

FLASH DRIVE DATA RECOVERY AND PAYMENT AUTHORIZATION FORM

Service Level

Student* \$147 (3-7 Business Days) **Standard \$197** (3-7 Business Days) **Express \$397** (1-3 Business Days + Sat.)

Students: Please include a copy of your student ID and current class schedule.

Grand Total

Delivery Options

- Download Only (Up to 2GB) - **No additional charge**
- Include your own working flash drive - **No additional charge except the cost of shipping**
- New flash drive: 4GB - **\$19** 8GB - **\$29** 16GB - **\$39** 32GB - **\$59** 64GB - **\$79** **USB 3.0 - Add \$10**
- Add a Lifetime License for FDP Flash Drive Sync automatic flash drive backup software - **\$17**
- N/A Download Only USPS Priority USA - **\$5** USPS Express USA - **\$17** USPS Priority Canada - **\$12**
- USPS Express Canada - **\$25** USPS Priority Europe - **\$14** USPS Express Europe - **\$28**

Device Information

Number of drives requiring recovery _____

Device type _____

Brand/Model _____

Capacity _____

Description of the problem _____

Specific files to recover (Leave blank for all)

Contact Information

Name _____

Address _____

Phone _____

Email _____

Duplicate drive included? Yes No

If you have (or can get) an exact duplicate of your drive requiring recovery, sending it along with your damaged drive may speed up the recovery process if we happen to need parts or need to transplant the memory chip to a working drive.

Previous recovery attempt(s)? Yes No

If yes, by whom? _____

Note: For devices that have undergone previous recovery attempts, (e.g. have been soldered) we may need to charge up to an additional \$100 fee depending on the severity of the damage that has been caused and extra work involved. We will contact you to let you know if an additional fee is required before working on your drive.

Payment Information

Type Credit Card PayPal Check/Money Order

Please me call for payment info instead.

Credit card # _____ - _____ - _____ - _____

Expiration date: (MM/YY) ____ / ____

Billing postal code: _____

Name on card _____

PayPal ID _____

Please place your flash drive in a well-sealed small box or padded envelope and ship it to:

FlashDrivePros LLC

2311 N. 45th Street #107

Seattle, WA 98103

Feel free to ship your drive using any shipping service you like. For domestic orders we recommend UPS or USPS.

We will let you know as soon as your drive arrives and get right to work! Please double check your contact information!

Please write any comments or special instructions on the back.

How did you hear about us? _____

TERMS AND CONDITIONS

1. Service Levels: Standard 3-7 Day Service: While we will most likely recover your files within 7 days, this time frame is based on our standard turn-around time. Somewhere between 5-10 percent of drives require extra parts, additional research, or extra labor that could extend the job beyond 7 days. In such cases, we can either keep working to recover your files or simply return the drive to you at no cost. Jobs completed past 7 days are normally charged the regular invoice amount less any previously issued discounts.

2. Expedited Service. If we cannot recover your files within the time-frame of the service level you requested, your files will be recovered as quickly as possible and you will be billed for the lower service level that best matches the time in which your files were recovered.

3. Definitions:

Files to be recovered: The sum of all files the client requests to be recovered. Unless otherwise specified at the start of the job, this is understood to mean all files that are supposed to be the device.

Full recovery: At least 95% of the files to be recovered are recovered and function normally.

Partial recovery: Between 50% and 94% of the files to be recovered are recovered and function normally. Fees for partial recoveries are discounted by a percentage equal to the percentage of files to be recovered that could not be recovered.

Unsuccessful recovery: Less than 50% of the files to be recovered are recovered and function normally. There is no fee for Unsuccessful Recoveries even if some files were recovered.

4. The client authorizes FlashDrivePros LLC to attempt to recover all data from the client's storage device using any and all means at the engineer's disposal.

5. The client authorizes FlashDrivePros LLC employees and officers to view, in the course of the job, the data, files and information stored on the device unless a specific, written non-access/no-view agreement has been signed in advance by a FlashDrivePros LLC officer. Please email us at support@flashdrivepros.com or call 888.806.6567 if you require an NDA or other agreement.

6. The client acknowledges that any data that may have been stored on the media device is considered lost until it has been recovered. FlashDrivePros LLC makes no guarantee that the client's data will be recovered.

7. The client understands that some procedures used to recover his or her data may cause permanent damage to the storage media and make recovery impossible.

8. The client will indemnify and hold harmless FlashDrivePros LLC, its officers, and employees for any direct or indirect damages including loss of data, accidental disclosure of data, loss of revenue, incidental or consequential, before, during or after the recovery attempt is performed.

9. Media deemed non-recoverable or partially recoverable will be returned to the client free of charge via USPS First Class Mail. Other shipping methods, delivery confirmation, insurance and other options will be provided upon request but are to be paid for by the client. If the client wishes to have a fully recovered device returned shipping fees apply.

10. Under no circumstances is FlashDrivePros LLC, its officers, and employees responsible or liable for devices damaged or lost in the mail.

11. FlashDrivePros LLC is committed to the privacy and security of each of its clients and follows strict security protocols to prevent the unauthorized disclosure of the client's data and information. If a FlashDrivePros LLC employee comes across what appears to be evidence of the abuse of children in any form, we will notify the authorities.

12. You authorize FlashDrivePros LLC to charge your credit card or PayPal account the total amount of the invoice as soon as your files have been recovered.

13. FlashDrivePros LLC offers a full refund to clients who are unsatisfied with our products and services. Process of refunds can take up to 3-5 business days. For unsuccessful data recovery attempts on devices that have undergone previous recovery attempts, a non-refundable fee of up to \$100 may be charged. We will notify you in advance if an additional fee is required.

I accept the terms above. Signature _____ Date _____