

SHIPPING A DRIVE FOR DATA RECOVERY

One-page checklist · Tri-State Data Recovery · (800) 798-0727 · tristatedata.com

1 BEFORE ANYTHING MOVES — GET THESE IN WRITING

- ☐ Does my drive stay with you, or get outsourced? What town and county is the work done in?
- ☐ Who is trained on the equipment, and can they prove it? Which platforms, what level, issued by whom?
- ☐ Which ISO class is the clean room, who tested it, on what date, and will you email the certificate?
- ☐ What does it cost if I decline? Diagnostic, recovery range, return shipping, and that it comes back as it left.
- ☐ Will I speak to the person doing the work? Not a case number, not a portal — the engineer who opens the drive.

2 STOP USING THE DRIVE

- ☐ Clicking, grinding or not detected: unplug it now. Every power-up spends part of what is left.
- ☐ Do not run recovery software on a failing drive. It can overwrite the data you want back.
- ☐ Do not open it, do not remove the circuit board, do not write on the drive label.

3 PACK IT SO IT CANNOT MOVE

- ☐ Anti-static bag first.
- ☐ Rigid protection next: bubble wrap around the drive, or the original packaging.
- ☐ Sturdy box with at least two inches of cushioning on every side, including underneath.
- ☐ Shake the sealed box. If anything shifts, open it and start again.
- ☐ No loose packing peanuts. They work into vents and connectors.
- ☐ Flash drive or SSD: tape it to a rigid card inside the bag so the board cannot flex.

4 BEFORE YOU SEAL IT

- ☐ Photograph the packed contents. Then photograph the sealed box with the label visible.
- ☐ Include the authorization form: name, phone, email, and what happened.
- ☐ No passwords on the form. Supply an encryption key separately if the drive is encrypted.

5 SHIP IT ONCE

- ☐ Tracking, insurance and signature confirmation. Keep the number.
- ☐ Declare the real value. Default carrier liability is \$100. FedEx, UPS and USPS all publish that figure.
- ☐ Hand it over at a counter and get a receipt. Not a drop box.
- ☐ Send the tracking number to the laboratory the same day, so both ends watch the same parcel.
- ☐ One leg, to the building that opens the drive. Never to an address that outsources it.

IF SOMETHING GOES WRONG IN TRANSIT

Tracking stalled three business days: open a trace. Delivered elsewhere: ask for the scan location and signature, in writing.
Lost with patient data on it: the HIPAA notification clock does not wait for the carrier investigation. Call us the same day.

Call before you pack anything. We will tell you how to do it properly, free, whether or not you send it to us.

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Independently certified ISO Class 4 clean rooms, Montgomery County, Pennsylvania. Carrier liability figures read 3 October 2026.