

SanDisk®

RescuePRO™ File Recovery Service

Office Use Only ↓	PLEASE FILL OUT FORM COMPLETELY TO ENSURE A SPEEDY RECOVERY		
Database #	Your Technical Rep is: Grant Woods	Phone Number 0044 (0) 115 9597904	Fax Number 0044 (0) 115 9895401
	STEP 1 Customer Contact Information		
	Name		Daytime Phone
	Address		Alternate Phone
	City/State/Postal Code/Country		Email Address
STEP 2 Media Information - Pricing is based on size of the media			
Check/Money Order	What size is your media? <i>(Pricing excludes VAT)</i> <input type="checkbox"/> 2 GB and under - €88/£78 <input type="checkbox"/> 4 GB - €107/£95 <input type="checkbox"/> 8 GB - €125/£109 <input type="checkbox"/> 16 GB - €140/£160 <input type="checkbox"/> 32 GB - €171/£195 <input type="checkbox"/> 64 GB - €205/£236	IMPORTANT - PLEASE NOTE: Media with <i>visible</i> physical damage (cracked circuit boards, bent or broken USB heads, etc.), will be charged an additional €74/£65 if recovery is successful. Does your device have physical damage? <input type="checkbox"/> YES <input type="checkbox"/> NO	How was data lost? (Additional info can be written on the back of this form if necessary)
	File types to recover (or specify all)	Camera Brand	Password (if applicable)
	STEP 3 Payment Information— Most major credit cards accepted (Visa/MC/Discover/JCB/Diner's Club)		
	<input type="checkbox"/> Credit Card #: _____ Expires: ____/____ 3-4 Digit Code: _____ <input type="checkbox"/> Money Order Enclosed <input type="checkbox"/> Personal Cheque <i>(Your media will be held for 10 business days or until cheque clears)</i>		
Amount Enclosed	STEP 4 Shipping to SanDisk RescuePRO File Recovery Service		
	Please use a padded envelope or small box to send your media to us. Please DO NOT use a letter envelope as media will be lost/damaged by postal sorting machines. Send completed form and media to: SanDisk RescuePRO File Recovery Service, Sutton Place, 49 Stoney Street, The Lace Market, Nottingham UK NG1 1LX		
	STEP 5 Return Shipping Information		
Invoice#	For successful recoveries: Return shipping via First Class Post is included to customers within the UK. For customers outside the UK, please add an additional €7.10/£6.25 to cover international shipping fees. For unsuccessful recoveries: There is a €7.10/£6.25 shipping fee to return your media. If you do not want your media returned, it will be safely destroyed. Please contact us for expedited rates or shipping by other carriers. ⇒ If recovery is unsuccessful, do you want your media returned? <input type="checkbox"/> YES <input type="checkbox"/> NO		
	STEP 6 Liability Waiver - This form must be signed and dated before recovery work can proceed		
	<small>I grant permission to SanDisk RescuePRO File Recovery Service to perform any action they deem necessary to attempt to recover my files and/or data. I understand that this procedure is a final attempt towards the recovery of data and could result in loss of part, or all, of the data stored thereon, and that SANDISK makes no warranty or guarantee as to the success of its attempts. Furthermore, I release SanDisk from any liability for any data loss, which may occur during, or as a result of, this procedure. I also understand and agree that if data is recovered from my media, it is deemed a successful recovery and I am liable and responsible for payment. I also release SanDisk from any liability for any theft, damage or destruction to the media and any other hardware, or other media sent to SanDisk in connection with this waiver. ALL CLAIMS FOR LIABILITY AND/OR LOSS INCLUDING BUT WITHOUT LIMITATION ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHICH MAY OCCUR AS A RESULT OF ANY SanDisk ACTION (OR INACTION) ARE HEREBY EXPRESSEDLY WAIVED. I also understand that, even if the data is successfully recovered, there is a possibility that individual files may still be inaccessible due to the type of damage originally sustained. In addition, I agree to pay the applicable fee for these services by SanDisk RescuePRO File Recovery Service, plus shipping and handling expenses as follows: SanDisk will pay for return shipping with a paid recovery through the U.S. Post Office. Expedited shipping, shipping through alternative carriers, shipping insurance, and other shipping related expenses are the undersigned's responsibility. I agree to accept the responsibility for shipping the digital media and any additional hardware to SanDisk. SanDisk will not be responsible for any damages and theft incurred during the shipment process or claim against such agents shall be solely by and on the behalf of the undersigned. I agree to all of the foregoing conditions:</small>		
↑ Office Use Only	Signature	Date	