

TRI-STATE DATA RECOVERY

AUTHORIZATION / AGREEMENT FORM

www.TriStateData.com • (800) 798-0727 • 630 Freedom Business Center Drive, Floor 3, King of Prussia, PA 19406

IMPORTANT: All cases require prior phone approval or may be denied. Call to schedule a drop-off appointment, or ship to the address above.
Recommended shippers: UPS, FedEx, or DHL only, with tracking and signature confirmation.

1. WHAT BRINGS YOU IN TODAY? (select one)

DATA RECOVERY

My drive has issues / my data is inaccessible

DATA TRANSFER

My drive works — move my data to a new device

2. CLIENT INFORMATION

FULL NAME	COMPANY NAME	BEST CONTACT PHONE #
ADDRESS	CITY	STATE
EMAIL (REQUIRED)	REFERRED BY	ZIP

3. DEVICE INFORMATION

MANUFACTURER	DRIVE CAPACITY (GB / TB)	SERIAL NUMBER (S/N)
OPERATING SYSTEM:	macOS	Windows
	Linux	Time Machine
	NAS	Not Sure
	RAID — level:	

4. DEVICE HISTORY

My drive was dropped or banged.	Yes	No	My drive was erased or reformatted.	Yes	No
My drive is encrypted.	Yes	No	IF ENCRYPTED — BITLOCKER KEY / PASSWORD:		
There was a previous recovery or repair attempt.	Yes	No	IF YES, EXPLAIN:		
If successful, recovered data is returned on an external USB drive.	Would you like to purchase one from us?	Yes	No (providing my own)		

5. MOST IMPORTANT DATA NEEDED / COMMENTS

(use back for more space)

DIAGNOSTIC FEE: \$106.00 per drive (tax included) — applied toward your successful data recovery.

Due when you drop off — or we receive — your drive(s).

OFFICE USE ONLY — ESTIMATE: LABOR + PARTS:

TERMS & CONDITIONS

I authorize Tri-State Data Recovery to attempt to recover data from my defective hard drive, or to transfer data from my healthy storage media. If, during diagnostic testing, we determine that a device brought in for data transfer requires data recovery, we will contact you before any work is performed. The diagnostic fee of \$106.00 per drive (tax included) is due when you drop off — or we receive — your drive(s), and is applied toward the total cost of a successful data recovery. I understand that a data recovery attempt may void my drive's manufacturer warranty, and that my storage device may not be recoverable. Tri-State Data Recovery will provide its best efforts to recover all data. I release and indemnify Tri-State Data Recovery from any claim for damages or loss arising from or during the recovery process. If recovery is successful and agreed upon, my recovered data will be returned on a fully tested, functional external USB hard drive. It is the client's responsibility to back up the recovered data upon receipt. Tri-State Data Recovery retains a copy of the client's data for two (2) weeks after the completion date — unless other arrangements are made in writing — after which it is securely erased. Tri-State Data Recovery is not responsible for losses caused by a shipping company, and does not accept responsibility for future data loss resulting from any failure of a returned drive. Items left over thirty (30) days become the property of Tri-State Data Recovery and will be securely disposed of. The original defective drive will be disposed of at the discretion of Tri-State Data Recovery unless its return is requested in writing at the time this agreement is signed. The owner of the media agrees to indemnify Tri-State Data Recovery against any claims or expenses related to data theft. I take full responsibility for this drive and its contents; I affirm that it contains no illegal content, and I understand that any illegal content discovered will be reported. I am the owner of this device, or am authorized by the owner, to proceed with this service.

Tri-State Data Recovery reserves the right, at its discretion, to refuse any case that does not comply with these terms or appears suspicious.

PLEASE PRINT AND HAND SIGN.

CLIENT SIGNATURE

DATE