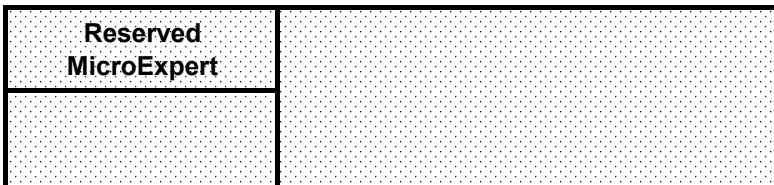


4360, D'IBERVILLE #213
 MONTREAL (QC) H2H 2L8
 Tel. / Fax: 514.739.7759
 Toll Free: 877.739.7759



Evaluation Request Form

Please print, fill and sign this form and include it when you ship your media. (*) indicates required fields.

Customer Information:

First name / Last name (*): _____
 Company: _____
 Phone Number (*): _____
 Email address (*): _____
 Address (*): _____
 Address cont'd: _____

How did you find us:

Google Yahoo YellowPages.ca (Web) YellowPages (Paper) Reference Other: _____

Support Information (*):

Hard Drive Magnetical support RAID CD/DVD Flash/USB
 Other (specify) : _____
 Manufacturer: _____ Model: _____ Serial number: _____
 Operating system: _____ Number of partitions: _____ Capacity: _____ % full: _____
 Most important files/directories: _____

 Event and symptoms of failure: _____
 Describe previous recovery attempts: _____

Service Level (*):

Regular Service Evaluation within ±48h (working days only) Evaluation fee: 0\$ to 50\$ (refer to table)
 Express Service Evaluation within ±24h (working days only) Evaluation fee: 50\$ to 100\$ (refer to table)
 Rush/Week-end Service Evaluation and work start immediately Evaluation fee: 450\$

Price Grid and Work Authorization (*):

Price Grid	Regular Service	Express Service	Rush Service
Formatted drive, deleted or corrupted file, password... etc	200\$ and more (Evaluation 50\$)	200\$ and more (Evaluation 100\$)	550\$ and more (Evaluation 450\$)
USB key, flash memory (SD, XD, SM... etc), CD/DVD	250\$ and more (Free evaluation)	250\$ and more (Evaluation 50\$)	550\$ and more (Evaluation 450\$)
Electrical problem, burned PCB, fire/water, do not spin	450\$ and more (Free evaluation)	450\$ and more (Evaluation 50\$)	750\$ and more (Evaluation 450\$)
Unrecognized or unreadable drive, clicking noise, firmware	450\$ and more (Free evaluation)	450\$ and more (Evaluation 50\$)	750\$ and more (Evaluation 450\$)

Misc. fees: Shipping to Canada: 30\$. NO PICKUP BY COURRIER COMPANY. CD/DVD to burn: 20\$ each.

Work Authorization:

Following our evaluation, you agree to pay the minimum fee of _____\$ for data recovery work that can take up to 2 weeks. Note: Please report the corresponding amount from the above Price Grid given the type of problem and service level (media for copying/returning data, courier fee and taxes not included). No work beyond this amount will be charged without client's approval.

Signature: _____ Date: _____

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Terms and Conditions

1. Authorization

The customer authorizes MicroExpert to carry out the evaluation of the computer media that has been handed to the company and thus in order to determine the nature of the damage and deliver an estimate of data recovery in terms of cost and timing. Due to the fact that certain tests may result in various guarantee cancellations of the computer media; the client agrees to relieve MicroExpert of all responsibility relating to guarantees. Evaluation fees may be applied, depending on the type of service that is purchased (see section "Service Level") and all tasks performed beyond the evaluation will be charged without prior approval from the customer. The customer authorizes MicroExpert, its employees and agents to receive or transport the computer media, equipment or data from and between the facilities of the parties hereto or its partners.

2. Legal guarantees

The customer is the legal owner or the legal owner's authorized representative of the equipment and all data being contained and delivered to MicroExpert. All materials not collected after 90 days shall be disposed. MicroExpert will not assume any responsibility towards the customer or any third party.

3. Limited civil liability

MicroExpert shall not be liable for any claims regarding the physical functioning of equipment or media that has been handed to the company or for any complaint regarding any data being contained, prior to, during and after servicing. MicroExpert shall in no time be held responsible for any lost data, income or profit or for any particular damage, incidental loss - consecutive or indirect, whatever the cause is, prior to, during and after the evaluation - even if MicroExpert has been notified of the risk of damage or losses. MicroExpert's responsibility in any form whatsoever, with respect to the services rendered, including a neglect act on its behalf, will be restricted to the contract price of the services rendered. The customer and MicroExpert agree that in the event that customer satisfaction is not achieved as a result of the task performed or lost or recovered data, MicroExpert would be able to decide whether to try again to recover enough data, to refund the customer in part or in full or to close the case. The parties hereto acknowledge that the price for the services offered by MicroExpert would be quite higher if MicroExpert assumed a wider responsibility. The customer recognizes and assumes all the responsibilities related to any risk of injury and material damage resulting from data recovery, including but without restriction, risks resulting from the destruction of the computer media or the data, or from the damage caused to them as well as risks resulting from the inability to recover data or risks resulting from the recovery of inaccurate or incomplete data, including those due to an act of negligence on behalf of MicroExpert.

4. Confidentiality

MicroExpert agrees not to disclose information or data files handed out by the customer or stored in his computer media as well as data files that have been reclaimed by him, except to MicroExpert's employees and agents who are subject to confidentially agreement or in compliance with the enforceable laws.

5. Payment

Unless the service type purchased by the customer includes no evaluation fees, evaluation fees are due even before MicroExpert proceeds with the evaluation and are not refundable. Evaluation fees will be charged even if the customer fails to carry out the tasks beyond the evaluation or if the data are reported non-recoverable. The deposit for parts and parts' research is due in advance and is not refundable. In addition to the payment of evaluation and parts fees, the payment for other services have to be made in full upon acceptance of the successful data recovery and prior to data delivery (by shipping, picking-up or downloading) unless contrary stipulation have been agreed in advance between the parties. The customer is responsible for all shipping costs, customs duties and taxes to and from MicroExpert. MicroExpert accepts Interac, cash, money order and the credit cards VISA and MASTERCARD (checks: certified only). The customer has 2 weeks to make his payment after being notified that the work is completed. In case of breach of contract from the customer, MicroExpert reserves the right to charge an additional fee of 100\$ + tax in compensation.

6. Guarantee

MicroExpert offers no guarantee, implicit or explicit, and declines any responsibility, including any warranty of merchantability or warranty of fitness for a particular purpose. The fact of charging a deposit for parts is under no circumstances a commitment of MicroExpert on the success of the work.

7. Refusal and Shipping

In the event of a customer refusal to perform data recovery tasks following the evaluation, MicroExpert would require a period up to 5 working days to prepare and ship the media, once transportation fees have been paid. Not pickup by courier company.

Do we have permission to open the drive?

Yes No Call before (Caution: this may invalidate any warranty)

Approbation for Terms and Conditions:

Approved by (capital letters): _____

Signature: _____

Date: _____