

DATA RECOVERY SERVICE by

MICRO EXPERT

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Montréal: 514-739-7759
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Reserved	

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 cont'd:

How did you find us:

<input type="checkbox"/> Google	<input type="checkbox"/> Yahoo	<input type="checkbox"/> YellowPages.ca (Web)	<input type="checkbox"/> YellowPages (Paper)	<input type="checkbox"/> Reference	<input type="checkbox"/> Other: _____
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Support Information (*):

<input type="checkbox"/> Hard Drive	<input type="checkbox"/> Magnetical support	<input type="checkbox"/> RAID	<input type="checkbox"/> CD/DVD	<input type="checkbox"/> Flash/USB
<input type="checkbox"/> 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 (*):

<input type="checkbox"/> Regular Service	Evaluation within ±48h (working days only)	Evaluation fee: 75\$+tax
<input type="checkbox"/> Express Service	Evaluation within ±24h (working days only)	Evaluation fee: 100\$+tax
<input type="checkbox"/> Rush/Week-End Service	Evaluation and work start immediately	Evaluation fee: 250\$+tax

Evaluation fee (*):

Name on Card:	_____		
Credit Card Type:	VISA <input type="checkbox"/>	MasterCard <input type="checkbox"/>	
Card Number:	_____		
Expiration Date:	Month _____	Year _____	
<p>I authorize MicroExpert to charge my credit card the amount corresponding to the "Service Level" selected for the evaluation of the media. A shipping fee will also be charged if the customer requests that we ship back the media. No extra charge in case of local pickup by the customer. Please note that we do not allow pickup by a courier company.</p>			
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

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.

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 authorization 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: _____