

SanDisk®

RescuePRO™ File Recovery Service

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| Office Use Only | PLEASE FILL OUT FORM COMPLETELY TO ENSURE A SPEEDY RECOVERY | | |
| Database # | Your Technical Rep is: Online | Local/International Number (727) 449-0891 | Toll Free Number (US/Canada) (866) 603-2195 |
| | STEP 1 Customer Contact Information | | |
| | Name | | Daytime Phone with area code |
| | Address | | Alternate Phone with area code |
| | City/State or Province/Zip or Postal Code/Country | | Email Address |
| STEP 2 Media Information - Pricing is based on <i>capacity</i> of the media (device) | | | |
| Money Order | Recovery Fees <input type="checkbox"/> 2GB and under — \$125 <input type="checkbox"/> 4 GB — \$150 <input type="checkbox"/> 8 GB — \$175 <input type="checkbox"/> 16 GB — \$225 <input type="checkbox"/> 32 GB — \$275 <input type="checkbox"/> 64 GB — \$325 <input type="checkbox"/> 128 GB — \$375 <input type="checkbox"/> 256 GB — \$425 | Return media options <input type="checkbox"/> CD/DVD \$0 (Up to 8GB Recovery) <input type="checkbox"/> Customer provided media \$0 <input type="checkbox"/> 8GB USB drive \$8 <input type="checkbox"/> 16GB USB drive \$16 <input type="checkbox"/> 32GB USB drive \$24 <input type="checkbox"/> 64GB USB drive \$40 <input type="checkbox"/> 128GB USB drive \$55 <input type="checkbox"/> 500GB External Drive \$75 | IMPORTANT - PLEASE NOTE: Media with <i>visible</i> physical damage (cracked circuit boards, USB heads, etc.) or phones/tablets requiring internal memory extraction, will be charged an additional \$100 if recovery is successful. Does your device have physical/electronic damage? YES <input type="checkbox"/> NO <input type="checkbox"/> How was data lost? (Additional info can be written on the back of this form if necessary) |
| | File types to recover - pictures, video or other | Camera Model | Password (if applicable) |
| STEP 3 Payment Information (Payment <u>must</u> be enclosed or credit card number on file for work to proceed) | | | |
| <input type="checkbox"/> Credit Card #: _____ Expires: ____/____ 3 or 4 Digit Code: _____ <input type="checkbox"/> Money Order Enclosed -- Made payable to LC Technology Int'l, Inc. (US Dollars only, please) | | | |
| Amount Enclosed | STEP 4 Shipping to SanDisk RescuePRO File Recovery Service | | |
| | Please use a sturdy mailer, padded envelope or small box to send your media to us. Please DO NOT use a letter or envelope, as media will be lost/damaged by USPS sorting machines. Send completed form and media to: SanDisk RescuePRO File Recovery Service, 29750 US Hwy 19 N, Suite 310, Clearwater, FL 33761 | | |
| | STEP 5 Return Shipping Information - USPS Priority Mail is delivered in the U.S. within 2-3 days | | |
| For successful recoveries: <input type="checkbox"/> USPS Priority Mail (FREE) – USA only <input type="checkbox"/> FedEx Ground Int'l – Canada only – \$15 Return shipping to you <input type="checkbox"/> FedEx Overnight – USA 48 only - CALL <input type="checkbox"/> USPS Priority Int'l – outside US/Canada – \$20 For unsuccessful recoveries: Return media/device <input type="checkbox"/> USPS Priority Mail – USA only \$10 NO RECOVERY, NO FEE <input type="checkbox"/> Int'l Return Shipping – \$30 If recovery is unsuccessful, do you want your media/device returned? YES <input type="checkbox"/> NO <input type="checkbox"/> If NO, it will be safely destroyed. | | | |
| STEP 6 Liability Waiver - This form must be signed and dated before recovery work can proceed | | | |
| 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 EXPRESSLY 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: | | | |
| Invoice# | Signature | Date | |