

Work Request Form

1. Please complete all sections as fully as you can and include a copy with your faulty device.
2. Please note that the initial assessment cannot begin until the assessment fee has been received in full. If you are not comfortable quoting your credit card details here, please contact our office by phone on 0508 GET DATA (4383252) for alternative payment arrangements.
3. If you have any questions regarding this form, please contact us on 0508 GET DATA (4383252).

Your Contact Details

Company Name:

Contact Name:

Postal Address:

Physical Address:

Telephone: Fax:

Email address:

Datalab representative you spoke with (if known):

How did you hear about our services?

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Packaging Instructions

1. Please package your equipment as securely as possible, using bubble wrap and a strong cardboard box for hard disk drives, etc, to minimize any further possible damage in transit. USB sticks/flash drives may be wrapped in bubble wrap and a padded envelope. NZPost has a wide selection of suitable packaging options available.
2. Use the following page as your courier label (paid ticket required).

Deliver to:

Datalab NZ Ltd
Unit 6
2 Pukete Road
Te Rapa
HAMILTON 3200
NEW ZEALAND

Credit Card Information

1. By signing this form, you authorise Datalab NZ Ltd to debit your credit card for the recovery items fees selected below upon receipt of your hard drive.
2. The recovery fee WILL NOT be charged without your acceptance of our written quote supplied.
3. We accept only Visa and MasterCard.
4. Datalab NZ Ltd will not commence recovery work until we have credit card details, cleared funds, a valid company purchase order, or have already established a good credit history with you.
5. If you prefer to provide your credit card details by phone, please contact us on 0508 GET DATA (4383282) during business hours.

Number:
Expiry Date:
Name on Card:
I/We (name in full) hereby authorise DataLAB NZ Ltd to debit the above credit card for the amount selected below.
Signed: Date:

Select the recovery items from the following table:

Item	Price Quoted (excluding GST)	Tick if selected
Assessment	\$	
Logical Level 1	\$	
Logical Level 2	\$	
Physical Level 1	\$	
Physical Level 2	\$	
Physical Level 3	\$	
Physical Level 4	\$	
Total authorised	\$	

Information about your media for recovery

1. What type of media (please select one option)
 Hard drive / CD / Jazz / Zip / Tape / USB flash drive / Other
2. Operating system
3. Manufacturer
4. Number of volumes or partitions on the media
5. How much data was on the media?
6. Can we break the seals on the media if necessary? (Be aware that this may void any warranties of your media.) Yes / No
7. File system (if known)
8. Model
9. Serial number
10. Date of purchase (if known)
11. What is the your most important data for recovery? List folders, directories, and files in order of importance

12. What media should be used to return your data? Select one of the following options. (Note - for drives with over 8GB of data to be recovered, we use another hard drive. You may supply one or we can supply one at a reasonable cost.)
 - a. I wish to purchase an external USB hard drive
 - b. CD ROM (maximum of four CDs)
 - c. DVD (maximum of two DVDs)
 - d. The enclosed formatted hard drive
 - e. Other
13. Current media pricing as quoted \$ (excluding GST).
 (Note – prices are subject to change)

Situation of failure

The reason for the failure or inaccessibility

What solutions, if any, have already been tried on the media?

Previous technician's findings (if you have already consulted another party)

Shipping Information

Shipping company used

Waybill or courier tracking number

Terms and Conditions

1. Authorisation
 - i. The client authorises Datalab, its employees, and agents to receive and transport this media/equipment/data to, from, and between their legally registered facilities.
2. Legal Rights
 - i. The client is the legal owner, representative or otherwise has legitimate rights to property and all data contained therein sent to Datalab.
 - ii. Any property left with Datalab unclaimed for 90 days will be disposed of.
 - iii. Faulty hard drives will become the property of Datalab unless a specific request for return is made by the client in which case the client will be liable for a charge of \$25 plus GST for freight and handling.
3. Limited Liability
 - i. Datalab shall not be liable for any claims regarding the physical functioning of equipment/media or the condition or existence of data on storage media supplied before, during, or after service.
 - ii. Datalab shall not be liable for any direct or indirect damages, including loss of data or loss of revenue, incidental or consequential, before, during, or after service.
4. Confidentiality
 - i. Datalab, its officers, employees and agents agree to absolute non-disclosure of any and all information or data files supplied with, stored on, or recovered from client equipment.
5. Payment
 - i. Payment is due in full upon our receipt of the job, or before commencement of any further work, unless by special previous arrangement. We accept Visa and MasterCard only.
 - ii. Debt collection fees will become the responsibility of the client if the account is not paid in full by due date.
6. Media Warranty
 - i. Datalab gives warranty on all returned media found to be "dead on arrival" within 10 days of shipment. Any additional warranty claims must be presented to the original manufacturer.
 - ii. Datalab will retain a copy of all recovered data for 10 days from date of shipment to ensure against "dead on arrival" instances.
7. Shipping
 - i. All shipping charges are the responsibility of the client regardless of whether the data is recovered or not.
8. Data Retention
 - i. Datalab will retain a copy of any/all recovered data for a period of no more than 6 months unless specified by the client. Data will be securely destroyed after 6 months has elapsed.
 - ii. An additional copy of retained data may be requested by the client for a fee. Datalab will always ask for suitable identification before supplying copies of retained data.
 - iii. Longer-term storage of retained data may be arranged for a nominal fee.
9. Legal Obligations
 - i. Nothing in this agreement shall override the laws and statutes of New Zealand.

Approved by (name – please print) Signature Date
